



Hartnell College Access Procedure

I. INTRODUCTION –

Overview

Developing sound access and security procedures helps to achieve an appropriate balance between an open and a safe facility environment. Establishing these procedures helps individuals with access to secured Hartnell College areas (access holders) to understand their individual responsibilities.

Hartnell College assigns hard keys and FOBs (Frequency Operated Button) Administrators to manage the two access systems. These administrators are responsible for setting FOB access levels and deactivating-FOBs. The Information Technology Resources Department (ITR) is the primary FOB Administrator for Hartnell College, controlling access to most Hartnell College facilities that have FOB readers (aka card readers). The Mailroom is designated Administrator for the hard keys.

It is the responsibility of Department heads, division Deans, and/or their designees to select one or more persons to maintain key access oversight for their facilities and to act as liaison with the hard key and FOB Administrators.

Strict adherence by Hartnell College departments, employees, and other access holders to the procedures regarding appropriate and inappropriate hard key and FOB use is required to maintain a safe environment. Full cooperation of each and every member of these groups is required so that the integrity of the building security plan can be maintained.

Purpose

This procedure establishes rules for management, control, monitoring, and removal of physical access to Hartnell College secured facilities to protect the Hartnell District's reputation, property, assets, and to maximize the personal safety of individuals using Hartnell College's numerous facilities.

Granting proper access will help the College achieve its educational and employment goals by promoting personal health and safety, ensure that liability exposure is adequately controlled and minimized.

Scope

This procedure applies to all Hartnell College employees, volunteers, contractors, and other individuals that have been granted access to secured facilities via hard keys and/or a FOB (Frequency Operated Button).

II. ROLES AND KEY TYPES

Defined Roles:

Vice President of Administrative Services: The position is responsible for reviewing and approving/denying all requests for High-Risk Access and Master Access



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Authorized Access Requestor: Supervisory personnel (e.g. V.P., Dean, Director, supervisor) over a department or program that has faculty/staff which need access to rooms/offices on campuses.

Access Holder: An access holder is the person to whom one or more College keys/FOBs are issued, or for which they are in possession. By possessing a key/FOB, the access holder must not compromise the security of any area/building.

Access holders must return all college/center keys/FOBs when requested, or upon termination of employment (per college policy End of Employment), promptly report lost/missing/stolen keys, and take reasonable and prudent care of college keys/FOBs at all times.

Mailroom: The mailroom is responsible for processing key requests only, and ensuring proper authorization is in place for creating, issuing, and replacing keys for employees. The mailroom is also responsible for reporting the loss of all unaccounted-for keys at the time they are made aware of such loss.

The mailroom is located in the Main Campus Building B, first floor, office 115, and can be reached at (831) 755-6703.

Campus Security: Campus Security is responsible for protecting each Hartnell College campus, its buildings, assets, and people within the campus property. Campus Security will ensure that only authorized individuals are accessing secured areas, and escort non-access holders to secured areas, if need be. Campus Security is also responsible for reporting the loss of all unaccounted-for keys of which they become aware.

Campus Security is located in the Main Campus Building T and can be reached at (831) 755-6888.

Types of Keys/FOBs:

KEYS:

Great-Grand Master: Key that opens both exterior and interior locks across all Hartnell college facilities including the education centers.

Assigned to the following personnel: Superintendent/President, VP of Administrative Services, Executive Director of Facilities Planning & Construction Management, Director of Operations and Maintenance, Maintenance Specialist, Custodial Supervisor, IT Staff.

Approved by: Superintendent/President, VP of Administrative Services

Master: Key that opens all (or most) interior locks within a given building and or Educational Center.

Assigned to the following personnel: VPs, Deans and/or designee, custodians.

Approved by: VP of Division, VP of Administrative Services

Office: Key that opens main entrance to the building and the employee's assigned office.

Assigned to the following personnel: faculty/staff.



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Approved by: Dean of Division, VP of Division

FOBs:

Master: FOB is programmed to open exterior and interior doors with card readers 24/7.

Assigned to the following personnel: Superintendent/President, VP of Administrative Services, Executive Director of Facilities Planning & Construction Management, Director of Operations and Maintenance, Maintenance Specialist, Custodial Supervisor, IT Staff.

Approved by: Superintendent/President, VP of Administrative Services

General Access: FOB is programmed to open exterior and interior doors with card readers during business hours of the district.

Assigned to: administration, faculty and staff.

Approved by: Supervisor

III. HARD KEY/ FOB AUTHORIZATION AND DEACTIVATION PROCEDURES:

Hartnell College Employees

Authorization:

It is the responsibility of each department head, or his or her designee, to determine and assign their employees' access rights based on job requirements. Five components are required in assigning access rights, as follows: (1) campus (2) building (3) office/area (4) hours and (5) days of the week. Example: Alisal, building ACA, Main entrance and Administrative Office, 7:00a.m. to 8:00 p.m., Monday through Friday. One way to approach this issue may be to ask, "How would not granting access affect the employee's ability to perform their assigned duties?" If the impact is significant, access should be granted.

Hard keys and FOBs will only be issued on an indefinite basis to members of the Hartnell College community – faculty and staff, (i.e., not contractors, etc.). Keys are for Full-Time Staff ONLY and all paperwork for new hires must be completed and cleared HR before there is issuance of a key/FOB. The access holder's Hartnell ID number is required for issuance of a key/FOB. If the individual does not have a Hartnell ID, a key/FOB will not be issued. However, exceptions can be made in writing by the VP in your area to the Vice President of Administrative Services for approval. Departments should request that the key/FOB be prepared in advance of the employee's first day, so that the appointment for their key /FOB pickup can occur on or soon after the employee's first day. For security purposes, the first day of Hartnell College service is defined as the first day an employee performs services on property either owned or leased by Hartnell College.

Requests for the issuance of keys /FOB shall only be made by the Authorized Key Requestors, designated for departments occupying the secured space.



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The requestor and key access holder should anticipate three (3) business days from submission of the Key/FOB Request Form for keys to be ready for pick up. An email will be sent to the keyholder when the keys are ready for pick up. CURRENT PICTURE ID will be required at time of pick up. The access holder must make their own arrangements to pick up their own key(s) IN PERSON. Key(s) will be available for 30 days from time of communication.

Production of hard keys for issuance is by Facilities Operations only, and are delivered to the mailroom. FOB's will be programmed by ITR and delivered to mailroom for pick-up.

Deactivation:

At the time an employee separates from Hartnell College service (i.e. – voluntary departure with notice), the access holder as part of the final separation steps, will return their key/FOB to the mailroom. The mailroom will identify on their paperwork the return of hard keys, and for FOBs will notify the ITR department for deactivation. These two departments are responsible to ensure that access to Hartnell College buildings and systems is terminated pursuant to District, Hartnell College, and Departmental policy. It is recommended that departments begin this process prior to the employee's last day of Hartnell College service, and send IT notification of when to deactivate the FOB. If the access holder is unable to present their assigned key/Fob to the mailroom, the department designee, will collect from the leaving employee, the assigned key(s)/FOB that were in the employees' possession. The department's designee will take the collected hard keys and/or FOBs to the mailroom.

For involuntary departures of employment, departments are required to immediately collect hard keys and/or FOBs from employees leaving Hartnell College service. The department designee should notify the FOB Administrator to deactivate the employee's FOB effective on the last day of Hartnell College service. For security purposes, the last day of Hartnell College service is defined as the last day an employee performs services on property either owned or leased by Hartnell College. See IV. 8 for further information.

IIV. GUIDELINES

FOB Privileges: Key holders are required to understand and adhere to the following terms and conditions for possessing access to Hartnell College facilities:

1. Access ~~key~~ holders assume full responsibility for any and all key(s)/FOBs issued to them.
2. All hard keys and FOBs are the property of Hartnell College and must be returned when the access holder terminates their employment, contract, rotation, class, or assignment.
3. If any hard keys or FOBs are lost or stolen, the access holder must immediately notify their supervisor, manager, or sponsoring Hartnell College contact/liaison, as well as Hartnell Campus Security at (831) 755-6888 and the IT Service Desk at (831) 755-6700. Campus Security will inform Facilities Operations of the missing hard keys and affected doors/buildings. The ITR FOB Administrator will immediately deactivate the missing



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FOB. Facility Operations, in coordination with the affected department, will determine whether or not a re-coring of the affected building(s) and/or locks will be necessary as a result of any keys that are lost/missing/stolen. The affected department may bear all costs associated with the replacement of hardware (including, but not limited to, the cost to replace the hard key(s), FOBs, and/or re-coring any and all affected areas).

- a. In the event that the access holder's key(s) become misplaced, missing, or stolen key(s), the Maintenance Staff is **not** authorized to open or unlock private offices or buildings on the access holder's behalf. Campus Security will need to be contacted for assistance with immediate access.
 - b. If the old FOB is found prior to the issuance of a new FOB, the FOB Administrator may reactivate the FOB. If the new FOB has already been issued, then the old FOB must be submitted to the mailroom. Under no circumstances shall an employee have more than one activated FOB at any given time.
4. Hard keys and FOBs must be maintained in good condition. However, any appropriate hard keys or FOB will be replaced at no charge when requested by an appropriate departmental authority if any hard keys or FOB is broken, or door access changes due to duty or building change.
 5. It is expressly prohibited for anybody issued any hard keys or FOB to give, share, duplicate, transfer, sell, or otherwise grant another individual access via their key(s)/FOBs, or to provide access to another person to secured Hartnell College facilities.
 6. It is expressly prohibited for anybody to damage, tamper, vandalize, or otherwise alter any facility lock or hardware.
 7. Employees that allow family members and/or known acquaintances to accompany them during non-business hours into secured Hartnell College facilities (For the purpose of this discussion, non business hours are defined as any instance when building security screening is not in operation or public entrances are locked) will be legally and financially responsible for the actions of these individuals while in the confines of said facilities for which they were granted access.
 8. Employees that are terminated (i.e. involuntary termination) should immediately return their hard keys and/or FOB to their department's head or direct supervisor. The department is required to notify the ITR FOB Administrator by normal means so that the employee's FOB can be deactivated. If the FOB must be deactivated immediately, the department must call the ITR Service Desk at (831) 755-6700. The cancelled or deactivated FOB will no longer activate the door mechanisms and should be delivered to the mailroom.



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For retirement, approved withdrawal from employment, or keys/FOBs that are otherwise no longer needed, the access holder is responsible to return all keys/FOBs in their possession to the mailroom. The leaving employee will have a form with a sign off by the authorized key requestor for receipt of returned keys.

Denied or Delayed Key Requests

Key requests resulting in being delayed or denied may be a result of, but not limited to, any of the following:

1. Missing authorizing signatures or other required information
2. Insufficient information (i.e. status: full-time, part-time, etc....)
3. The individual submitting the request for a new key/FOB is not the Authorized Access Requestor.
4. The request is for an area that is not under the requestor's or the signing Dean's or Director's purview.
5. The request is for an unauthorized person (i.e. student, or student worker, volunteer, part-time, adjunct, etc.)
6. The previous key has been issued to the requestor for the same area, but not reported as lost or missing.
7. The request is made by the access holder for access to more campuses, buildings, doors, access days, or access hours (self-promoting).
8. The request is for a master key/building key.

Understanding these requirements will help expedite key requests.

Lock Service Charges

Defective, inoperable, and broken locks will be repaired or replaced by the Maintenance Staff / locksmith, unless covered under the manufacturer warranty. When such locks are repaired, or replaced, they will be set-up for operation on the existing key.

Non-Responsive Electronic Keys

To determine if your FOB is not working due to lack of access or if it is non-functioning, contact ITR via email at ithelp@hartnell.edu, or by calling 831.755.6700. Non-responsive electronic keys will be replaced at no charge, when the old one is returned.

Employee Absence

When employees are going to be absent for more than four weeks through phased retirement absences, FMLA leave, or other reasons, all keys must be surrendered to the Keyholder's manager, Dean, Director, or to the mailroom before leaving. These surrendered keys will be on hold until the employee returns back to work.



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Supervisors should also make sure to contact ITR via email at ithelp@hartnell.edu or by calling 831.755.6700, or calling the mailroom at (831) 755-6703, to deactivate electronic access during the leave period.

Vendor/Attorneys/Press Members/Other Access: To maintain the operation of Hartnell College facilities, the need will arise to provide unobtrusive access to contractors and vendors/attorneys/press members/others, whether supervised or unsupervised. In some instances, it may be determined to be in the Hartnell College's best interest to issue hard keys and/or FOBs to long standing contractors. On the other hand, supervised and/or screened entry may be required for contractors and vendors with limited or short term access requirements. A request for "loaner key access" for a contractor must be submitted in writing by the Department Dean to the Vice President of Administrative Services for approval.

Notification: In order to maintain the integrity of the building security system, it is the responsibility of each employee to notify his/her supervisor if they observe other employees or members of the public attempting to circumvent, manipulate or undermine building security. Hartnell College should take every precaution in preserving the anonymity of those employees who report occurrences of unauthorized access, key access misuse, or illegal access on the premises.

Violations: Any key holders found to have violated these policies may lose access privileges. Hartnell College employees may be subject to disciplinary action up to and including dismissal from employment.

Emergency Key Issuance: When the need arises to respond to and mitigate incidents which threaten human health, property, or the environment Facility Operations may issue Emergency Keys to employees and non-employees who are designated or assigned to such response activities. The Vice President of Administrative Services, or their designee, shall issue only those Emergency Keys needed to respond to incidents appropriately and effectively. The assigner will record the keys issued, to whom they were issued, when they were issued, and when they were returned and will need to follow Key/FOB Request Form procedure for recording and keeping track of the information.

Procedure Exceptions: This document is not all inclusive. While this procedure addresses a wide range of access issues relating to keys, it is unlikely that every possible variable has been considered. There are many other functions and services that Hartnell College may provide that demand specific security provisions. In cases where any exceptions to this procedure are necessary, a request outlining the specific procedural exemption must be submitted in writing to the Vice President of Administrative Services for approval.

V. RECOMMENDATIONS FOR KEY ISSUANCE

Education Centers: Each Education Center (King City Education Center, Soledad Education Center, Alisal Campus, & Castroville Education Center) are equipped with the keyless entry system (WINN PAK).



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Recommendation: Provide a master key to **a.** Dean and/or designee, and **b.** the security office at that campus. All other spaces can be programmed to open and close at specific hours. Following the completion of all new hire paperwork (as approved by Human Resources), full time staff will be issued a FOB which will allow them access to the building and office as per their identified access level.

Main Campus: The following buildings are equipped with keyless entry. (Building B 2nd floor exception is Rm 203 ESL Lab and 204 MiCasa), Building C, Building D, Building S, Building O, & Building P. Building E will be connected to the system in construction this fall (except first floor interior offices), Buildings J and K by end of 2023).

Recommendation: Provide a master key to a. Dean and/or designee, and b. security officer. All other spaces can be programmed to open and close at specific hours.

The following buildings will need to have keys assigned. Building A; Building B 1st floor, and Rm 203, 204 second floor; Building C food service; Building E 1st floor; Buildings F, G, H, and Building K will be modernized in 2023; Building J, will be modernized 2024, Building N, Building M, & Building R thereafter.

VI. Procedure Version History

Version	Date	Description	Approved By
2022-1	12/2/22	Hartnell College Access Procedure	J. Reyes

The Key/FOB request form can be found on the Business Office Form webpage:
<https://www.hartnell.edu/about/administrative-services/forms-and-training.html>