

Key Control Procedures

DEFINITIONS

Authorized Approver: An individual authorized to approve key requests as determined by the security level of the key.

Card Access: A security system that uses BearPass Cards to control and monitor entry to buildings, rooms, or specific areas.

High-Security Key: Master, Grand Master, and Great Grand Master keys.

Key Audit: A systematic review of key issuance and return records to ensure compliance and accountability.

Key Control: Department within facilities management which is responsible for overseeing the management of collecting keys, issuing keys, tracking keys, conducting audits, and enforcing key control procedures.

Key Fees: Charges applied for lost, stolen, or unreturned keys based upon the Lost/Stolen Key Fee established by the Board of Governors.

Knox Boxes: Secure boxes that contain keys for emergency access by the Fire Department in the event of an emergency.

Rekeying: The process of changing the internal mechanism of a lock so that it can be operated by a different key.

PROCEDURES

1. Key Issuance
 - 1.1. Key holders will request keys using the key request form.
 - 1.2. Once the form is received by Key Control with the required Authorized Approver(s) signatures, the key request will be processed.
 - 1.3. Once keys are ready, the key holder will be notified they are ready for pickup via university email.
 - 1.4. Physical keys will generally not be issued for doors equipped with card access systems. However, exceptions may be made in specific circumstances, such as:
 - 1.4.1. for administrative leadership who require key access as part of their emergency response role,
 - 1.4.2. when access to a building is required during a card system outage or maintenance, or
 - 1.4.3. in cases where contractors, vendors, or temporary staff need limited access and do not have card credentials.
 - 1.4.4. Card access must be requested through the BearPass Card Office or departmental technology support specialist.

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2. Key Returns

- 2.1. When a key is no longer required by a key holder, such as separation from service, change in position or duties, etc., the key will be returned to Key Control.
- 2.2. Key Control will accept the keys, check them into the system, and provide a receipt to the key holder either as a printed copy or via university email.

3. Audits

- 3.1. Key Control will conduct periodic Key Audits to improve accountability, ensure compliance, and prevent unauthorized access.
- 3.2. Key Control will send each department a list of each Key Holder with their assigned keys.
- 3.3. Departments will visually verify each key assigned to a Key Holder and sign off on the audit check sheet.
- 3.4. Departments are required to return the audit within twenty-one (21) business days of notification of the audit.
- 3.5. Departments may request a Key Audit by emailing Key Control (keycontrol@missouristate.edu).

4. Lock Change Request

- 4.1. A department may request that a lock be changed.
- 4.2. Must complete [Lock Change Request Form](#), including the FOAPAL for charges, and email the completed form to Facilities Management (workmanagement@missouristate.edu).

5. Knox Boxes

- 5.1. University Safety, in coordination with Planning, Design, and Construction, will determine which facilities require a Knox Box.
- 5.2. University Safety, in coordination with Facilities Management, will work with the Springfield Fire Department to determine which keys are issued to Knox Boxes.
- 5.3. University Safety will submit a [Key Request Form](#).
- 6.4. Once the keys are ready to issue, University Safety will pick the keys up from Key Control and will coordinate with the Springfield Fire Department to place them in the Knox Box.

6. Key Returns

- 6.1. When a key is no longer required by a key holder, including separation from service, the key will be returned to Key Control.
- 6.2. Key Control will accept the keys, check them into the system, and provide a receipt to the key holder via university email.

7. Key Fee Assignment

7.1. Notification

- 7.1.1. Key Control will notify the department of its intent to assign Key Fees due to lost, stolen, and unreturned keys approved by the department.

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- 7.1.2. Departments may appeal the Key Fee within five (5) business days of the Key Fee notification.
- 7.1.3. If after five (5) business days an appeal has not been filed, Key Control will assign the Key Fee to the department's budget.
- 7.2. Appeal
 - 7.2.1. Appeals are filed by sending an email to Key Control (keycontrol@missouristate.edu), and must include:
 - 7.2.1.1. the reason why the key fee should be reduced or dismissed,
 - 7.2.1.2. why the key holder was required to have the level of key they had, and
 - 7.2.1.3. what reasonable precautions were taken by the Department and the key holder to prevent the loss or theft.
 - 7.2.2. The Director of Facilities
 - 7.2.2.1. may request to meet with the involved parties
 - 7.2.2.2. will consider the relevant factors and determine whether to
 - 7.2.2.2.1. Sustain the Key Fee
 - 7.2.2.2.2. Modify the amount of the Key Fee
 - 7.2.2.2.3. Waive the Key Fee
 - 7.2.3. The Director of Facilities Management will notify the Department and Key Control of the decision.
 - 7.2.3.1. If the Key Fee is not waived, the Department may file a second appeal within five (5) business days of the denial notification.
 - 7.2.3.2. If a second appeal is not filed, Key Control will assign the Key Fee to the Department's budget.
- 7.3. Second Appeal
 - 7.3.1. Second appeals are filed by sending an email to Key Control (keycontrol@missouristate.edu) with their rationale for why they do not feel the fee is appropriate.
 - 7.3.1.1. Facilities Management will provide the appeal email and documentation from the initial appeal to the Vice President for Administrative Services.
 - 7.3.2. The Vice President for Administrative Services will determine whether to
 - 7.3.2.1. Sustain the Key Fee
 - 7.3.2.2. Modify the amount of the Key Fee
 - 7.3.2.3. Waive the Key Fee
 - 7.3.3. The decision of the Vice President for Administrative Services shall be final.
 - 7.3.3.1. The Vice President for Administrative Services will notify the Department and Key Control of the appeal results via email.
 - 7.3.3.2. If the Key Fee is sustained or modified, Key Control will assign the Key Fee to the Department's budget.