UICA/KCAD Visitor Check-In Protocol 17 Fountain and 17 Pearl Locations
Revised April 28, 2022

Visitor Check-In refers to the practice of welcoming and identifying campus visitors, ensuring they can easily reach the correct individual or location, and ensuring campus stakeholders are aware of their presence on campus. Individuals not currently enrolled at KCAD/Ferris or not currently employed at UICA/KCAD/Ferris are "visitors" to campus. *Current UICA/KCAD/Ferris staff, faculty and students should have a valid sticker on their ID. If the individual does not have a a college-issued ID the guard will encourage them to next time have their ID. If the individual does not have an ID encourage them to visit the ARC (KCAD 748) or ferris.edu/mybulldogcard to acquire one.*

The Protocol:

1. Employees expecting a visitor to campus must notify the guard station, in advance, via kcadsecurity@ferris.edu, providing relevant information such as visitor name, date and time of visit, location of meeting, how best to reach employee upon visitor arrival and any additional instructions. In some cases, the guards will have access to view department visitor calendars (Calendar, KCAD Admissions, KCAD Student Success, Kendall, and UICA) to receive this information. In cases of KCAD hosted events or meetings the organizer should prepare both the attendees and the guard station for an event appropriate protocol for check in.

   A. At the KCAD/UICA employee's discretion, a visitor may forgo a visitor tab if they will be accompanied by the employee for the duration of their visit. (ie. donor, VIP)

2. Upon arrival, visitors will visit a guard station/UICA guest services to check in. Signage will be displayed near each guard station and at each building entrance that reads, "All Visitors please check in."

3. A security guard or UICA guest services representative (during UICA open hours) will greet visitors, welcome them to KCAD/UICA and ask how they may help. A guard may ask visitor of their name and purpose of visit (meeting, interest, etc.).

   A. If the guard station has already received the visitor information, the guard will follow the employee's instructions:

      I. For example, the employee may instruct the guard station to contact them upon visitor arrival, have the visitor wait in the lobby until they or designee meet the visitor in the lobby. After having connected with the employee, the guard will then have the visitor sign in, issue a visitor tab pass, and ask the visitor to have a seat in the lobby until the employee arrives.

II. *Alternatively, the employee may instruct the guard station to send the visitor directly to a meeting location. The guard will then have the visitor sign in, issue a visitor tab pass and provide directions to the meeting location. If needed, the guard will provide way-finding floor maps.*

B. *If the guard station is not informed in advance of a visitor arrival, the security guard will make every effort to contact the employee the visitor states is expecting them. The guard will ask the visitor to have a seat in the lobby until the receiving employee is contacted. Once the employee is contacted, the guard will have the visitor sign in, issue a visitor tab and provide directions to the meeting location unless the employee meets the visitor in the lobby instead.*

C. *If the visitor is a walk-in during business hours and states, they are interested in attending KCAD or seeking the services of Student Services such as requesting a transcript, the guard will attempt to notify Student Services and/or Admissions reception in advance as a courtesy. After an attempt to notify or contact is made with Student Services and/or Admissions reception, the guard will have the visitor sign in, issue a visitor tab and provide directions to the Student Services and/or Admissions reception area.*

D. *If the visitor is a walk-in after hours and states they are interested in attending and interested in touring KCAD, the guard will offer them the opportunity to provide contact information. If contact information is given, the guard will provide KCAD materials as provided by Admissions. If contact information is not provided the visitor will be asked to contact admissions for more information. **Visitors will not permitted beyond the guard station after hours.** Guard will deliver the non-entry message per the scripted materials. **See addendum A.***

E. *If the visitor is a walk-in and the guard station is unable to make contact with the requested employee, the visitor will be asked to make an appointment with the appropriate person or office.*

F. *If the visitor identifies as an alumni, the guard will welcome the individual and ask if they are interested in filling out an alumni update card. Completed cards will be forwarded to KCAD President's Office attention Jill Schneider. The guard will state, "Welcome back, what brings you back to campus? Do you have any questions? If during business hours, guards will ask, "Would you like to meet with anyone while you are here" For example, Jill Schneider or a member of faculty. If the individual states they are on campus to use the computer labs, labs, shops or studios, the response will be that labs, shops and studios are limited to current KCAD students and employees. Once the reason for the visit is identified, the alumni will be asked to sign in and an alumni tab will be issued. If there is no reason for their visit they will*

be asked to return at a later date when they have an appointment or during business hours.

G. *If the visitor is a walk-in and expresses interest in viewing art, the guard will direct the visitor to the KCAD Alluvium Gallery (KCAD 17F 114), The Artery, (KCAD 17F 102) or to the UICA (if there are current exhibitions). Visitors will need to sign in and receive a visitor tab for Alluvium Gallery and The Artery. Visitors will receive a visitor tab at UICA.* **The UICA, Alluvium Gallery, and The Artery are considered public spaces.**

H. *If a visitor is requesting to make contact with a student, the guard must inform the visitor that they are unable to provide that information and visitor will not be permitted beyond the guard station. The visitor will be instructed to call the student and have them meet them at the lobby. The guard will not confirm or deny that the individual is a student for privacy reasons. If the student arrives at the lobby to meet the visitor, the visitor will sign in and receive a visitor tab.*

I. *If the visitor is a walk-in and will be visiting the library, the visitor will sign in and receive a library designated visitor tab. The guard will then guide the visitor to the Library. Often these visitors will be other librarians, referrals from the GRAM.* **The library is considered a public space.**

J. *If a visitor is a walk-in and will be visiting the FlexLab, the visitor will sign in and receive a FlexLab designated visitor tab. Visitors are made aware the primary function of the FlexLab is to support KCAD/FSU student work.* **The FlexLab is considered a public space.**

K. *If the visitor is a walk-in and will be visiting shopUICA, the visitor will receive a UICA visitor tab.* **shopUICA is considered a public space.**

L. *If the visitor is a walk-in and will be visiting the Baker Furniture Collection the visitor should* **schedule an appointment by contacting** gayledebruyn@ferris.edu *prior to visiting. Visitors may view the Baker Furniture Collection when accompanied by any staff or faculty member.*

M. *If the visitor is a facilities related contractor, the visitor will sign in. The guard will contact the Building Manager. Once contact is made with KCAD facilities staff then the contractor will either be greeted at entry or given way-finding directions to location of repair, etc. If there is an emergency repair and contractor is expected after regular business hours Facilities will notify the guard station. Facillities contractors will also be issued a visitor tab.*

N. *If visitor is a life model for KCAD they will be directed by the Administrative Assistant to Academic Affairs to check in at the guard station before going to the assigned classroom. The guard will have the model sign in. The model will make their way to the assigned classroom and will be issued a KCAD Visitor tab.*

O. *If the visitor is delivery personnel (i.e., UPS, Federal Express, etc.) they will be permitted to make their deliveries to the appropriate areas without a pass, provided they do not go outside lobby or loading dock areas of pickup or delivery.*

P. *KCAD will post "no public restrooms" signage at entrances. If the visitor is solely requesting to use a restroom, the visitor will be directed to the Grand Rapids Public Library or the Grand Rapids Police Department. However, the guards will have the flexibility to make a judgement call to allow the use of a restroom.*

Q. *KCAD computer/print labs are limited to KCAD students with a valid ID. Computer and Print labs are not public spaces.*

R. *KCAD wood-shop/ceramics/speciality labs and studios are limited to KCAD students with a valid ID. Labs and studios are not public spaces.*

4. If any visitor fails to check in, they will be directed back to the guard station. If an employee meets an individual who is not wearing a visitor tab, or does not possess a student/employee ID, the employee can ask the individual to check in at the guard station, UICA guest services, or contact the guard and inform them there may be a visitor to campus who has not checked in.

5. All checked-in visitors will be encouraged to check out upon leaving, and visitors will be encouraged to recycle their visitor tabs at the exit. Tabs will be cleaned by staff or security, and re-used, as needed.

6. When a visitor sign-in sheet is full, DK security will collect the sign in sheets from both buildings and forward to the Interim Director of Operations. The Interim Director of Operations will share sign in sheets with the relevant departments based on who visited the campus.

Addendum A

KCAD Visitor Check-In Protocol 17 Fountain and 17 Pearl Locations
Scripted Non-entry messages for guards

Visitor is interested in KCAD:
"We're excited that you want to visit KCAD, unfortunately, the Admissions Office isn't open at this time. However, a staff member will be happy to connect with you if you're willing to fill out this contact card and I can provide some materials for you to review until you connect with them."

If the visitor is a walk-in after hours and states they are interested in attending and interested in touring KCAD, the guard will offer them the opportunity to provide contact information. If contact information is not provided the visitor will be asked to contact admissions for more information. **Visitors will not permitted beyond the guard station after hours.**

> *If guest fills out card, review for completion and legibility. Provide guest with materials provided by the Admissions Office.

> **If guest does not fill out the contact card, offer them a KCAD Admissions business card so they are able to reach out on their own terms.

Visitor is interested in a public space such as Library, FlexLab, Alluvium Gallery, The Artery or UICA:
"We're excited that you want to visit _____, however I'm sorry, that space is currently closed at this time. You can view current hours and contact information on kcad.edu or uica.org (where applicable). We look forward to having you back another time when that space is open."

Visitor is interested in the Baker Furniture Collection:
"We're excited that you want to visit the Baker Furniture Collection, however that space does require a prior appointment for viewing. You may contact GayleDebruyn@ferris.edu to make an appointment for a future date and time."

Addendum B

KCAD Visitor Check-In Protocol 17 Fountain and 17 Pearl Locations
Visitor tab Pass and ID Verification tab Examples