Lockout/Lock Change Policy and Charges

Colby-Sawyer College Lock and Lockout Policy

Students should keep their doors locked at all times. Students locked out of their rooms should contact Campus Safety and request assistance. During the hours when Residential Education staff members are on duty, Campus Safety will attempt to contact a resident assistant (RA) and request assistance for the student. The RA will verify the identity of the requesting student (if unknown) and unlock the student's assigned room. During hours when Residential Education is not on duty, if an RA is unreachable or if the student resides in a college house, Campus Safety will provide access. RAs who directly provide access to students at the student's request should contact Campus Safety to inform them of the student's name. In all cases, Campus Safety will record the student's name and date of the request so an accurate count can be maintained.

Faculty and staff who are locked out of their space should first contact their administrative assistant for access. If no one from their area is available to assist, they should contact Campus Safety for access.

Lockout Charges

One free lockout is permitted each academic year. A lockout fee of $10 will be assessed for each lockout after the first has been logged. The lockout charges will be applied to the student's CSC Smartcard account at the end of each month. Students without a CSC Smartcard account will have their college account billed.

Funds collected from student unlocks are managed by the Student Government Association.

Lock Change Policy

At Colby-Sawyer College, the safety and security of our community members and visitors is a top priority. The loss, theft, or failure to return a college key may create a security risk because the key could provide unauthorized access to college buildings or rooms.

Lost, stolen, or unreturned keys must be reported to Campus Safety as soon as possible.

Campus Safety, in consultation with Facilities or other appropriate College officials, will assess the circumstances and level of security risk associated with the missing key and determine whether a lock change or other corrective action is necessary.

Factors considered may include the type and level of access provided by the key, the circumstances surrounding its loss or non-return, whether the key can be readily associated with a specific College location, the likelihood of unauthorized use, and the potential consequences of compromised access.

When the assessment indicates that the security of a facility or space may reasonably be compromised, the affected lock(s) will be changed or rekeyed.

For Students

A student should report a lost, stolen, or unreturned key by emailing Residential Education at residential@colby-sawyer.edu. The email should include the name of the student responsible for the key and any available information about the circumstances of the loss or non-return.

Once notification is received, Residential Education, Campus Safety, Facilities, or other appropriate College officials may review the circumstances and level of security risk associated with the missing key. Based on that

assessment, the College will determine whether a lock change, rekeying, replacement key, or other corrective action is necessary.

For Faculty/Staff

A faculty or staff member should report a lost, stolen, or unreturned key to Campus Safety by emailing cssafety@colby-sawyer.edu with their name, office or room number, and any available information about the circumstances of the loss or non-return. Reports may also be made in person at James House, Monday-Friday, 8 a.m.-5 p.m.

Once notification is received, Campus Safety, in consultation with Facilities or other appropriate College officials, will assess the circumstances and level of security risk associated with the missing key. Based on that assessment, the College will determine whether a lock change, rekeying, replacement key, or other corrective action is necessary.

Lock Change Charges

Colby-Sawyer College uses a proprietary patented lock system making unauthorized key duplication improbable. Charges for lock/key replacement are based on the cost of materials and the labor required to change any locks potentially impacted by the missing key(s).

The residential student cost for lock changes is $35 for a single, $45 for a double, $55 for a triple and $65 for a quad. Additional costs may be incurred for apartments. Immediately after the lock change has been completed, Campus Safety will issue an invoice to the responsible party through CSC campus mail. The invoice should be paid at Financial Services in Colgate Hall during regular business hours with a check, CSC Smartcard or credit card. Charges not paid within 14 days will be added to the student's college account.

The cost of lock changes for employees who have lost an assigned key is predicated on the kind of key(s) that were lost and the number of locks impacted. The department that employs the individual that lost the key will be billed and is responsible for all related charges.

Physical Security Compliance

No person may ignore, bypass, circumvent, damage, interfere with or attempt to deceive by fraudulent means any college-authorized security measure or monitoring device, whether temporary or permanent, that is intended to prevent or limit access to, or enhance the security of, college property, events, facilities or portions thereof.

No person may duplicate, falsify or fraudulently obtain a college key or access control device, or make any unauthorized attempt to accomplish the same.

No person who is authorized to possess a college key or access control device may transfer a college key or access control device to an unauthorized person, nor may any unauthorized person be in possession of a college key or access control device.

Any college employee that has been assigned a set of college-issued keys that includes a submaster and/or grand master shall return the key(s) to an on-campus, secure key storage "lock box" at the conclusion of their work day. Removing submaster and/or grand master keys from campus while not working is not permitted.

Unauthorized duplication of college keys could result in fines, disciplinary action and/or prosecution.