



BUILDING CONTROLLED ACCESS GUIDELINES

EFFECTIVE DATE: 3/19/2024

Scope & Reason for the Document

A safe environment is essential in providing a high-quality education. A safe environment includes implementation of restricted building and facility access. This document establishes more details on the roles and responsibilities regarding safety and security for the University with respect to [MAPP 06.06.02 Public Access to Campus Buildings](#).

Basic Guidelines

I. University Building Public Access

- A. Each building is scheduled through the software based on the building type as described in [MAPP 06.06.02 Public Access to Campus Buildings](#). The locking and unlocking of designated entry doors will be accomplished electronically according to established zones and associated building schedules. (Appendix A) Exceptions to the base schedule must be approved by the appropriate Dean, Department or Vice President or their designee two-weeks in advance.
- B. Each building is programmed and zoned internally depending on the type of space inside the building.
- C. Typically, each building has at least one access point designated at entry doors that will be electrically locked and unlocked according to the electronic schedule, but capable of Cougar Card entry for authorized users after hours or on weekends.
- D. Typically, all building exterior doors shall be controllable and/or capable of being monitored by UHPD.

II. Keyless Access After Hours Procedure

- A. If a user, expecting to have access to a building, experiences trouble with the keyless access system, the following steps should be followed.
 - a. Building user should contact UHPD and provide the following information: First Name, Last Name, PSID Number, Building Name, Door Description and/or Room Number, Description of Problem, Call Back Number
 - b. UHPD dispatch will confirm through the electronic access control system for that facility/building that the information given matches what is in the system for access authorization and then follow all UHPD policies for granting access.

III. Building Renovation & Design

- A. New buildings and renovation projects will adhere to the UH Master Specifications and Guidelines with respect to the electronic access devices, programming needs and considerations.

- B. Project Managers will acknowledge and adhere to the Facilities/Construction Management Facilities Security Project Review which gives information on the UHPD review process for projects.
- C. Access control device installations, and repairs must meet all applicable Federal, State and Local laws and code requirements, be installed in accordance with manufacturer's specifications, and follow the current University of Houston Manual of Design Specification Standards.
- D. Costs related to keyless access component repair or replacement on exterior doors, and only those interior doors utilizing Cougar Card keyless access by the Classroom Refresh Program and managed by the registrar for campus-wide use will be the responsibility of Facilities/Construction Management.

Roles and Responsibilities

IV. Cougar Access Control Services (CACS)

- A. Cougar Access Control Services is a team within Facilities/Construction Management that manages the administration module of the software and hardware related to the electronic access control (EAC) system for the University. CACS is the central point of contact for physical, mechanical, electro-mechanical and electronic access control systems and hardware.
- B. CACS will oversee all processes involving University of Houston access control systems including systems repair and maintenance, and installation.
- C. The EAC system is used to control access at all exterior (zone) equipped doors and certain interior access control zones, such as computer labs, classrooms, office suites, audio/visual equipment rooms, and other zones with specific access concerns. The primary functions of the EAC system are as follows.
 - a. Allows access privileges for each building user to be customized based on need
 - b. Allows access privileges to be quickly cancelled in case an access card is lost or stolen
 - c. Allows access to multiple buildings
 - d. Allows monitoring and a documented audit trail of activities at reader entrance doors
 - e. Allows electronically controlled doors to be automatically locked and unlocked according to a pre-established time schedule
 - f. Allows UHPD to determine security zoning within buildings, etc.as the lead and final decision-making authority regarding security zoning as defined in MAPP 06.06.02 Public Access to Buildings
 - g. Allows UHPD the ability to remotely lock a building or a group of buildings in the event of an emergency. (Emergency override keys will only be issued to emergency responders.)
- D. The need for programming additional audit reports will be determined by the CACS team based on "zones" defined in UH Design Guidelines.

V. Building Coordinator (BC) Responsibilities

- A. Building Coordinators (BCs), working in conjunction with the departments, are responsible for designating individuals to act as primary and secondary Department Access Users (DAU's). A minimum of two DAU's, but generally not more than 4, will be assigned

per building dependent on the number of departments housed in that building.

- B. The BC may serve as the primary DAU if they choose, or they may delegate other individuals in the building to serve as primary or secondary DAU's. The DAU's will work with Building Coordinators (BC), UHPD, Campus Safety and Cougar Access Control Services in maintaining the buildings access control, security systems programming, and public business hours' time changes.
- C. BCs and DAUs are responsible for controlling electronic Cougar Card access to building perimeter doors as well as to all interior assigned doors, including after-hours access under the department's control and responsibility.
- D. The BC will alert the CACS team immediately via e-mail of any changes involving the DAU. Adding additional DAUs will require the Building Coordinator to complete a DAU survey. Once survey is complete, CACS will create the newly added DAU profile.
- E. The department authorizing access for an individual is responsible for removing, verifying, or revoking that access as required. This includes any electronic access devices issued which allow access to department-controlled areas.
- F. Departments are responsible for all costs associated with the installation, maintenance, and upgrade of electronic access control on all interior doors.
- G. Additionally, departments are responsible for all costs related to electronic access equipment repair (e.g. panels, readers, etc.) supporting their EAC devices and replacement upon the expiration of the one-year installation warranty provided by the third-party security vendors. The only exception related to costs are for interior doors designated by UHPD for security zones, etc. installed as part of the original building construction project which will be maintained by Facilities/Construction Management Cougar Access Control Services. (excluding abuse or neglect).
- H. Departments are responsible for all costs associated with changing access schedules, etc.
- I. Requests for new interior access control readers or adding or changing security zones must be reviewed and approved by the Chief of Police.

VI. Department Access Users (DAU) Responsibilities

- A. The DAU's will have overall responsibility for the management of electronic access to building perimeter doors and other access areas under the control of the department.
- B. All DAU's should develop a written procedure for approving, granting, removing, and reviewing user access. This written procedure should include the minimal standard for approving and granting access, as well as any addition departmental requirements.
 - a. DAUs will grant, remove, and verify access for new employees, departmentally sponsored visitors (POI's), retiring employees or terminated employees.
 - b. The DAU should only authorize the minimal amount of access required for an individual to perform their assigned duties.
 - c. The DAU will be responsible for assigning mandatory access level expiration dates to all students, vendors, POIs or any other non-University of Houston visitor or worker.
 - d. The DAU's will confirm that any means of electronic access to building perimeters or other University areas, under their control, has been terminated at the time the user or employee leaves the department or the University.
- C. The DAU's will maintain accurate records for individuals that have been granted electronic access to building perimeter doors and all other areas under control of the department.

- D. If a Cougar Card is not working properly related to a direct access situation, DAU's are responsible for contacting CACS through FIXIT. CACS will coordinate with the Cougar Card Office to trouble shoot the Cougar Card's electronic access issue.
- E. CACS develops reports for the DAUs to the access control system to view all active electronic access users authorized by the department including access to areas under the department's control. The DAU will also verify all automatic expiration of user access. The department will review this listing three times a year at the end of each semester to confirm the individuals listed are still active with the department and their access level is appropriate for each person's position based on departmental guidelines for access (completed training, employee level, association with the university, etc.). It is the responsibility of the DAU to monitor the updated access information. CACS will send out reminders for the DAUs to review their lists.

VII. Cougar Card Holder Responsibility

- A. Users are individually responsible to proactively confirm their Cougar Card and/or pin code works properly.
- B. The user, which could be a student, faculty, staff, visitor, contractor, subcontractor, or any other individual affiliated with the University of Houston, is responsible for securing and safeguarding any electronic access device they have been issued.
- C. If any access device including but not limited to a Cougar Card, proximity card, etc. is lost, stolen or compromised, the user must report it immediately to the Cougar Card office and follow the proper protocol through that office. (<https://www.uh.edu/af-university-services/cougarcard/>)
- D. Upon leaving the department or termination of employment with the University of Houston, either voluntarily or involuntarily, individuals are required to return all issued electronic access devices to the issuing department.

Office of Authorship and Revision History
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Facilities/Construction Management Cougar Access Control Services

Date: 2/20/2024



Appendix A: Building Types, Standard Schedule & Access Guidelines

Building Type	Normal Operating Hours for Exterior Doors
Administrative Buildings without Classrooms or Laboratories	7:00am – 5:00pm, Monday – Friday Card mode only outside of these times, unless an exception is made in advance.
Classrooms Buildings, Laboratories and Offices	7:00am – until 30 minutes after the start of the last class per the Registrar’s approved class schedule. Card mode only outside of this time unless exception is made in advance.
Auxiliary Buildings	Each building depends based on events and public schedule. A.D. Bruce Religion Center Campus Recreation & Wellness Center Student Health Center & Campus Pharmacy Student Centers UH Dining Parking & Transportation Closed at all other times unless an exception is made in advance.
Buildings with No Public Access	Buildings closed to the public at all times including but not limited to the following: Ezekiel Cullen, Residential Facilities, Computing Center, UHIT Server Rooms, Children’s Learning Center, Center for Public Broadcasting, Central Plants and Substations, Technology Bridge Buildings 5, 9 & 15
Buildings with Limited Public Access	University Police Department - Lobby always open to public. Athletic Buildings - Athletics maintains the availability based on events. Cullen Performance Hall – Open to public based on scheduled events.
Libraries	Each library has a different public schedule. UH Libraries University Branch Library (Sugar Land) John M. O’Quinn Law Building Library