

RAPTOR[®]

TECHNOLOGIES

THE GOLD STANDARD IN SCHOOL SAFETY

CASE STUDY

Raptor[®] System Screens Visitors and Volunteers, Turns Days of Processing Time into Minutes for Vancouver (WA) Public Schools

CHALLENGE

Situated just across the Columbia River from Portland, Oregon, Vancouver Public Schools in Vancouver, Washington, serves a diverse population of nearly 24,000 students on 37 campuses. Like districts large and small all over the country, Vancouver schools enjoy enthusiastic volunteer support from their community. But district leaders were also aware that along with this support came inherent security risks due to the number of classroom volunteers and other visitors entering Vancouver schools each day. In addition, the sheer number of volunteers seeking to register with the district and the time required to process, screen, and manage them was becoming an administrative hurdle. To help ensure the safety of its students and staff, as well as efficiently handle the volume of individuals interacting with the schools, district leaders began researching school safety and volunteer management software in the spring of 2018. They eventually selected the Raptor[®] Visitor and Volunteer Management systems.

VANCOUVER (WA) PUBLIC SCHOOLS



Vancouver Public Schools serves students in the largest suburb of Portland, Oregon.

- 24,000 students
- 3,300 staff (1,330 teachers)
- 37 schools serving grades K-12

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We needed to do [volunteer processing] differently, so we turned to Raptor Volunteer Management.

— Crystal Reed, Volunteer Coordinator, Vancouver (WA) Public Schools

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SOLUTION

Stephen Craig, the information systems specialist with the district, set up a pilot with Raptor® in the summer of 2018. Pleased with the visitor screening capabilities and the single-dashboard visitor management convenience of the two systems, the district went ahead with implementation prior to the 2018-2019 school year. The Raptor Visitor Management system eliminated the use of potentially inaccurate handwritten visitor logs, automatically screening visitors' state-issued IDs against sex offender registries in all 50 states as well as local custody and prohibited-person databases—a process that takes less than a minute. District leaders were reassured by the extra level of security afforded by the system, but it was the Raptor Volunteer Management product that had an immediate, tangible impact.

Vancouver's Volunteer Coordinator, Crystal Reed, describes their challenges: "Every year at the end of the summer, we'd be flooded with people wanting to volunteer in the schools. That's a good thing. What wasn't so good was how much time we had to spend processing all the volunteer applications. It was taking far too long, and of course we wanted to screen, clear, and get volunteers into the classrooms to help our students and teachers. We used paper applications, and we had to manually enter the information into our own database. Then, because our database didn't integrate with the Washington State Patrol's Washington Access to Criminal History (WATCH) record system for background screening, we had to manually enter the data again into WATCH. The process was incredibly time consuming. It would take me a full day to process ten to fifteen applications. We needed to do things differently, so we turned to Raptor Volunteer Management."

RESULTS

With the Visitor Management system, Vancouver has already successfully identified a potential threat—an outside contractor. "We flagged one person, and the administration stepped in to deal with the situation," says Craig. "We haven't had a large number of positive IDs, but now we know exactly who is coming onto our campuses."

Reed believes that the Raptor Volunteer Management system has transformed volunteer screening and management for the district. "The online application, the ease of screening because Raptor integrates completely with WATCH—it's leaps and bounds better! Raptor has streamlined everything. Now I never spend more than 10 minutes screening and processing new volunteer applicants. It used to take 7 to 10 days to completely process and clear a new volunteer to begin working in the schools. With Raptor, now it's practically instantaneous. It takes like 20 minutes max, from beginning to end!"

"I'm a parent as well as the district's volunteer coordinator," Reed says. "Parents want to help in the classroom, not get caught up in weeks' worth of red tape. Knowing that the clearance process is that fast and accurate, that the Raptor system can streamline processing and clearance from days and weeks to minutes—that's a huge advantage."

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"[With Raptor Visitor Management,] we know exactly who is coming onto our campuses.

— Stephen Craig, Information Systems Specialist, Vancouver (WA) Public Schools

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**PROTECT EVERY CHILD,
EVERY SCHOOL, EVERY DAY.**

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