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<b>APPLIES TO</b>	Facilities Development & Operations	
<b>SUBJECT</b>	Access control responsibilities between FD&O and Housing	
<b>RESPONSIBLE ADMINISTRATOR</b>	Senior Director, Maintenance and Operations	

**Purpose**

Facilities Development & Operations (FD&O) and University Housing Services (UHS) further clarifies responsibilities for access control in housing facilities. This operating procedure outlines those responsibilities to ensure effective access control service to students. This guideline distinguishes between equipment managed and maintained by FD&O versus equipment that is UHS responsibility in the following facilities.

- Washburn Hall “Classics”
- Joe West Hall “Classics”
- Campus Village Bldg A
- Campus Village Bldg B
- Campus Village Bldg C
- Campus Village Bldg 2
- Spartan Village on the Paseo
- International Student Housing

**Responsibilities**

The key access referred to in this context includes S2 and Dormakaba card reader access using Tower Cards and physical keys.

For card reader access individuals must first acquire a Tower Card, which can be obtained from the University Housing Services office in CVB and/or Bursar’s Office at the Student Services Center.

**FD&O Responsibilities:**

- FD&O is responsible for the management of physical keys for the housing facilities that are essential as part of the campus infrastructure.
- FD&O has both digital and physical key access to the Housing for maintenance purposes.
- FD&O conducts physical lock maintenance during normal operating hours.
- FD&O is responsible for the repairs and maintenance of the malfunctioned Dormakaba card readers.
- FD&O is responsible for broken locks, doors, door frames and other hardware associated with door systems.

Housing Responsibilities:

- University Housing Services (UHS) is responsible for provisioning all card key access for residents and other access management issues, including student dormitories and staff accommodations.
- UHS is not responsible for lost Tower Cards. Residents are solely responsible for making the necessary arrangements to replace their lost cards through the appropriate university channels.
- UHS is required to oversee the activation and revoking of digital keys upon residents on move-out.
- After working hours UHS manages all urgent digital key access issues for residents, and has procedures for RLC, RA, CDAs to provide emergency unlocks for students..

ASSOCIATED FORMS	
<i>Name of the Form</i>	

REFERENCE DOCUMENTS	
<i>Document Title</i>	

VERSION HISTORY		
<i>Version</i>	<i>Approved By</i>	<i>Revision Date</i>
(1) Original	Aaron Klemm, Interim SAVP	N/A

***FD&O's commitment to process improvement***

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

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