

**STANDARD OPERATING PROCEDURE (SOP)**

DOCUMENT ID: <b>SOP-072 VERSION #7</b>	TITLE: <b>KEY REQUEST - FOR AUTHORIZED DC STUDENTS</b>	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> <li>• <b>Protocol for issuing a key request to authorized students, and includes procedures for returning keys, key renewal, unreturned keys, and lost/stolen keys.</b></li> </ul>	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies To):	<ul style="list-style-type: none"> <li>• <b>ADMINISTRATORS</b> (Deans, Directors, Managers and Supervisors, etc.)</li> <li>• <b>COLLEGE BOOKSTORES (COQUITLAM &amp; NEW WESTMINSTER)</b></li> <li>• <b>DC STUDENTS</b></li> <li>• <b>FINANCE</b></li> <li>• <b>REGISTRAR'S OFFICE (RECORDS)</b></li> <li>• <b>ROOM BOOKINGS (FACILITIES/SITE SERVICES)</b></li> </ul>	
STATUS: <b>FINAL</b>	AUTHOR: <b>A.HODGSON, MANAGER, FACILITIES SERVICES</b>	CREATED: <b>2015/02/13</b> (yyyy/mm/dd)
	RESPONSIBLE OWNER: <b>FACILITIES /SITE SERVICES</b>	
PROCESS REVISIONS:	REVISION AUTHOR: <b>JOHN DOHERTY, SUPERVISOR, FACILITIES / SITE SERVICES - ROOM BOOKINGS (NWC)</b> CONTACT INFORMATION: <b>604-527-5362</b>	REVISED: <b>2019/12/16</b> (yyyy/mm/dd)
RELEVANT FORMS:	<b>Student Key Request Form – See Step 2 of this SOP</b>	REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> <li>1. M. COSTANTINO, ASSOCIATE DEAN, LLPA</li> <li>2. D. JACKSON, MANAGER, FACILITIES SERVICES</li> <li>3. N. KERR, MANAGER, FINANCIAL INFORMATION</li> <li>4. A. MACMILLAN, ASSOCIATE REGISTRAR</li> <li>5. C. MAHOOD, ADMINISTRATIVE OFFICER, RIO</li> <li>6. J. SCAGLIONE, SUPERVISOR, SITE SERVICES</li> <li>7. L. VALECOURT, MANAGER, FACILITIES SERVICES</li> </ol>	DATE APPROVED: <b>2015/07/10</b> (yyyy/mm/dd)
QUALITY ASSURANCE FORMAT APPROVAL: <input checked="" type="checkbox"/> <b>ADMINISTRATORS' COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE</b> <input checked="" type="checkbox"/> <b>THOR BORGFORD, VICE-PRESIDENT, ACADEMIC AND PROVOST</b>		DATE APPROVED: <b>2015/08/28</b> (yyyy/mm/dd)
RELEVANT POLICY:	<a href="#">Douglas College Administration Policies</a> <ul style="list-style-type: none"> <li>• College Facilities Use</li> </ul>	
RELEVANT ACRONYMS & DEFINITIONS:	<b>Approver:</b> Dean, Director, Supervisor, or authorized designate <b>COQ:</b> Coquitlam Campus <b>DC:</b> Douglas College <b>ID:</b> Identification <b>NWC:</b> New Westminster Campus <b>RO:</b> 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](http://www.douglascollege.ca) 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](mailto:roombookings_nw@douglascollege.ca) or
  - **Coquitlam** - [roombookingscoq@douglascollege.ca](mailto: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](mailto: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](mailto:roombookings_nw@douglascollege.ca) or
  - **Coquitlam** - [roombookingscoq@douglascollege.ca](mailto: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.