



Electronic Door Access Procedure

Procedure Number: 313P

Responsible Office: NOVACard Operations

Forms: Key and Electronic Door Access Request Form (Form 105-156)

Effective Date: 06/09/2020

Date Last Reviewed: 02/21/2024

1. Purpose

Electronic Door Access privileges are limited to the specific needs and requirements of the college and the NOVACard holder. Building access privileges must have prior approval by the appropriate administrators based on the access required.

2. Definitions

Access: The ability to enter a college space by means of a traditional metal key, NOVACard, or any other electronic means.

24/7 Access: Allows users access to all doors 24 hours a day, 7 days a week, with double-swipe & emergency mode capabilities and access to Police Restricted Rooms.

24/7 Access Restricted: Allows users access to all doors 24 hours a day, 7 days a week with double-swipe and emergency mode capability, but without access to Police Restricted Rooms.

Emergency Access Cards: Allows non-NOVA emergency personnel to access buildings 24/7 during an emergency (lock/unlock doors).

Emergency Mode Capability: While the college is in Emergency Mode Lockdown only designated personnel have the ability to lock and unlock all doors.

3. Procedure

a. Roles and Responsibilities

- i. NOVACard Operations oversees the service program for the electronic door access system. Facilities manages the servicing for all maintenance and repair work regarding electronic access.
- ii. Information Technology Support Services IT Security grants access once it has been approved as described in the college's electronic access policy.

b. Access Requests



- i. Access requests for NOVA Faculty and Staff should be submitted via Form 105-156: Key and Electronic Door Access Request.
- ii. Access requests for affiliates or contractors should be submitted using Form 105-156 Key and Electronic Door Access Request.

c. Building Access

- i. When the college is open, all external doors on campuses will be unlocked from 6am to 11pm. Schedules may vary at different times of the year. Doors at the Brault building and the Fairfax Administrative campus are unlocked from 8:30 am to 5 pm.
- ii. Doors with restricted access require the necessary card access privileges for entry. Controlled or restricted doors must not be propped open or otherwise compromised.
- iii. Individuals are not to open controlled doors for others who have not been granted access privileges unless there is an emergency. This does not prohibit NOVA Police, or other designated security personnel, from opening doors as part of their official duties.
- iv. Classroom doors may be unlocked by designated personnel to allow students inside the room.
- v. Electronic access card readers are added to new doors and existing doors in accord with security priorities depending on use, and location of sensitive equipment or material.
- vi. All new construction or renovation of buildings will include access control features.

d. Schedule Exceptions

- i. Routine requests to alter building access hours, must be approved by DCO/Provost, Vice President, President or Chief of Police before NOVACard Operations will make alterations.
- ii. Requests must be made 48 hours in advance via email to AskNOVACard@nvcc.edu and include the following: Requestors Name, Event Name, Campus, Exact Door(s), Date and time of event, and Door schedule requested (open and lock times).

e. Holidays/Early Closing/Late Opening

- i. If the College has a delayed opening, all external doors will be unlocked 60 minutes prior to the official opening time.
- ii. If the College closes early, all external doors will be locked 60 minutes after the announced closing time.
- iii. If the College is closed, all external doors will remain closed and locked. Only designated personnel are permitted to enter campus buildings.

f. Employee and Contractor Separation from NOVA



- i. Supervisors must complete online form 105-021 Employee Separation Notification when an employee is separated. The employee's electronic access will be deactivated per the date of separation.
- ii. Supervisors will collect the employee's NOVACard through the checkout process and return the cards to a NOVACard Office within one week of receipt.
- iii. Upon a contractor ending their project, HR or the immediate supervisor shall notify a NOVACard Office no later than the day of project completion so that the card and access can be deactivated.

g. Lost or Stolen NOVACards

- i. A lost or stolen NOVACard must be reported to a NOVACard office immediately in person or [online](#).
- ii. Replacement of a lost or stolen NOVACard may require payment of a fee.
- iii. Upon replacement of a lost or stolen NOVACard, existing electronic door access is reactivated.

h. Emergency Access

- i. Emergency Access Cards will be placed throughout the college in locations only accessible by emergency response personnel (outside of the college) as approved by the Chief of Police or the Director of OEM.

i. Access Control Policy Violations

- i. Violation of this policy may result in short-term or permanent loss of access privileges. Violators may be subject to disciplinary action in accordance with the appropriate student or employee procedures and may be referred to state and/or federal law enforcement officials, resulting in civil or criminal prosecution. Examples of access policy violations include the following:
 - 1. Loaning an access card to another individual.
 - 2. Use of a card by anyone other than the assigned NOVACard holder.
 - 3. Alternating locks or mechanisms in college spaces (i.e. offices, labs, etc.).
 - 4. Damaging, tampering, or vandalizing any College lock or hardware.
 - 5. Propping doors open that are designated to be closed and locked at all times.
 - 6. Admitting unauthorized person(s) into the building ("piggybacking").
 - 7. Failure to return the card upon leaving employment of the College.



8. Failure to report a lost or stolen card in a timely manner.
9. Failure to turn in a found card.

j. Reporting an Issue with Door Access

- i. Problems with cards or access locations should be reported at AskNOVACard@nvcc.edu. The problem report should include the following information:
 1. Name and contact information of the person reporting the problem.
 2. Specific location, information is located on the reader (building, door number) of the problem (e.g., AA128 Main Entrance).
 3. Nature of the problem (card won't work or door won't open, etc.).
 4. Time and date the problem was noticed.
 5. Any additional information that might be helpful.

k. Access to Electronic Door Security System Information

- i. All requests for the release or review of electronic door access records shall be coordinated with NOVACard Operations and the Chief of College Police or designee. Public records shall be disclosed or withheld in accordance with the Virginia Freedom of Information Act (FOIA), and in consultation with counsel as appropriate.