



Building Access Control

Policy Type: Administrative

Responsible Office: Campus Card Services

Initial Policy Approved: New Policy

Current Version Approved: 3/19/2024

Policy Statement and Purpose

The access control policy for Virginia Commonwealth University (VCU) governs the university's Access Control System. It applies to all users of university property, to all cardholders, and to all devices or hardware used to control university building access.

This policy supports the university's efforts to maintain a safe and secure campus while providing the necessary access to campus facilities. The policy governs how access control is established and maintained and how electronic access is granted to cardholders. It distinguishes the access procedures relating to university buildings controlled by access control, and access protocols for different members of the university community.

Non-compliance with this policy may result in disciplinary action up to and including termination. VCU supports an environment free from retaliation. Retaliation against any employee who brings forth a good faith concern, asks a clarifying question, or participates in an investigation is prohibited.

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Who Should know this Policy

All VCU Faculty, Staff, Students, VCU Health System Employees who use university card services to access facilities, Contractors who have or need building access and Affiliates.

Definitions

- **Access Control** - Control of entry and/or exit to an area by any means (mechanical or electronic).
- **Building Manager** - The Building Manager is a VCU staff member who is responsible for:
 - Determining lock/unlock schedules
 - Determining who should have access to respective buildings, and when
 - Requesting access additions, changes, and terminations
- **Electronic Access Control** - Access control uses electronic devices to replace or supplement physical key access. Electronic access is administered through a Card Access Control System operated and maintained by Campus Card Services.
- **University Facilities** - University Facility means any defined space of the university, including a room, lab, series of labs, building, or controlled outdoor area including any of these examples shared by the university and the VCU Health System.
- **VCUCard** - The VCUCard is the official university identification credential for Virginia Commonwealth University. The VCUCard certifies the status of individuals who are eligible for access to one or more university or Health System facilities, services, or resources.

Contacts

Campus Card Services is responsible for obtaining approval for any revisions as required by the policy Creating and Maintaining Policies and Procedures through the appropriate governance structures and for any interpretation of this policy. Please direct policy questions to Campus Card Services.

Policy Specifics and Procedures

1. Requesting Building Access

- Non-regular, individualized, access to University Facilities is based on the individual's need to access, for example, a student's or faculty member's course schedule or an employee's or contractor's work location(s) and job duties.
- VCU Students and Employees must request classroom or building access from their Professor, Supervisor, or Building Manager.
- Building Managers, Professors, and Supervisors must submit a ticket to request access changes to their building through the IT Support ticket system at itsupport.vcu.edu. Please read the **Customer IT Support Portal Guide** for detailed instructions on using the ticket system.
- Campus Card Services handles requests for access to VCU Facilities.

2. Terminating Building Access

- An IT Support ticket (itsupport.vcu.edu) must be submitted by the building manager promptly when someone either leaves VCU or no longer requires access to a specific building.
- If a person is marked as terminated or separated in Banner, an ACCESS HOLD will be placed on that person's account in the access control system.
- When a student graduates from, or leaves VCU, the Access Control System will place an ACCESS HOLD on their account blocking their access to university buildings.
- VCU will disable building access for contractors at the beginning of each fiscal year. The Contract Administrator will need to update the status of their contract employees in Banner by the end of June or an ACCESS HOLD will be applied to their account, disabling any building access assigned to their VCUCard.
- Building Managers must perform periodic access reviews for all employees, students, contractors, and affiliates who have access to their buildings. Building managers must remove access without an unreasonable delay upon separation from the business unit or organization or the end of any operational need to access the University Facility. Patron access reports can be requested by submitting an IT Support ticket at itsupport.vcu.edu.

3. Lost or Stolen VCUCard

- If a Campus Card is lost or stolen, the cardholder must notify the VCUCard Office in order to suspend privileges. An individual is responsible for every use of the individual's Campus Card, whether or not such use is authorized by the individual.
- VCU employees, students, affiliates, or contractors whose VCUCard enables access to VCU Health System facilities must **also** report a lost or stolen card to the VCU Medical Center Security Operations team at **(804) 828-4300**.
- Lost cards can be reported by emailing cardservices@vcu.edu, online at myVCUCard.com, using the GET Mobile app, or by calling any VCUCard Office. The number for the Monroe Park Campus is **(804) 827-2273**. The number for the MCV Campus is **(804) 628-2273**.

4. Requesting Automatic Building Unlocking Schedule Changes

- Building Managers must include the following in requests for unlocking schedule changes: door numbers (i.e. Harris Hall, First Floor, Door 2) and the effective date for the change and the end date if not a permanent change.
- In some cases, Campus Card Services will require further authorization from a Dean's Office or Department Chair. For example, **unlocking changes for exterior doors of MCV Campus Academic Buildings normally require authorization from the Deans' Office and from the Office of the Vice President for Health Sciences.** The technician handling the request will either contact the appropriate authority or will refer an individual to the person who needs to approve the request.

5. Inclement Weather Procedures

- Campus Card Services will apply the inclement weather locking schedules when notified by the VCU Alert. In the event of a delayed opening, academic buildings will open 30 minutes prior to the posted university opening time. Any exceptions to this procedure will require an IT Support ticket (itsupport.vcu.edu) to be submitted by the Building Manager.

Forms

There are no forms associated with this policy.

Related Documents

1. [Campus Card Services](#)
2. [VCU Police](#)
3. [Building Managers - Facilities Management](#)
4. [Guide to Residential Housing](#)
5. [VCU Health System Facilities Access Policy](#)

Revision History:

New Policy.

FAQ

1. **Can I designate someone in my department to make access requests while I'm on vacation?**

Yes...just submit an IT Support ticket at itsupport.vcu.edu and let us know who will be filling in for you and for how long.

2. **How do I request new installations (i.e. card reader, panic buttons, AiPhone etc.)?**

Submit an IT Support ticket at itsupport.vcu.edu. Search for 'Request Building Access Quote'.

- 3. My department has a student worker who only accesses our building to work. Do I need to request that access to our building be ended after they leave our department?**

Yes. When an employee, student or non-student no longer needs access to a building the department/office granting access should submit a ticket to itsupport.vcu.edu requesting that access for that person be terminated.