

Key Procedure

Effective Date: 08/21/25

Section: Facilities and Services

Purpose:

Facilities Management Department at Arkansas State University provides Key control for university faculty, staff and students.

Types of Keys:

1. **Controlled Keys** are keys which open buildings, offices and controlled security areas to include parking lot gates..
2. **Operating Keys** operate one door (office, lab or other work space).
3. **Departmental Keys** are key cards issued for a Building to a contractor or vendor for short term use.
4. **Non-Controlled Keys** are keys to file cabinets, desks, display cabinets, etc.*(Lock Shop will make or duplicate these keys but will not track key assignment)
5. **Equipment Service Keys are keys which operate specific equipment located in specified departments. These keys will be issued to a department so that the equipment may be operated by a designated individual in that department and not made available to the public.**

General Provisions:

All keys are issued by the Arkansas State University Facilities Management Lock Shop and shall remain the property of Arkansas State University.

Any exemptions, changes, or special provisions to this policy will be made only with the approval of the Assistant Vice Chancellor of Facilities or his designee.

Each building will have a separate building master key system with as many sub- masters as necessary to accommodate the different departments within.

All mechanical/equipment and custodial rooms will be keyed separately from the building master

It is a violation of this policy to attempt or to have any university keys duplicated by anyone other than the Facilities Lock Shop. University Police have the authority to confiscate any duplicated key(s). Any person in violation of this policy may have their key issuance privileges revoked.

It is a violation of this policy to change, add to, or alter any university installed locking system by anyone other than the Facilities Lock Shop. This includes the installation of any locking devices or hardware. Unauthorized devices and hardware will be removed by Facilities Management and the department or individual responsible for the room will be charged for all costs incurred.

The Facility Management Lock Shop does not issue Key Cards.

High Security Keys

Under special circumstances individual rooms may be keyed separate from a building master key system when requested by the dean and approved by the Assistant Vice Chancellor of Facilities. No services will be provided to the room or areas. This will include maintenance, custodial, and other such services. In the event that emergency personnel need to enter the room, the department responsible for said room will be charged for any and all damage that may occur when entry is made.

Under special circumstances individual rooms may be keyed off the university grand master when approved by Assistant Vice Chancellor of Facilities Management.

Key Requests and Issuance:

Faculty, staff, graduate assistants and students Contractors/Vendors may be issued keys to a university building upon the recommendation of a dean, department director, the university's Project Manager Vice Chancellor or the Chancellor via a [Key Request Form](#) submitted to Facilities Management Key Control office.

The form must be filled out in its entirety and then signed by the department chair/ supervisor and the dean/ director contractor/vendor.

Departments can request key for only rooms buildings and areas they are assigned.

All incomplete, illegible, incorrect, or unsigned forms will be returned to the Key Requestor until the completed form is legibly completed by the requesting department. Departments are encouraged to type all key requests for legibility.

A work order is created and key(s) are produced. When the key(s) is (are) ready, the requesting contact person listed on the key request form will be notified that their key(s) is (are) ready for pick up.

A picture ID is required when the key holder picks up the key(s) from the Facilities Management Lock Shop at 2713 Pawnee street. Hours for the Lock Shop are 7 am – 4 pm.

Records of all keys issued will be kept on a computerized key inventory system and will be maintained by the Facilities Management Lock Shop * except Residents Life who maintain their own tracking system.

Building Key Coordinators and Temporary Key Issuance

Deans or directors may designate a building key coordinator and/or department key coordinator to be responsible for department key for short term issue to graduate students and faculty. Key Coordinators will maintain complete records of all temporary key issues and will be responsible for key returns.

Keys issuance for key coordinators requires a key request form to be filled out in its entirety and then signed by the department chair/ supervisor and the dean/ director.

The department will incur all costs associated with lost Building Coordinator keys and any required re-keying.

Lost Keys:

The loss or theft of any key(s) should be reported immediately to the key holder's supervisor and Facilities Management. Replacement of lost, misplaced or stolen key(s) will be made in accordance with procedures for original issue. Individuals or their departments will be assessed replacement charges for lost controlled keys at the discretion of the dean/director and/or facility management. The dean or director will determine re-keying of locks or space at the individual's or departments expense.

Transfer of Keys:

The transfer of keys between employees or between departments is not permitted. Key(s) must be returned to Facilities Management Lock Shop for re-issue. (See temporary key issuance above)

Loaning of Keys:

Key(s) are for the purpose of conducting university business and should not be loaned to others at any time.

Worn Key(s):

Individuals holding properly authorized key(s) may exchange damaged or worn key(s) at the Facilities Management Lock Shop, Room 135 during normal working hours M-F 7am-4pm for free replacement at any time.

Return of Keys:

It is the responsibility of the key holder and the administrator who authorized issuance of the key(s) to see that all controlled keys are returned to the Facilities Management Administrative Office, Work Order Center, or Lock Shop once the key holder:

1. Transfer(s) to another department
2. Termination of employment
3. Change of assignment that makes it unnecessary for the key holder to have certain additional keys.

In addition, a Facility Management Lock Shop Key Return Form must be legibly completed and turned in with key(s). [*** PLEASE SEE ATTACHED FORM**](#)

All keys must be accounted for and returned. Deans or directors will be notified of key(s) shortages upon return of keys to the Facilities Management Lock Shop. The dean or director will determine re-keying of applicable locks or space.

Contractor Access:

All Key(s) that are needed by contractors or other non-university users must be authorized by the assigned Facilities Management Project Manager. A Facilities Management Key Request Authorization form must be filled out by the project manager and signed by key recipient for issuance. The project manager will be responsible for making sure that all key(s) are returned at the end of the project.

Key Inventory:

A key inventory will be maintained by the Facilities Management Lock Shop. If a department requires information on what keys they have been assigned, they may contact the Facility Management Lock Shop.

Lock Out Procedure:

Public Safety will provide after-hour emergency access for faculty and staff members who need immediate entry to their assigned workspaces. This space is limited to university assigned offices and scheduled classrooms and shall not include communal areas, laboratories, athletic areas, libraries or other areas owned and controlled by Arkansas State University. Faculty and staff should first contact their building/department key coordinator, department chair or dean during normal work hours.

After hours calls should be directed to the university's Project Manager or the University Department of Public Safety at (870) 972-2093. The Project Manager and/or University of Public Safety will respond appropriately to the type of emergency. At no time should any unauthorized individuals allow access to the areas listed above without Project Manager and/or University Public Safety Officer present.

If you have any questions, please contact Facilities Management at 870-972-2066.

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