

Messiah University
Key Distribution and Control Policy and Procedure
July 2025

Policy: It is the policy of Messiah University to monitor, control, and organize key distribution in a way that provides adequate security and access control for the campus.

Objectives: To provide key and lock control for additional security for university employees and property through the establishment of a comprehensive policy and procedure regarding the issuance, use, and responsibility for university keys.

Equipment: Form: Key Request: Falcon Link
Form: Lost Key Form: Falcon Link
Attachment 1: Key Assignment Policy

Definitions:

Key Holder: The person who has been authorized to access an area of the university with a key.

Individual Keys: Keys that open only a single room. Generally, full time faculty, staff, and students demonstrating need are issued access to assigned offices, student rooms, or classroom spaces of a dedicated nature.

Floor Sub-Master Key: A single key that allows access to one or more rooms on a single floor within a single building.

Department Sub-Master Key: A single key that allows access to one or more rooms of a department in a building. If a person does not require access to all areas that a sub-master key controls, it will be necessary to issue multiple keys in lieu of the higher level sub-master key.

Building Master Key: Opens outside doors and everything inside a building except restricted access areas.

Grand Master Key: This single key allows access to numerous buildings and or rooms inside those buildings. Except in the case of personnel assigned emergency response, these keys will not be issued to individual persons.

Authorizing Authority: The individual authorized to submit a key request for a particular academic, administrative, or student housing area.

Key Hierarchy:

The university master locking system establishes a hierarchy of access levels to maintain positive security and responsibility. The hierarchy of key assignment will not be broken merely for convenience. Security and protection of university students, staff, property, and records are of primary consideration. Specific needs must be shown and approved to allow movement up the hierarchy. The hierarchy is as follows:

Grand Masters: Designated for the Department of Safety, Vice President of Operations, and the office of Facility Services. Grand Master keys beyond these designations must be approved by the Vice President of Operations.

Building Masters: Designated for Deans, Directors, Campus & Building Services Staff (non-student workers) and Residence Life Staff with demonstrated need to access one building where their personnel reside. Building Master keys beyond these designations must be approved by the Director of Facility Services, or Vice President of Operations.

Building Floor Sub-Masters or Department Sub-Masters: Designated for Deans, Directors, Residence Life Staff, and Department Chairs with demonstrated need to access more than one room in any particular building. Building Floor or Department Sub-Master keys beyond these designations must be approved by the Director of Facility Services.

Individual Room Keys: Designated for individuals who require access to a particular room when authorized by a Department Official (manager, chair, Residence Life). All keys are to be individually assigned. "Mass" key assignments will be authorized only for Conference Services and Residence Life as needed. These departments will take responsibility for the keys issued through them.

Maintenance Areas: Only approved support personnel will be issued keys providing access to areas constructed for the sole purpose of facility and building support. Keys for such areas will not be provided to allow access for anything other than maintenance issues.

Key Blocks: Student workers and other support staff who only require infrequent access to specific areas will access keys through key blocks. Key blocks eliminate the need for numerous building master keys for these workers, while still allowing them to access secured areas. Key block keys must be returned to reclaim individual keys on a daily (shift) basis, and are not to leave the campus for any reason. Sufficient key blocks will be installed in each building to accommodate the normal activities.

Faculty Offices: Student workers/work study students are only permitted to hold faculty office keys if approval is granted from the Dean or the VP of Operations.

Exterior Doors: Requests for exterior door keys must be approved by the VP of Operations.

Responsibility:

Vice President of Operations: Review and approve all key related policies to assure that they serve the dual purpose of maintaining positive security while not unnecessarily impeding campus operations.

Authorizing Authority: The person requesting keys for authorized buildings and rooms for persons with significant, demonstrated need to access these areas. Cooperate with Facility Services staff to audit and control key assignments. The university strictly prohibits the exchanging or loaning of keys to anyone, and requires the return of all keys as part of the staff termination, or exit process.

The President, Vice Presidents, Deans and Directors are automatically Authorizing Authorities for the facilities over which they maintain operational oversight. Deans and Directors will identify to the Facility Services Assistant, upon request, their Authorizing Authorities at the Chair and Department Manager level. Keys for buildings or rooms over which the Authorizing Authority does not have operational oversight must be approved by the appropriate Dean, Director, or Vice President of Operations.

It is the responsibility of the department that orders a student key to be sure the student returns their keys before leaving campus for the summer. The department will be charged for any student keys not returned within 30 days of the due date.

Adjuncts that are not returning to teach the next semester must turn in their keys. If they do not return their keys, the department will be held responsible for the associated fines.

Facility Services Assistant: Maintain records of all Authorized Authorities and areas for which key requests can be made. Issue keys after verifying authorization and checking adherence to the university policy. Maintain records of all locks, key codes, key holders, keys issued, and keys deleted. Provide various reports to Authorized Authorities and Vice President of Operations upon request. Conduct an audit of each Authorized Authority's keys and key records on a periodic basis to assure and confirm positive security measures are being followed.

Department of Safety: Responsible for maintaining the operational security of the installed key and lock system. Identify problems to Facility Services for resolution. Investigate instances of stolen keys, break-ins, abuse etc. Recommend changes or improvements to key and lock systems to maintain the physical security of the buildings. Coordinate and cooperate with Facility Service staff on all key and lock issues.

Individual Key Holders: Pick up keys in person at the Lenhart Office. The Lenhart office is open Monday-Friday, 7:30 am-4:00 pm. Do not exchange keys or loan keys to another person. Do not accept, possess, or use a university key unless it has been properly and officially issued in accordance with this policy. Do not duplicate university keys. Protect issued keys from loss, theft, or unauthorized use. Do not attempt to use a key in an area you are not authorized to access. Report lost keys immediately to your department head and Key Services via the Lost Key Report on Falcon Link. Return any keys that are no longer needed. Return all keys upon termination, transfer, retirement, or graduation. All students must return their keys (other than dorm keys) before leaving for the summer. All Adjunct keys will be due in May of the Spring Semester. The key Requestor may authorize an extension of the due date if Adjuncts are scheduled to teach in the fall. Once the due date extension is approved, Adjuncts may keep their keys over the summer. If the Adjunct does not return in the fall, they are responsible for returning the keys.

Key Holder Information:

Information pertaining to key holders and specific keys held by them will only be given to the Department of Safety, Directors and Vice Presidents. Information will not be given out to anyone else.

Key Issuance:

All keys must be requested to Facility Services Assistant using the appropriate form available on Falcon Link. No keys will be issued without the required information and approvals as outlined in this policy. The key requestor and the key receiver may not be the same individual. Completed key request forms are to be turned in a minimum of 5 working days in advance of the needed date. When keys are ready for pick up, the key holder will be notified and must pick up and sign for the key in person at the Lenhart Office within 30 days of key issuance. Anyone who picks up a key must have a picture ID or keys will not be issued. Keys to all areas will be issued with the understanding that the lowest level of access necessary to complete the required duties will be the overriding factor.

Employees moving offices or transferring departments will be required to return key(s) to their previous office or areas within 14 days of receiving the keys for their new responsibilities/areas.

Lost Keys:

All keys are the property of Messiah University. **Fees will be assessed to individuals who lose a key.** A replacement key may not be issued to employees until a lost key report has been filled out on Falcon Link. Because of costs that are associated to re-key, there will be no refund for keys that are found after the fact. Fees for lost keys will be based on the level of access and key hierarchy. The Vice President of Operations in consultation with the Director of Facility Services and appropriate VP/Provost will discuss the appropriate fee. A minimum fee of \$75.00 to a maximum fee of \$500.00 can be assessed for the cores that the key opens as a result of the loss. Duplication and lending of keys is prohibited and will result in disciplinary action.

When students lose a residence hall or apartment key they will report the lost key to the Residence Life office to submit a Lost Key Form. The Director of Housing will be responsible for charging the student for the lost key. When a student loses a residence key, the affected room will be re-keyed. When students lose keys related to their campus work they will report their lost key to their work supervisor. The supervisor will fill out a Lost Key Form.

If a conference issued key is lost, Conference Services will assess the lost key fine. If a conference guest loses a key, Conference Services will fill out a Lost Key Form and the affected room will be re-keyed. The conference guest has the chance to return the key without paying the fine.

Conference contacts and guests are informed of the \$75 fee for each core the key will open.

Overdue Keys:

All student keys requested through Key Services require a due date. Students must return the keys before leaving for the summer, transfer, graduation, withdrawal, suspension, etc. The department that requested the key is responsible for retrieving the keys before the students leave campus. If the student keys are not returned within 30 days of the due date, a fine of at least \$75 per key will be assessed to the department, and the keys will be considered lost.

When a departing/retiring employee fails to turn in their keys before departure, their supervisor will have 30 days to retrieve the keys before a minimum of \$75 fine will be assessed to the department for each lost key.

Stolen Keys:

If keys are stolen, individuals must notify Dispatch Services who in turn will notify the Safety Officer on duty. For a key to be regarded as stolen, the investigating Safety Officer must find evidence of forced entry, physical abuse, or forcibly removing key/keys from an individual or locked place of safekeeping. If the key/keys were stolen from another location other than Messiah University, the individual reporting the theft must supply the Safety Officer with a document (report from police agency, insurance company, etc.) that the theft had been formally reported. This report will be included in the incident report completed by the Department of Safety.

The Safety Officer will contact the individual reporting the theft in order to complete an incident report, detailing the approximate time, location and keys involved. If there is strong evidence determined by the Safety Officer that the key, or keys have been stolen, no fine will be assessed. If the lost key is a Building Master, Grand Master, or sub-master key, the Safety Officer will follow up with the Director of Safety who will determine if the local police department should investigate the incident. The Director of Safety will assess the situation with the Director of Facility Services as well as the Manager of Facility Maintenance to make a recommendation to the Vice President of Operations as to whether or not to re-key or implement any other security precautions. If keys are involved from Residence Hall areas the Dean of Students will also be notified.

Enforcement:

The single most frequent cause of loss of building security is inadequate control of keys. Uncontrolled circulation or use of university keys endangers the security of persons and property. Violation of the policies hereunder will lead to disciplinary action. The Vice President of Operations, in conjunction with the Director of Human Resources and the employee's Provost/Vice President, has the responsibility and authority for determining any disciplinary actions. **Disciplinary actions will be progressive and in accordance with university established policies and guidelines.**

Fee for Keys not Picked Up:

There will be a \$10 restocking fee for any keys that have been requested and not picked up after 30 days. This fee will be paid by the department of the person requesting the key.

Broken keys:

Bent or broken keys should be reported to Key Services immediately. For security purposes, all pieces to a broken key must be returned to Key Services prior to a replacement key being issued. No fines are assessed for broken or bent keys if they are returned.

Contractors:

Outside contractors are only issued keys and cards that are signed out daily at the Lenhert Main Office or Dispatch and returned at one of these locations at the end of the day. Contractors are not permitted to remove keys or access cards from campus.

Mailed keys:

Keys should not be sent through campus mail. If keys are mailed through US mail, they must be mailed in a padded envelope. Packages that arrive to Key Services with the key(s) missing will result in the key holder or department being responsible for the lost key fees.

Key Services:

Randomly audit staff who hold master or sub-master keys to assure that no high level keys have been lost and un-reported.

Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards.

Messiah University Key Assignment Policy

You have been issued this key(s) to cover a specific need on campus. By signing for this key(s), you are accepting responsibility of the key(s) and agree to all the points below:

1. Do not exchange keys or loan keys to another person.
2. Do not accept, possess, or use a university key unless it has been properly and officially issued in accordance with this policy.
3. Do not duplicate university keys.
4. Protect issued keys from loss, theft, or unauthorized use.
5. Report lost keys immediately to your department head and the Key Services office.
6. If an individual breaks a key, for security reasons, all pieces of the key must be returned to Key Services before a replacement will be issued.
7. Return any keys that are no longer needed.
8. Return all keys upon termination, transfer, retirement, or graduation.
9. **Fees will be assessed to individuals who lose a key.** A replacement key may not be issued until a lost key report has been filed on Falcon Link. Because of costs that are associated to re-key, there will be no refund for keys that are found after the fact. Fees for lost keys will be based on the level of access and key hierarchy. At the decision of the Vice President of Operations, in discussion with the Director of Facility Services and the Director of Safety, a minimum \$75.00 fee can be assessed for each door that the key operates (and the core that needs to be changed) as a result of the lost key.
10. All keys are the property of Messiah University.

Scott Zeigler, Form
creator

Electronically signed by Scott Zeigler on 07/25/2025 8:11:02 AM

Interim President

Electronically signed by Jon Stuckey on 07/25/2025 8:48:57 AM

Provost

Submission Pending

VP for Finance and
Planning

Electronically signed by Gary Nowicki on 07/28/2025 9:12:40 AM

VP for Human Resources
and Compliance

Electronically signed by Amanda Coffey on 07/25/2025 9:04:10 AM

VP for Operations

Electronically signed by Kathie Shafer on 07/28/2025 8:37:40 AM

Dean - School of Arts,
Culture & Society

Electronically signed by Emerson Powery on 07/25/2025 9:58:43 AM

Dean - School of Science, Engineering & Health	Electronically signed by Angela Hare on 07/25/2025 8:13:57 AM
Interim Vice Provost and Dean of Students	Electronically signed by Doug Wood on 07/25/2025 8:32:03 AM
Assistant Dean of Students & Dir - Student Success	Electronically signed by Jocelyn Chavous on 07/28/2025 9:02:34 AM
Director of Housing	Electronically signed by Courtney Williams on 07/29/2025 1:53:02 PM
Director of Conference and Event Services	Electronically signed by Jody Brandt on 07/28/2025 9:10:40 AM
Director of Safety	Electronically signed by Maranda Hogue on 07/25/2025 2:26:17 PM
Director of Facility Services	Electronically signed by Brian Miller on 07/31/2025 7:32:35 AM
Director of Buildings and Grounds	Electronically signed by Mark Graybill on 07/25/2025 8:21:28 AM
Facility Services Manager	Electronically signed by jarrod sites on 07/25/2025 8:13:33 AM
Facility Services Administrative Assistant	Electronically signed by Traci Gaito on 07/28/2025 9:14:24 AM
Facility Services Administrative Assistant	Electronically signed by Jennifer Sheaffer on 07/28/2025 11:41:49 AM
Facility Services Assistant	Electronically signed by Scott Zeigler on 07/25/2025 8:12:12 AM