

## Student Engagement and Campus Life

### Virginia Tech

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STUDENT AFFAIRS  
**STUDENT ENGAGEMENT  
AND CAMPUS LIFE**  
VIRGINIA TECH.

# Lost and Found Policy and Procedures

Student Engagement and Campus Life (SECL) maintains a lost and found inventory for items found across our facilities and spaces: Squires Student Center, Johnston Student Center, the Graduate Life Center, and Owens Ballroom. These items are all kept at Squires Student Center at the Information Desk. While there are some departments on campus that also maintain Lost and Found inventories, such as Athletics and Newman Library, Squires Student Center is a main inventory on campus. We follow Virginia Commonwealth codes and as well as University guidelines for our Lost and Found processes.

We will accept items that are turned in from other entities on campus or Hokie guests, as long as they meet the policy standards listed out below. Individuals who lost items in facilities not managed by Student Engagement and Campus Life are also encouraged to contact those facilities directly and/or the Virginia Tech Police Department.

Virginia code ([Disposition of Unclaimed Property, 23.1-104](#)) requires that most items accepted into the Lost and Found be kept for a minimum of 120 days if not claimed, unless otherwise specified below. After 120 days, the items will be given to the Virginia Tech Surplus Property Office and Warehouse.

The physical lost and found inventory may not be searched by any non SECL staff under any circumstances. Individuals may view the log of lost and found items by visiting [campuslife.vt.edu/secl\\_services/Lost\\_and\\_Found](https://campuslife.vt.edu/secl_services/Lost_and_Found) and file a claim for their lost item to help SECL staff process the request and possible item match.

### Logging Lost and Found Items:

All items will be inventoried upon arrival and logged into Student Engagement and Campus Life's Pixit database, listing the date item was turned in, a description of the item, where it was found, tagged with the appropriate reference number, photographed and placed in a secure location.

### Contacting Individuals:

For items that contain identification (driver's licenses, U.S. Passports, Hokie Passports, etc.) and the owner in question is affiliated with Virginia Tech, a SECL staff will make a reasonable effort to contact the owner within one (1) to two (2) business days when possible.

### Filing a claim for your missing item:

Individuals who have lost items, but are not in our inventory, may file a claim through Pixit. We will contact the individual within two (2) to three (3) business days of the claim being filed to update the status. Claims that are without a match will be filed as "unmatched" and revisited after thirty (30) days. If after thirty (30) days, the claim is still "unmatched" it will be rejected and archived.

### Claiming Lost and Found Items:

To attempt to ensure lost items are returned to the rightful owners, persons claiming items must describe the item(s) as closely as possible and provide photo identification. Items will not be shown to claimants until an acceptable description is given. Claimant's information will be logged before the item(s) will be released.

Claimants may pick up their items at the Squires Student Center Welcome Center during current operating hours. Any items secured in the safe (state issued identification, wallets/purses, cash, bankcards and government passports) must be picked up on a weekday (Monday-Friday) between 9:00am-6:00pm at the Squires Welcome Center.

### Items Containing Cash or Identifying Information:

Items such as wallets containing cash, bank cards, identification cards, passports, etc. that are turned into Lost and Found are carefully processed like any other items and then kept in a secure safe until the item is picked up or processed out after the appropriate time. These items must be picked up during specific items listed above since only SECL Operation Professional staff have access to the secure safe.

**Disposing of Items:**

Items turned into the Lost and Found will be held for 120 days and then disposed of in the following ways:

- Damaged items, perishable or other non-valuable items will be discarded or recycled.
- All other items not described here will be turned over to the Virginia Tech Surplus Property Office and Warehouse.
- Identifiable State of Virginia keys will be sent to the Facilities Access Control Office.
- Wallets/purses will be held in a secure safe. After 120 days, the contents will be either destroyed or sent to surplus.
- Cash found by itself will be held in a secure safe, then given to the Bursar's Office after 30 days for deposit.
- Gift cards will be held in a secure safe and then destroyed after 120 days.
- State issued identification and social security cards will be held in a secure safe then destroyed if not claimed by the appropriate owner after 120 days.
- Bank Cards (credit, debit, ATM) will be held in a secure safe and then destroyed if not claimed by the appropriate owner after 120 days.
- United States Passports will be held in a secure safe and then mailed to the U.S. Department of State- Passport Office if not claimed by the owner after 120 days

Hokie Passports will be sent to the Hokie Passport Office after 7 days and after attempts to contact the individual have been made. Any Hokie Passports left at the Information Desk after an equipment rental are processed like other lost Hokie Passports.

Liquid containers such as water bottles, tumblers, mugs, etc. are not accepted by Lost and Found. Any of those items found in SECL spaces are left in the room they are found in or it on top of a nearby trashcan. They will be disposed of after forty-eight (48) hours by SECL Staff.

Items turned into Lost and Found that will be disposed of or destroyed upon receiving it by a professional staff member are:

- Prescription/over the counter medication
- Perishable items, food items and food filled containers, and items related to perishables (used plates, cups, pans, etc.)
- Water Bottles, thermoses, or portable containers for any liquid (If brought from outside our spaces)
- Toiletries or powders
- Wet or soiled items
- Alcohol, tobacco, e-cigarettes, etc. of any kind
- Weapons of any kind will be sent to the Virginia Tech Police Department.
- Bicycles will be sent to the Virginia Tech Police Department.
- Anything received that could cause potential harm or health risk to SECL employees or property

**Lost and Found Information for Departments and Other Campus Facilities:**

Squires Information Desk will accept lost and found items from other facilities and departments on campus if turned in within two (2) weeks of the item being found and the total number of items does not exceed five (5) items in a seven (7) day period. The item(s) must also be accompanied by an Inventory list found on our website: [campuslife.vt.edu/secl\\_services/lost\\_and\\_found](https://campuslife.vt.edu/secl_services/lost_and_found)

Items can be sent via campus mail as long as they don't contain any personally identifiable information and have an accompanied inventory list. Items containing personally identifiable information (State or federal identification, wallets/purses, government issued passports, credit cards, etc.) must be dropped off by the department initially holding the item.

Items that have been held for longer the 120-day period will not be accepted by SECL. Departments will need to coordinate directly with the Virginia Tech Surplus Property Office and Warehouse to surplus those items.

SECL will not pick up any items from buildings that are not SECL managed facilities. Departments will be responsible for dropping the items off at Squire Student Center Information Desk on the 1st Floor. SECL reserves the right to refuse to accept items for lost and found inventory if it does not meet the guidelines as stated above. Exceptions will be considered on a case-by-case basis by the SECL Assistant Director of Operations.