

Building Keys: Appendix D: Student Room Key and Lock Management

- I. Each residential community will have a secure key box for storage of student room keys. When the building is not occupied, the key box will be kept locked and will contain keys for each room or apartment equal to the capacity of the room/apartment plus one. Key boxes will be maintained by building staff during the time buildings are open.
- II. All resident room keys must be accounted for either by residing on the correct hook in the community/building key box or being recorded as checked out to a student or staff. The key contents of the key box will be verified at every front desk shift change. Any discrepancies must be reported immediately to the residence hall director (RHD).
- III. Keys will not be issued to residents in absentia. Each resident will have room keys issued to them via StarRez. During the issuance of keys staff must:
 - A. Request each resident to present their ID to ensure the resident is assigned to the room for which the key is registered
 - B. Double-check the key codes
 - C. Issue the key in StarRez
 - D. Hand the key directly to the resident
- IV. Requests for student room lock changes should be made through AIM Ready by the area administrative specialist or higher-level staff member.
- V. Student room lock changes will be made for the following reasons:
 - A. Lost or stolen keys
 - B. After-hours lock malfunction (e.g., emergency core change)
 - C. Suspected breach of security
 - D. Administrative lockouts
- VI. Students may not request a lock change through AiM Ready but must request through Residential Programs and Services (RPS) staff.
- VII. In the case of lost keys, the "extra" key for each room is to be used as an emergency key. Emergency keys will be issued for a 24-hour period. After the 24-hour period, the room will be re-keyed at the student's expense.
- VIII. If more than one resident of a room reports a lost key during the same 24-hour period, the community staff must request a lock change for that room and the students concerned will split the cost.
- IX. Broken or bent keys can be replaced with no fee to the student if both ends of the key are present. Otherwise, replacement will become the financial responsibility of the student.
- X. The housing key shop will prepare all materials needed to change the requested locks.
- XI. Room locks will be changed, and new keys will be delivered to the community/building front desk. The appropriate paperwork (Record of Core and Key Exchange) will be signed by the staff member who is accepting the keys.

- XII. Once delivered and signed for, accountability of the student room keys become the responsibility of RPS.
- A. New room keys will be delivered to the appropriate front desk and placed in the key box by RPS staff.
 - B. Old keys will be removed and deemed dead keys and returned to the key shop at the end of each semester or when requested.
 - C. The area administrative specialist will be provided the new key codes and will update those in StarRez.
 - D. The area administrative specialist will notify students that new keys are ready to be picked up at the front desk. At the time the key shop changes the core, staff will place a notice on the door informing residents of the core change.
- XIII. Keys to student rooms that are no longer valid due to lock changes will be returned to the key shop for disposal.
- XIV. The key shop will conduct an annual audit of each student room key box. The key shop will work with the administrative specialist and the appropriate RPS assistant director to schedule the annual audit.
- XV. **The housing keyshop maintains the Keystone database of key codes. RPS maintains the StarRez database of key codes.** Before fall and spring move in, Keystone and StarRez reports for cores/keys installed in doors will be run and compared. The key shop will investigate and reconcile discrepancies to have accurate data in both systems for the upcoming semester.
- XVI. RHDs will conduct a daily inventory of all checked-out keys as listed on the daily report generated by StarRez. Any issues found will be rectified.
- XVII. On a monthly basis, the key shop will generate a report for all cores changed during the previous month. Each community will use this report to review all cores changed as to ensure accurate data in StarRez.
- XVIII. After move out, each community will conduct a student room key box inventory. Any room found with a deficient number of keys will be submitted for a core change.

Revised: April 17, 2025

Revised: July 5, 2022

Reviewed and approved by management team: April 12, 2022

Reviewed and approved by management team: May 15, 2018

Revised: April 2016