STANDARD OPERATING PROCEDURE (SOP)

DOCUMENT ID: SOP072 VERSION # 8	TITLE: KEY REQUEST FOR AUTHORIZED DC STUDENT		SEARCH KEY:
PURPOSE:	• Protocol for issuing a key request to authorized students, and includes procedures for returning keys, key renewal, unreturned keys, and lost/ stolen keys.		POST TO: Public Website ☒ DC Connect ☒
SCOPE (Applies To)	• ADMINISTRATORS (Deans, Directors, Managers and Supervisors, etc.) • COLLEGE BOOKSTORES (COQUITLAM & NEW WESTMINSTER) • DC STUDENTS • FINANCE • ENROLMENT SERVICES • ROOM BOOKING (FACILITIES/SITE SERVICES)		
STATUS FINAL	AUTHOR: A. HODGSON, MANAGER, FACILITIES SERVICES		CREATED: 2015/02/13 (yyyy/mm/dd)
	RESPONSIBLE OWNER: FACILITIES/SITE SERVICES		
PROCESS REVISIONS:	REVISION AUTHOR: AMANDA WENDEL, SUPERVISOR, FACILITIES / SITE SERVICES ROOM BOOKING (NWC)		REVISED: 2022/07/19 (yyyy/mm/dd)
	CONTACT INFORMATION: 604-527-5362		
RELEVANT FORMS:	Student Key Request Form – See Step 2 of this SOP		REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY	1. M. COSTANTINO, ASSOCIATE DEAN, LLPA 2. D. JACKSON, MANAGER, FACILITIES SERVICES 3. N. KERR, MANAGER, FINANCIAL INFORMATION 4. A. MACMILLAN, ASSOCIATE REGISTRAR 5. C. MAHOOD, ADMINISTRATIVE OFFICER, RIO 6. J. SCAGLIONE, SUPERVISOR, SITE SERVICES 7. L. VALECOURT, MANAGER, FACILITIES SERVICES		DATE APPROVED: 2015/07/10 (yyyy/mm/dd)

TO ISSUE A STUDENT KEY REQUEST

STEPS (cont.)

7. The student will go to Facilities/Site Services to pick up their keys at the applicable campus and bring photo ID:

   - New Westminster Campus Room S4800
   - Coquitlam (David Lam) Campus Room: B3112

8. Facilities Services will issue key(s) to the student.

TO RETURN KEYS

STEPS:

1. Three weeks prior to the access period end date, Facilities Services will send an email reminder to all students who have been issued college keys, requesting that they return keys by an assigned deadline date, and indicate that failure to return the key(s) by the deadline, will result in a hold being placed on the student record.

2. The student will return all college key(s) the applicable Facilities Services (NWC Room: S4800 or COC Room: B3112) before the deadline date

3. Upon receipt of College key(s), Facilities Services will:
   - confirm returned key(s)

KEY RENEWAL

STEPS:

1. If a student has received a key extension from their reporting Administrator, they must complete the electronic Key Request Form to renew their key request before the conclusion their current access period (see Step 1 in this document)

2. Once Facilities Services has received confirmation of key authorization from Approver, they will update the key records and notify the student by email that their access has been renewed for the extended access period.

3. If a key authorization has not been approved for renewal, Facilities Services will notify the student by email to return College key(s).

KEYS NOT RETURNED

STEPS:

1. If a student does not return a College key(s) by the established deadline date, Facilities Services will:
    - send a second email reminder to student to return key(s) and;
    - contact the Enrolment