

RESIDENTIAL OPERATIONS AND FACILITY MANAGEMENT (ROFM)

Policy Title: Campus Security Policy

Policy Number: ROFM.1700.1

Policy Owner: Vice President for Administrative Affairs

Responsible Office: Residential Operations and Facilities Management

Revision Date: 05/21/2024

1. Purpose and Scope

North American University goes to great lengths to ensure students, faculty, staff, and visitors are safe while on campus. The Campus Security Policy is meant to outline the methods in conjunction with the Emergency Response Guidebook the University takes to keep and maintain a safe environment.

2. Policy

The Residential Operations and Facilities Management (ROFM) Department under direct supervision of the Vice President for Administrative Affairs is responsible for promoting a positive learning environment and maintaining safety on campus. Campus security personnel is made up of experienced security professionals who make campus security and safety their number one priority. To promote safety on campus, North American University encourages individuals who see any suspicious activity on campus to immediately notify **Campus Security at 832-230-5550 security@na.edu or contact through email (security@na.edu)**. **Visitors must check-in at the front desk and go through the check-in process.**

NAU Campus Security actively endorses the following goals:

- Protecting students, faculty, staff, and visitors from harm and reasonable fear of harm.
- Maintain an equitable level of order, control and safety in campus buildings and on University grounds.
- Protecting personal and university property from theft, misuse and vandalism.
- Conveying an image of professionalism and behaving in a favorable manner for University and community relations.
- Enforcing applicable University rules and regulations.
- Enforcing fire drills, emergency preparedness events, and mitigating risks of harmful events on campus.
- Ensure all security personnel are trained through their attendance at ongoing security training.
- Disseminate the Emergency Response Guide to students, faculty, staff,

Under the Student Right-to-Know and Campus Security Act (Public Law 102-26) Higher Education Technical Amendment of 1991 and the Higher Education Amendment of 1992 (Public Law 102-325), and the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 U.S.C. Section 1092 (f)), North American university adheres to publish the Campus Crime Statistics Report annually, the report is distributed by the Registrar and Student Service Office and same will be published on NAU website as Campus Crime Report under Campus Security section.

3. Who Should Read This Policy

- Faculty and Staff
- Students
- Visitors

4. Related Documents and References

- Student Handbook
- Residence Handbook
- Emergency Response Guidebook

5. History

- Revision Date: 05/21/2024

Policy Title: Key Request Policy
Policy Number: ROFM.1700.2
Policy Owner: Vice President for Administrative Affairs
Responsible Office: Residential Operations and Facilities Management
Revision Date: 05/21/2024

1. Purpose and Scope

The purpose of the Key Request Policy is to outline guidelines and procedures for administration of keys and to provide security and control for appropriate key requests. North American University utilizes a unique KABA SAFLOK key system and each key has a unique communication credential with a high level of security of encrypted codes programmed.

2. Policy

The Residential Operations and Facilities Management (ROFM) Department at North American University is the designated point of contact for key requests and issues building master keys to each department and sub-master keys to accommodate faculty, staff, and student employees. Any exemptions or special provisions will be made only with the approval of the Vice President for Administrative Affairs. Keys issued by the (ROFM) Department are always to remain the property of the University and an individual will only be issued one key per door. If a person loses their assigned key the University reserves the right to assess a \$50.00 fine.

3. Procedure

Key Request Procedure:

When requesting new keys faculty, staff, and student employees will be required to fill out a work order request form through the ROFM Department. The work order request must include the appropriate supervisor's name and signature for approval. The requests are processed upon approval and the ROFM Department will send a notification the key is ready for pick-up. The individual requesting the key must bring their ID to the ROFM department to collect the key(s).

Lost or Stolen Keys:

Lost or stolen keys must be reported immediately to the appropriate supervisor, security personnel, and the ROFM Department. The Department will use its best judgment in evaluating the request of replacing a key.

It is the individual's responsibility to secure their keys as the University does not encourage transfer of keys between departments or employees. Keys are University property and must be used only for the purpose of conducting University business. Keys should not be loaned to anyone for any reason at any time. If a person loses their assigned key the University reserves the right to assess a \$50.00 fine.

Return of Keys:

It is the key holder's responsibility along with the respective Supervisor/Manager to return all the keys that he/she accounted for at the time of

- i. Transfer to another department
- ii. Resignation of employment
- iii. Termination of employment
- iv. Change of assignments

4. Who Should Read This Policy

- Faculty and Staff
- Student Employees

5. Related Documents and References

- Faculty Handbook
- Employee Handbook
- Student Handbook

6. History

- Revision Date: 05/21/2024

Policy Title: Work Order Request Policy
Policy Number: ROFM.1700.3
Policy Owner: Vice President for Administrative Affairs
Responsible Office: Residential Operations and Facilities Management
Revision Date: 05/21/2024

1. Purpose and Scope

The property and care of North American University is handled through the Residential Operations and Facilities Management Department under the supervision of the Vice President for Administrative Affairs. The purpose of the Work Order Request Policy is to outline how work orders are processed for the maintenance and care of the University.

2. Policy

All maintenance requests, building improvement projects, maintenance of facilities, or on-campus resident/dorm student issues are handled through the Resident Operations and Management Facilities (ROFM) Department for proper tracking purposes. For prompt service a work order request must be submitted through facilitysupport@na.edu. Only work order requests submitted through this channel will be handled. Below find the procedures for all work order requests.

3. Procedures and Guidelines

1. Submit a work order request through the work order request system at facilitysupport@na.edu.
2. The work order request system will generate an automatic email indicating your work order request was submitted.
3. The ROFM Department will process all work order requests in the order they are received.
4. Facilities will contact you regarding the work order request and schedule a time to meet with you regarding your request.
5. An email will be generated based on the work completed.

Work order requests dealing with work performed to maintain utility services like electric, water, air conditioning, lighting, gas, and parking/security etc. are supported by ROFM Department and will be completed as a non-chargeable expense. Depending on the type of on-campus resident/dorm student request fees are assessed. For more information on fee schedules please refer to the <https://pay.na.edu/fees/>.

4. Who Should Read This Policy

- Faculty and Staff
- Students
- On-campus resident/dorm Students

5. Related Documents and References

- Faculty Handbook
- Student Handbook
- Residents Handbook

6. History

- Revision Date: 05/21/2024

Policy Title: Faculty and Staff Parking Permit Policy
Policy Number: ROFM.1700.4
Policy Owner: Vice President for Administrative Affairs
Responsible Office: Residential Operations and Facilities Management
Revision Date: 05/21/2024

1. Purpose and Scope

The Parking Permit Policy at North American University establishes on-campus regulations for all vehicles. The policy is applicable to all faculty and staff and each vehicle driven on campus. The University has designated parking for visitors and visitors are required to use the designated assigned parking for scheduled visits.

2. Policy

University approved parking on campus is mandatory. Student and faculty/staff parking permits may be purchased per semester. All parking permits must be purchased at the Bursar's Office or online for the corresponding semester. A visible parking permit is required for all vehicles and must be properly displayed. Vehicles are subject to parking and traffic regulations while on University property and will be towed at the owner's expense for serious or cumulative violations.

3. Procedure

Below are the online links to purchase parking permits:

Students: TBA at the start of semester
Faculty/Staff: TBA at the start of semester

4. Who Should Read This Policy

Faculty and Staff

5. Related Documents and References

Faculty Handbook
 Student Handbook
 Residents Handbook

6. History

Revision Date: 05/21/2024

Policy Title: Visitor Check-in Policy
Policy Number: ROFM.1700.5
Policy Owner: Vice President for Administrative Affairs
Responsible Office: Residential Operations and Facilities Management
Revision Date:

1. Purpose and Scope

North American University welcomes the external community to visit the campus and in keeping with its mission of “providing a nurturing environment” would like to ensure all visitors are safe. The purpose of the Visitor Check-In Policy is to outline the process for the external community visiting North American University.

2. Policy

All visitors are required to check-in with security personnel on the first floor and must identify themselves with their photo ID. North American University reserves the right to deny visitors entry onto campus should a visitor not be willing to go through the security checkpoint process.

3. Procedures for Security Check-In

Visitor Check-In

1. Before proceeding to a designated floor or walking around on campus visitors are required to sign the visitor log sign-in sheet on the first floor, show a Photo ID, and wait to gain clearance from the campus security officer.
2. Upon check-in a campus security officer will provide the visitor with a visitor’s badge if the visit is scheduled or deemed appropriate. Visitor badges must be worn the entire time the visitor is on campus.
3. The campus security officer will call the appropriate office or department to come down to the 1st floor to escort the visitor to the appropriate floor. The visitor must wait on the first floor until the appropriate person comes to the first floor to escort the visitor to the designated floor.

4. Who Should Read This Policy

- Visitors
- Campus Security

5. Related Documents and References

- N/A

6. History

Policy Title: Student Parking & Shuttle Policy

Policy Number: SSO.1100.5

Policy Owner: Dean of Student Affairs

Responsible Office: Student Services Office

Revision Date: 9/17/2018

1. Purpose and Scope

North American University has a parking policy to create an orderly traffic flow in residence halls and on campus. The purpose of the Parking and Shuttle Policy is to mitigate risks with parking availability and designate assigned parking. Any person(s) in control of a motor vehicle who wishes to park on campus are subject to the provisions outlined in the Parking & Shuttle Policy.

2. Policy

All motor vehicles parked on campus must be registered with the Texas Department of public Safety. This policy limits the parking on various parts on campus and enforces parking rules and regulations. Shuttle services are available to students living in residence halls, athletic teams and student organizations. Students can request shuttle service through Student Service Office.

Parking

General Parking Provisions:

Parking Permits:

Parking permits are required of all faculty, staff, students, visitors and tenants who desire to park on campus. All permits are good for one academic year. All faculty, staff, and students are required to register each vehicle that will be driven on campus. Registration requires a valid driver's license, and the cost of the parking permit is **80\$ for covered and 40\$ for uncovered area per semester (first come first serve)**. The designated spots are marked **1A** and **1C** (ground level). Faculty, staff, and students can purchase a valid parking permit at (TBA at the start of every semester. Once purchased, parking tags may be picked up from the 6th floor ROFM office (Monday-Friday from 1:30 p.m. – 4:30 p.m). Any automobile parked in the designated spots without a parking permit will be warned and towed with fines up to 500\$.

All visitors and official University guests are required to obtain a guest permit from the Security Desk located on the first floor of the main building if they will be at the building for longer than 15 minutes. Those guests that will be here less than 15 minutes may park in the designated temporary parking areas. Visitors that are parked there for longer than 15 minutes may be fined and/or towed at the owner's expense. All other vehicles parked on campus must display a valid parking permit, and all permits must be clearly visible and properly displayed in order to be valid.

Depending on the permit type, parking permits issued by North American University should be displayed inside the vehicle in one of the following ways:

- Adhered to the lower driver's side front windshield. Parking permits are non-transferrable between parties. An issued permit can only be used by the person to whom it was assigned. All personal, residential, and vehicular changes must be reported to the Department of Facilities Management to avoid parking violations and/or other consequences. North American University cannot be held responsible for potential damages or thefts on the parking lot.

Reserved Parking:

Reserved parking is designated for authorized personnel only.

Handicapped Parking:

Faculty, staff, and students who require special handicapped parking accommodations must be validated by Human Resources and obtain valid vehicle licensing from the state of Texas in one of the following forms:

- A valid license plate on the registered vehicle that depicts the international mobility limitation, or
- A valid state hanging tag that depicts the international mobility limitation.

Visitors and Official University Guests in need of handicapped parking accommodations must provide valid proof of necessity to the Housing Department when requesting a guest permit.

Campus Parking Rules and Regulations:

All vehicles must have up-to-date registration with the Texas Department of Public Safety, be in working condition, and display proof of current registration. Only cars with a parking permit may be assigned a designated parking space. You may not double park or block campus roadways, interior or exterior paths and individuals are not allowed to sleep in cars for any reason. Facilities Department must be informed if for any reason a vehicle is to be left on campus overnight. Vehicle repairs and/or maintenance are prohibited on campus, except under emergency conditions with the approval from the Facility Department. Abandoned vehicles, vehicles with multiple outstanding citations, or those that pose a serious hazardous condition will be towed away at the owner's expense. All accidents, thefts and other incidences should be reported to the Facility Department immediately.

Parking Enforcement:

All parking issues should be reported to the Facility Dept. Facility Dept. will enforce all University parking regulations. Facility Dept. may notify and cooperate with local authorities if needed.

Parking Privileges:

Those who fail to comply with the North American University parking policy risk losing the ability to have a vehicle on campus. North American University reserves the right to refuse issuance of a parking permit, revoke or recall a permit, determine hours of control, change any or all parking regulations as necessary, change any or all parking assignments as necessary, and/or close, reserve or restrict parking areas and/or spaces as deemed necessary.

The following are violations that may result in fines and/or towing of the vehicle at the owner's expense:

- Double Parking (Fine: \$20)
- Parking in a manner dangerous to vehicle or pedestrian traffic (Fine: \$25)
- Parking in a prohibited area, on grass or sidewalks, or in a loading zone (Fine: \$25)
- Decal is not valid, altered, improperly fixed or missing (Fine: \$20)
- Vehicle is causing damage to school property (Fine: \$30 + the cost of the damage)
- No license plate (Fine: \$30)
- Vehicle is immobile and permission from Facility Dept. has not been obtained to keep the vehicle there. (Fine: \$20)
- Blocking entrance/exit to the parking lot (Fine: \$30)
- Parking in designated reserved, visitor or staff parking areas (Fine: \$30)
- Parking in Fire Zone (Fine: \$50)
- Parking in a handicapped space without authorization (Fine: \$30)
- Parking Permit Replacement (\$20)
- Late payment of a parking ticket (\$10)

3 or more unanswered violations results in vehicle being towed at the owner's expense.

The following violations can be subject to a fine not less than \$50 up to \$200 as well as revocation of parking permits:

- Giving the parking permit to someone else
- Having illegal items in your vehicle
- Driving recklessly (speeding, racing, donuts, etc.)
- Damaging another vehicle and not reporting it
- Severe violations of the Student Code of Conduct

Permit Fees

Regular Parking Permit Fees:

- Student Parking Permit: \$160 covered and \$80 uncovered/ academic year
- Faculty/Staff Parking Permit: N/A / academic Year

Payments

Fines can be paid at the Bursar's Office on the 7th floor. If fines have not been paid within 14 days from the date of the violation, a \$10 service charge as well as the parking fine will be charged to the students' account.

Appeals

If a student believes that they received a parking violation in error they may appeal the violation. A student has 10 days from the date of the violation to submit an appeal to Facility Dept. Once a decision has been reached Facility Dept. will notify the appellant and let them know if there are any additional steps they need to take. All appeals must be submitted in writing and the following reasons are NOT legitimate reasons to have a parking violation dismissed:

- Other vehicles were parking improperly
- The vehicle was only in violation for a short period of time

- Vehicle had previously been parked this way without being ticketed
- Late to class/appointment
- No other place to park
- Inability to pay the amount of the fine
- Using personal car for University business.

Shuttle Service

Shuttle services are available to students living in residence halls, athletic teams and student organizations. The student involved can request a shuttle through the Student Services Office.

3. Who Should Read This Policy

- Students
- Faculty and Staff

4. Related Documents and References

5. History

- Revision Date: 08/2014
- Revision Date: 08/2013
- Revision Date: 06/2024
- Effective Date: 07/2024

