Guidelines for Visitor Intake Process

Responsibility, **I**ntegrity, **C**ommunity, and **E**xcellence

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Visitors add value to our community and fill vital roles important to Rice. Rice has adopted a series of formal registration processes and operating procedures to regulate how the University extends visitor privileges. The overriding principle for the design of these processes is to provide the necessary level of accountability without overburdening the Visitor or the Rice Sponsor. This system delivers the University with a means to move away from a paper entry system. This system contains personally identifiable confidential information. Its use should be for appropriate University business only and must comply with [Policy 808, Protection of Personally Identifiable Information](#).

The following guidelines explain these procedures.

Definitions

For the purpose of this document, a **Visitor** is defined as a person who receives at least one of the following privileges:
- Identification (ID) Card
- Facility access key or keycard
- E-mail, VPN or other IT account
- Parking lot sticker (not temporary hangtag)
- Library checkout privileges
- Recreation center access

A Visitor is not:
- Visitors who do not require the resources above while visiting Rice
- Visitors that only require a parking pass
- Large groups visiting campus for tours, conferences, or camps
- Rice personnel, students and affiliates, such as:
  - Rice faculty, including adjunct faculty
  - Rice students, including continuing studies students
  - Rice employees, including anyone paid through Rice payroll
  - Rice trustees and residential college associates

We differentiate between two types of visitors in the management of visitors at Rice:

- **Service Provider Visitors** are individuals whose primary purpose at Rice is to provide non-teaching and non-research goods and/or services to Rice, usually under specification of a contract or agreement.

- **Academic Visitors** are individuals whose primary purpose at Rice is academic (research, teaching/training, or being trained) for the benefit of the individual, Rice, or both.

NOTE: visitors are not eligible to receive Rice business cards and they will be listed in the Rice directory as "service provider visitor" or "academic visitor".

Other relevant individuals include:

- A **sponsor** is the person requesting a visitor be given privileges. All visitors must have only one sponsor. A sponsor must be an exempt Rice faculty or staff employee. A sponsor may not sponsor a visitor on behalf of another Rice employee, is not allowed a second Net ID, and is not allowed to sponsor themselves for visitor credentials.
- A **one-over approver (OOA)** is the sponsor's direct supervisor at Rice. The OOA can name a third party as their designee, as long as the designee is not the sponsor.
- A **two-over approver (TOA)** is the one-over approver's direct supervisor. The TOA can name a third party as their designee, as long as the designee is not the one-over approver or sponsor.
- **Approval authorities (AAs)** are individuals responsible for screening visitor applications; these offices include Risk Management, Human Resources, General Counsel, Office of Sponsored Projects and Research Compliance (SPARC), Environmental Health & Safety, and the Office of International Students and Scholars. Depending on the type of visitor, some AAs may not be included in the screening process.
- **Privilege Provider (s)** are individuals responsible for providing and managing specific privileges. These offices include RUPD, the Parking Office, Information Technology, Recreation Center, and Fondren Library.
- **Responsible Officers** oversee the entire process.

Scope

These guidelines apply to faculty and staff who plan to, or currently have, a visitor on campus.

Implementation

This section details the guidelines for the main stakeholders involved in a visitor's stay.

Guidelines for Sponsors

Sponsors play a critical role in managing visitors at Rice. A Sponsor is responsible for:

1. Initiating the intake process for individuals who –require visitor status. Please ensure that you request these privileges for the shortest period of time required.
2. Updating Visitor's information.
3. Monitoring the activity of the Visitor during their active visitor status and taking responsibility for the activities of their visitor.
4. Terminating or extending the Visitor's appointment. The term for visitor privileges is one year or less, as specified by the Sponsor. At the end of the term, the Sponsor can renew the visitor privileges If the Visitor is not renewed, privileges will be automatically disabled at the expiration date.

Please note that the University reserves the right to review, approve, request more information, deny any request for privileges for any visitors, and rescind any previously granted privileges, per the legalities and appropriateness of the request. Please also note that the Sponsor takes full responsibility for the Visitor and the use of the privileges that are requested and granted.

In the event that your Visitor notifies you of any change in the information provided, consider if the privileges and/or the visitor status needs to be reevaluated. You may email visitorportal@rice.edu for assistance.

> ***NOTE: if the only resource needed is a parking hangtag, there is no need to use the Rice visitor registration process. Instead, direct the visitor to the parking office (additional charges might apply). Similarly, if the only resource is a checked out key, for less than 24 hours, please direct the visitor to the appropriate office (usually RUPD).***

Visitors in University Facilities and Laboratories

Visitors who need access to university laboratories and other facilities must comply with all rules and guidelines governing the use of those facilities. This includes but is not limited to completing all appropriate safety training and other training specific to the operations of each laboratory or other facility to which the visitor will have access during the term of the appointment. In particular, the Visitor must complete safety training in accordance with the safety guidelines set forth by the Environmental Health and Safety Office at Rice. (See safety training requirements at www.safety.rice.edu).

The Sponsor is responsible for ensuring that the Visitor is informed of these rules and guidelines and that laboratory and other facilities access will only be granted after all of the required training has been completed.

Visitor Intake Process for Service Provider Visitors-Overview

Sponsor's steps are noted in **orange**.
One Over Approver's steps are noted in **blue**.
Visitor's steps are noted in **green**.
Approving Authorities & Service Provider Visitors are noted in **red**.

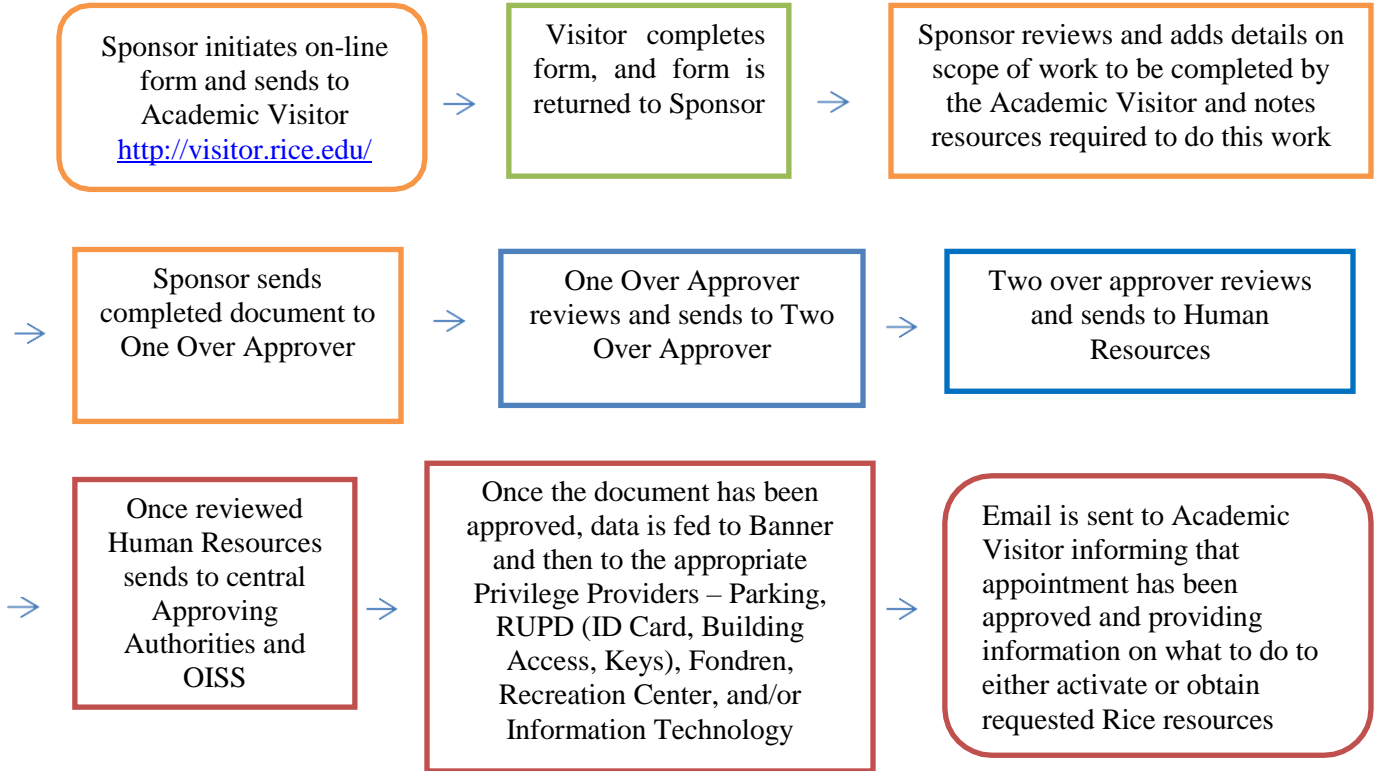|		
Sponsor initiates on-line form and sends to Service Provider Visitor [http://visitor.rice.edu/	Visitor completes form, and form is returned to Sponsor	Sponsor reviews and adds details on scope of work to be completed by the service provider Visitor and notes resources required to do this
Sponsor sends completed document to One Over Approver	One Over Approver reviews and sends to Human Resources	Human Resources reviews service provider vs. employee classification
Once reviewed Human Resources sends to central Approving Authorities	Once the document has been approved, data is fed to Banner and then to the appropriate Privilege Providers – Parking, RUPD (ID Card, Building Access, Keys), Fondren, Recreation Center, and/or Information Technology	Email is sent to Service Provider Visitor informing that appointment has been approved and providing information on what to do to either activate or obtain requested Rice resources

Visitor Intake Process for Academic Visitors-Overview

Sponsor's steps are noted in **orange**.
One Over Approver and Two Over Approver's steps are noted in **blue**.
Visitor's steps are noted in **green**.
Approving Authorities & Academic Visitors are noted in **red**.

Sponsor initiates on-line form and sends to Academic Visitor http://visitor.rice.edu/	→ Visitor completes form, and form is returned to Sponsor →	Sponsor reviews and adds details on scope of work to be completed by the Academic Visitor and notes resources required to do this work
→ Sponsor sends completed document to One Over Approver →	One Over Approver reviews and sends to Two Over Approver →	Two over approver reviews and sends to Human Resources
→ Once reviewed Human Resources sends to central Approving Authorities and OISS →	Once the document has been approved, data is fed to Banner and then to the appropriate Privilege Providers – Parking, RUPD (ID Card, Building Access, Keys), Fondren, Recreation Center, and/or Information Technology →	Email is sent to Academic Visitor informing that appointment has been approved and providing information on what to do to either activate or obtain requested Rice resources

Approval Authorities & Contact Information

Following is a list of Approval Authorities, their contact information, and their area of review and expertise in regard to both the Service Provider Visitor and Academic Visitor review. If a Sponsor or One-Over Approver has any questions regarding possible risks, conflicts or compliance concerns, he/she should contact the appropriate person to discuss prior to sending an account on for review.

Approving Authority	Contact Information	Area of Review and Expertise
Human Resources	Wayne Robinson (wayne@rice.edu) or Yesenia Servellon (yservellon@rice.edu)	Visitor versus employee determination
Risk Management	Renee Block (rab@rice.edu) Ana Robledo (arobledo@rice.edu)	Process Owner, Criminal background checks
General Counsel	Joe Davidson (jbdii@rice.edu) Veta Byrd (vbyrd@rice.edu)	Exposure to confidential information or intellectual property
Environmental Health & Safety	Kathryn Cavender (cavender@rice.edu) Noel Nguyen (nn6@rice.edu) Chris Mize (cmize@rice.edu)	Health & safety training, facility review and training
Office of Sponsored Projects and Research Compliance (SPARC)	Melissa Gambling (mgambling@rice.edu) Echo Medina (dem9@rice.edu)	External research contract/grant requirement compliance. Conflict of interest, visual compliance review, and export control and deemed export issues.
Office of International Students and Scholars	Jenny Brydon (jbrydon@rice.edu) Adria Baker (abaker@rice.edu)	Immigration compliance

Responsible Officers

Dr. Paula Sanders, Vice Provost for Academic Affairs

Dr. Kevin Kirby, Vice President for Administration

Questions Regarding the Visitor Intake Process

Email: visitorportal@rice.edu