



## CASE STUDY

# Richland One (SC) Dramatically Increases Volunteer Management Efficiency and Recruitment with Raptor® System

### CHALLENGE

David Jackson, District Volunteer Coordinator for Richland County (SC) School District #1, commonly referred to as “Richland One,” remembers what it was like in the old days: “Long hours, paper applications, lots and lots of slow data entry.” Richland One is one of the larger districts in South Carolina, with 47 schools and more than 27,000 students. As such, the district is fortunate to benefit from a large pool of parent and community volunteer candidates and processes more than 1,000 new volunteer applications each fall. In the past, however, applications were processed by hand, one by one. “It was a time-consuming operation,” continues Jackson. “I was a teacher in the district before taking on this role. I was aware that processing volunteer applications took time, and of course, the goal, after screening, checking backgrounds, and approving applicants, is to get them into the schools as quickly as possible. But I also knew the process — for safety reasons — couldn’t be rushed.”



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— David Jackson, District Volunteer Coordinator, Richland County (SC) School District One



## RICHLAND COUNTY (SC) SCHOOL DISTRICT ONE



Richland One, South Carolina’s fifth-largest district, is headquartered in the capital city of Columbia and serves K-12 students in urban, suburban, and rural areas in and around the city.

- 47 schools (28 elementary, 9 middle schools, 9 high schools, 1 charter school): approximately 27,000 students
- 1,111 applications processed (2018-2019)
- 24 potentially dangerous applicants flagged and denied (2018-2019)
- 2,257 active volunteers (2018-2019)
- More than 10,300 total applications processed since implementation

## SOLUTION

Richland One needed a way to accelerate the application and approval process for potential volunteers without compromising school safety considerations. The district turned to a familiar partner: Raptor Technologies®. “We had been working with Raptor® since 2007 for visitor management, so we would know who was trying to enter our schools,” Jackson says. “The Raptor system was fast and accurate, and their support team was excellent. Raptor offered a volunteer management solution as well, so it seemed like the way to go.”

The district implemented the Raptor Volunteer Management system in anticipation of greater application processing and volunteer management efficiency. The system provides prospective volunteers with a user-friendly online application tool, which eliminates paper applications as well as the need for Jackson to spend hours entering each applicant’s data by hand. The Raptor system assists Jackson by enabling him to run sex offender and criminal background checks and review and approve applications, all in one system. The system also allows Jackson and his individual building coordinators to track each active volunteer and access the system’s reporting functions, which provide key statistics such as volunteer hours per person and top overall volunteers, either by school or district wide. District administrators rely on this data to confirm each school is receiving necessary volunteer assistance. If the data shows a school is under-represented, the district knows to focus volunteer recruitment efforts to that school.

## RESULTS

“Raptor is just a wonderful tool to use. It’s such an excellent tracking product,” says Jackson. Applicants find the online application feature to be a much better experience than filling out lengthy paper applications. “We have quite a few senior volunteers for whom the old application process was troublesome. They all like the online application tool — it takes them less than five minutes to complete the process.” With no more paper application forms to key, Jackson can complete sex offender screening for each applicant in minutes as opposed to hours. The district’s building-based coordinators appreciate the Raptor system, too. “As everyone has gottentrained in the use of the system and become more and more familiar with its features and capabilities, we’ve all shared the opinion that the Raptor Volunteer Management system is just a great tool. Believe me, we wouldn’t want to go back!”

“[With the Raptor system,] we’re just so much more efficient. It saves us so much time, and most of all, it enables us to track and report on all volunteer activity so easily.” Asked whether he would recommend the Raptor system to a neighboring district looking for a volunteer management solution, Jackson is unequivocal: “Without a doubt, I would highly recommend it.”

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EVERY SCHOOL, EVERY DAY.**

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