

Key Management a Challenge for Walla Walla University

Key and Asset Management Solutions from Key Tracer Systems Made Processes More Efficient and Provided Tighter Security Controls for the Staff and Students at Walla Walla University



Walla Walla University, a private, Christian-based university located in the small town of College Place, Washington was founded in 1892 and boasts a 13:1 student-to-faculty ratio. A 2016 survey recently named it one of the top 100 Best regional Universities (tied for #42) and with over 1,900 student enrolled each year, offers 36 majors 7 master's degrees, and an associate of Science degree.

Walla Walla University prides itself on a student-based employment program that encourages students to earn money while they attend school. Because of this, security can be an issue when multiple students are provided access to different areas of the school and there's no way of tracking the keys. WWU needed to find a way to allow access to working students but also maintain tight control on their master keys.



Bob Mead, Facilities Services, went looking for funding back in 2013 when an International Student was caught cheating by utilizing his security access and storing test answers on data drives from a Professor's office. Because of culture stigmas associated with his crime, the student chose to leave the school rather than face a punishment which in turn lost the University over 15,000 in tuition fees. This loss wasn't easy to get over, and a solution needed to be purchased soon to avoid something similar happening in the future.

“We have not lost any keys since we installed the cabinets.”

“We looked at all the electronic key boxes out there on the market,” Bob tells us, “and it didn't take very long to realize that Key Tracer has many options the others don't offer.” From customizable reports, and personalized role settings for each person provided access, Bob found that the Key Tracer System was so intuitive and easy to use, the student-workers would have no problem understanding it.



Bob Mead and his team at Walla Walla decided on two-four panel cabinets with three key panels each to allow for expansion and installed the first one in the summer of 2012. In 2014 they installed the second one and added a panel to one cabinet because other departments and personnel quickly saw the benefits and wanted the system as well.

“You can look at all the other key control systems out there on the market but you will soon learn Key Tracer is head and shoulders above the rest.”

“The security of our keys has risen greatly because of the accountability factor.” says Bob. He adds: “Our cabinets hold each and every student accountable for the keys they take and we have not lost any keys since we installed them.”

Not only was Walla Walla University impressed with their Key Tracer System, Bob was also impressed with his Account Manager: “Leigh [Smith] has been exceptional and beyond.” Bob says about her. “Not only would she answer all my questions, if she didn’t have an answer, she would take the time to find it and get back with me quickly. You aren’t just dealing with a professional, when you get off the phone with her you feel as though you have made a friend.”

Contact Bob at Bob.Mead@wallawalla.edu for more information on his Key Tracer System.

Call today: 1.800.331.2882