# Key Request - for Authorized DC Students

**Title:** Key Request - For Authorized DC Students

**Purpose:**
- Protocol for issuing a key request to authorized students, and includes procedures for returning keys, key renewal, unreturned keys, and lost/stolen keys.

**Scope (Applies To):**
- Administrators (Deans, Directors, Managers and Supervisors, etc.)
- College Bookstores (Coquitlam & New Westminster)
- DC Students
- Finance
- Registrar’s Office (Records)
- Room Bookings (Facilities/Site Services)

**Status:** Final

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**Responsible Owner:** Facilities / Site Services

**Process Revisions:**

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**Revised:** 2019/12/16 (yyyy/mm/dd)

**Relevant Forms:**
- Student Key Request Form – See Step 2 of this SOP

**Accord/Policy Approval Body:**
1. M. Costantino, Associate Dean, LLPA
2. D. Jackson, Manager, Facilities Services
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**Date Approved:** 2015/07/10 (yyyy/mm/dd)

**Quality Assurance Format Approval:**
- Administrators’ Community of Practice (ACP) SOP Subcommittee
- Thor Borgford, Vice-President, Academic and Provost

**Date Approved:** 2015/08/28 (yyyy/mm/dd)

**Relevant Policy:**
- Douglas College Administration Policies
  - College Facilities Use

**Relevant Acronyms & Definitions:**
- Approver: Dean, Director, Supervisor, or authorized designate
- COQ: Coquitlam Campus
- DC: Douglas College
- ID: Identification
- NWC: New Westminster Campus
- RO: Registrar’s Office
TO ISSUE A STUDENT KEY REQUEST

STEPS:

1. Before completing a key request an authorized Douglas College student will require the following information from his/her Administrator (e.g., Dean, Director, or Supervisor, etc.) to whom they report:
   - Approver Email address (e.g., Dean, Director or Supervisor)
   - Start and End Date
   - Student ID Number
   - Department
   - Personal Cell Number
   - Personal Email
   - Room Number for required keys

2. Once a student has received authorization for a College key request from his/her reporting Administrator, they will go to Douglas College website and:
   - Search Facilities: https://www.douglascollege.ca/about-douglas/campus-information/campus-facilities
   - Click on Student Key Requests: https://www.douglascollege.ca/about-douglas/campus-information/campus-facilities/student-key-requests and complete a Student Key Request on-line form for either the:
     - New Westminster Campus, or
     - Coquitlam Campus

3. By completing a key request form, the student will acknowledge and accept the following terms and conditions:
   - A hold will be placed on their student record (i.e. transcript) if they do not return the key at the end of the access period, and;
   - a $50 fine will apply for lost or stolen keys.

4. Once the student has completed the on-line key request form, the request will go directly to their Approver (e.g., reporting Supervisor, Dean, Director, or designate) for authorization, and a copy will go to Facilities Services.

5. The Approver (e.g., reporting Supervisor, Dean, Director, or designate) will review the key request and if accepted, will email confirmation to Facilities Services at:
   - New Westminster - roombookings_nw@douglascollege.ca or
   - Coquitlam - roombookingscoq@douglascollege.ca

6. Facilities Services will reply to the Approver and email the authorized Student Deposit/Lost Key Form to the student.
TO ISSUE A STUDENT KEY REQUEST

STEPS: (cont.)

7. The student will print off the authorized key request form and take the form to the applicable campus to pay a $10 key deposit:
   - New Westminster - The Bookstore (Room: S1700) or
   - Coquitlam - The Bookstore (Room: A1507)

8. Upon receipt of an authorized key request form, the Bookstore will:
   - Collect a $10 deposit from the student
   - Stamp the form to confirm deposit has been paid
   - Retain a copy of the form for department records
   - Return the original form to the student

9. The student will take the authorized key request form 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

10. Upon receipt of an authorized key request form, Facilities Services will review the form to confirm that a deposit has been paid, and 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’s record.

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

3. Upon receipt of College key(s), Facilities Services will:
   - confirm returned key(s)
   - send an email confirmation to Finance (accounts@douglascollege.ca) to initiate a refund for the $10 deposit, and include the following in the email Subject: Key Refund - Student’s name and Student number
   - Inform the student that a cheque will be issued approximately 3-4 weeks from the date the keys are returned.
KEY RENEWAL

**STEPS:**

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

2. Once **Facilities Services** has received confirmation of key authorization from the **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 the **student** to return key(s), and;
   - contact the **Registrar’s Office (RO) Record’s Department** to place a “key hold” (KE) on the **student’s** record.

2. Once the **student** has returned college key(s), **Facilities Services** will:
   - initiate a refund of the $10 deposit to **Finance**
   - contact the **RO Records Department** to release the key hold from the student’s record.

LOST OR STOLEN KEYS

**STEPS:**

1. If a College key is lost or stolen, the **student** will immediately notify **Facilities Services** at:
   - **New Westminster** - roombookings_nw@douglascollege.ca or
   - **Coquitlam** - roombookingscoq@douglascollege.ca

2. **Facilities Services** will email a Student Deposit/Lost Key Form to the **student**.
LOST OR STOLEN KEYS

**STEPS: (cont.)**

3. The **student** will print off the *Student Deposit/Lost Key Form* and bring it to the applicable campus to pay a $50 lost/stolen key fine:
   - New Westminster - the **Bookstore** (Room: S1700) or
   - Coquitlam - the **Bookstore** (Room: A1507)

   Note: If a **student** requires a replacement key, s/he must repay the $10 deposit for a new key, plus the cost for lost or stolen keys, for a total of **$60**.

4. Upon receipt of an authorized *Student Deposit/Lost Key Form*, the **Bookstore** will:
   - Collect applicable fees from the **student**
   - Stamp the form to confirm deposit has been paid
   - Retain a copy of the student deposit/lost key form for department records
   - Return the original form to the **student**

5. The **student** will take the key request form to **Facilities Services** at:
   - New Westminster - Room S4800, or
   - Coquitlam - Room B3112

6. Upon receipt of an authorized key request form, **Facilities Services** will:
   - Review the form to confirm that the applicable fees/deposit has been paid,
   - Issue a new key(s) to the **student**, and if applicable,
   - Contact the **RO Records Department** to release the key hold (KE) on the **student's** record, if the key was lost at the end of the access period and not returned.