

# LIBERTY UNIVERSITY®

## ACCESS CONTROL

Division of Security & Public Safety

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## POLICY AND PROCEDURES

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### PURPOSE

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To facilitate access to space and equipment by authorized users (faculty/staff, student, and affiliates) and in particular, to safeguard members of Liberty University community and its physical assets, a policy on access control has been established. This policy and supporting guidelines explain the responsibilities, conditions, and practices which are designed to address critical access needs in a manner that minimizes risks and maximizes the protection of the university's physical assets and private information.

### POLICY

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The safety and security of the university's physical space and assets are a shared responsibility of the entire Liberty University community. To meet this obligation, the university has established Access Control policy provisions to address the design, administration, and management of Access Control systems and measures to ensure their integrity. Access control privileges are determined and assigned by university administrators and the Access Control office based on the specific needs and requirements of the university and the key/card holder. All faculty, staff and student workers are required to sign out their keys from Access Control and required to return them to Access Control upon separation or transfer of employment.

### DEFINITIONS

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Currently there are two different methods of access control at Liberty University: Card Access and traditional metal keys. The following is a more detailed description of these methods:

**Card Access** - Flames Pass used for electronic access. Usually used for entry into buildings, office suites, or secure storage areas. Access Levels are applied to an individual's Card based on employee's job description and approvals from within the employee's department as well as housing assignments.

**Key** - A traditional metal key. This is the most common means of access used on campus. A key could be used to gain access into any area on campus that is not electronically controlled by a card reader.

- **Grand Master Key** - Any physical key that operates multiple areas on campus, usually a set of similar buildings such as Athletic, or Academic, or Administrative buildings. (*In some cases, a single building will have its own Grand Master Key due to the number of departments housed within.*) These are issued only as deemed necessary by access control and approved by the VP of Security & Public Safety.

- **Master Key** - A physical key that opens multiple office doors, as well as “general access” areas in any given office area. Access Control will only issue one Master Key per department. This key should be issued to someone within the department whose daily tasks involve a need to access multiple personal office spaces within any given department. Any supplemental Key Access needed due to this adjustment requires the aide of LUPD Security Services.
- **Office Key** - A key designed to open any individual personal office space, OR any secure storage area intended to be less accessible within the department.
- **General Access Key** - A key designed to operate areas in which most of the staff/faculty in a department need to access, such as: conference rooms, break rooms, general storage, and the like.

**Request-** Form submitted in ServiceNow (I.T. ticketing system) to request card access and/or keys for employees, student workers and vendors.

**Requesters** - Specific employees in each department that have user permissions to submit access control requests in ServiceNow. Permissions are issued as directed by the approver of each department.

**Approvers** - A single administrator in each department who must approve the access control requests that are submitted for the employees and locations under their purview.

## BUILDING STANDARDS

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Liberty University’s component standard on all new construction, alterations, and remodeling is to be followed to the maximum extent possible and where technically feasible. Access Control is to be included in the review of new construction, alterations, and remodeling to ensure that the component standards outlined below are followed.

- **Exterior doors:** Each building achieves perimeter access through any door that opens to the outside through the electronic access control system. In some cases, exterior doors will be scheduled to be unlocked by the access control system to allow entry to the building. Entry is otherwise limited to those approved to have card access. Exterior access by key is limited only to emergency personnel.
- **Interior doors:** A combination of card access and metal key access will be utilized on internal doors considering the requirements of the space. Access to any door with a card reader by metal key is limited only to emergency personnel.

## PROCEDURES

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### ISSUING ACCESS

**Delivery of services** - Under normal circumstances, routine access requests are handled on a first-come-first serve basis as received within our queue after approval. Access Control reserves the right to deny access (key or badge) despite departmental approval, depending on the circumstance, as directed by the VP of Security & Public Safety.

**Employees** - The following procedures must be followed for full-time employees, part-time employees (including student employees), and outside contractors:

- Employee’s department or HR liaison will process all necessary information through the HR system for the new employee to obtain a Flames Pass from Liberty University’s ID & Campus Services office.
- Once a Flames Pass has been received, the employee’s department requester must submit a badge request to activate that employee’s interior/exterior access.
- For access to doors with metal keys, the department requester will submit a key request as well.

**Resident Students** – All resident students receive access to their card and a metal key for their dorm from the Office of Residence Life. Access to the card is automatically issued based on the active housing assignment in Residence Life’s housing management software. A resident will only receive access to the doors necessary to get to their room.

**Commuter Students** – Once a student’s card is printed by ID & Campus Services, the student’s card is automatically issued access to exit the pedestrian tunnel to Wards Road. Only after exit will a commuter student have access to return to campus through the pedestrian tunnel. Commuter students do not have badge access into residential halls.

## SEPARATION OR TRANSFER

**Separation** – It is the responsibility of the employee, supervisor or human resources representative to collect all access devices (metal keys and Flames Pass) issued to an individual at the time of separation as follows:

- Consult with the Access Control office to ensure that all devices are accounted for prior to separation.
- Initiate an email to Access Control to terminate all access in the system.
- Surrender all collected access devices to Access Control within 24 hours of collection, to enable proper and timely verification.

**Transfer** – If an employee is transferring to a new department within the Liberty University campus, the following procedure must be applied:

- Employee’s current department must notify access control to deactivate card access to the department and ensure any keys are returned to access control.
- Employee’s new department requester will submit a request to activate the transferred employee’s access (metal key and card access) to their new department. Access Control must have the old access returned **before** issuing the new access.

**Student Employee** – It is the responsibility of the student to return all keys directly to access control upon completion of their duties. The student worker’s immediate supervisor/department must initiate an email for Access Control to terminate access to all exterior and interior doors.

**Students** – When separation occurs either voluntarily or involuntarily, it is the responsibility of the Dean of Students Office, the Office of Residence Life, the Office of Student Affairs and/or Registrar’s Office to initiate an email to Access Control to terminate residence hall access.

It is also the responsibility of these offices to make sure the student’s residence hall keys are returned to the Office of Residence Life.