

F A C I L I T I E S K E Y P R O C E D U R E S

The purpose of controlling access to College Facilities and Property is to provide a safe working environment for College personnel, a safe learning environment for students and guests, and to provide security for College, staff and student property.

Responsibility for College access control is shared by two departments within the Division of Administrative Services

- Key(s) and FOB(s) (for Center For Innovation & Gated Parking Lots) – Facilities Department
- ID Card and C-Cure Access – Campus Police

KEY PROCEDURES

- 1) Key(s), FOB(s) (for Center For Innovation & Gated Parking Lots) and ID Cards should only be issued to authorized Tallahassee Community College (TCC) personnel, University Partners and authorized contractors
- 2) To initiate the request process, the authorized department supervisor/office manager will submit a customer request in AiM with Problem Code: (1) “KEY REQUESTS” for traditional keys, (2) “KEY FOBS” for Center For Innovation & Gated Parking Lots, (3) “ID REQUEST” for new or replacement ID Cards, (4) “C-CURE ACCESS” for Swipe Access.
(Please note there is a one-time non-refundable cost of \$35 per Parking FOB for non-Executive positions).
- 3) Keys will be issued in accordance with Table 1 below. Any deviations from Table 1 will require a Vice President or Director’s approval.

Table 1

Key	Authorized Recipients
General Master	President, Vice President’s, Directors, Maintenance Staff & Police
Master and Sub Master	Department Heads, Custodial Staff
Change Keys Master and Sub Master (Room Keys)	Adjuncts, regular faculty and staff

- 4) After receipt of the AiM customer request, Facilities staff will prepare the key(s) and/or FOB(s) and will notify the requestor when the work order is complete and ready for pick up. The requestor should then inform the Staff and/or Faculty member that their order is ready to be picked up from the Facilities Office.
- 5) TCC Facilities Office is located on the Main Campus in AiM and Facilities (FAC) building 54. When picking up keys, personnel will need to provide a TCC ID or other official picture ID. The staff member will be required to sign for the key(s) and/or FOB(s) upon receipt. For the TCC leases, the lease/contract administrator will pick up all keys for affected building(s)/room(s).

- 6) Keys will be prepared and held for 30 days, after which, the keys will be returned to inventory. In the event this happens, the requestor will need to submit another AiM customer request for key(s).
- 7) Keys must be returned to the **Facilities Office** upon termination of employment/lease/contract. Returns can be in person or by using the drop boxes located outside Support Services (SS) building 17 or Maintenance and Facilities (FAC) building 54.

8) **Lost, Stolen Keys**

Extreme care should be taken to prevent losing key(s) since this may require changing several locks and replacing all keys to a facility. If keys are lost or stolen, the Facilities Office must be notified immediately. **STEP 1:** The staff member must contact the Facilities Office and complete a Key Disposition Form. Facilities will then send the completed form to the Tallahassee Community College Police Department and the department supervisor/office manager.

Individuals who have *LOST* key(s), FOB(s) (CFI) or Access Cards will be charged the following fee(s): \$25.00 (twenty-five dollars) for a room key, Access card or FOB and \$50.00 (fifty dollars) for a General Master, Sub Master or Master key. **STEP 2:** If Replacement key(s) and/or FOB(s) are desired, a new customer request must be submitted in AiM requesting such key(s) and/or FOB(s). When (*lost*) replacement keys are requested, Facilities will generate an invoice and send to keyholder. **STEP 3:** The fees (cash or check) should be paid at the Cashier's office located on the 2nd floor of the Student Union building 35. **STEP 4:** The paid receipt for invoice should be emailed or delivered to Facilities at which time the key request will be completed.

Individuals who have *STOLEN* key(s), FOB(s) or Access Cards will not be charged as long as a valid police report is submitted with the key disposition report. Replacement of *stolen* keys will be in accordance with step 1 and 2 of this procedure 8). There is also no lost key fee for Parking FOBs but employees must pay the initial \$35.00 fee again if a replacement is desired and new work request must be submitted in AiM.

Damaged or obsolete ID cards should be directed to and handled by Campus Police.

Card Swipe Access

ID Requests and C-CURE (card swipe) access are administered by the Campus Police Department.

1. ID Requests- Utilize AiM with Problem Code: "ID REQUEST".
2. C-Cure – Utilize AiM with Problem Code: "C-CURE ACCESS".
3. Cards are obtained at the Campus Police Department.