

# THE *proof* IS IN THE **NUMBERS**

The Raptor® Volunteer Management system:



MANAGES  
**300K**  
VOLUNTEER  
SCREENINGS  
PER YEAR



MANAGES  
**1.9**  
MILLION  
ACTIVE VOLUNTEER  
SIGN-INS PER YEAR



REDUCES SCREENING  
TIME **FROM WEEKS**  
TO **LESS THAN**  
**24**  
HOURS



MANAGES  
**400K+**  
ACTIVE VOLUNTEERS  
DONATING **11 MILLION**  
HOURS PER YEAR



DENIED  
**17K+**  
APPLICATIONS  
DUE TO SEX OFFENDER  
OR CRIMINAL  
BACKGROUND FLAGS



ELIMINATES USE OF  
MORE THAN  
**250K**  
PAPER APPLICATIONS  
PER YEAR

**32,000** K-12 schools nationwide trust Raptor to help keep their students and staffs safe . . .

*because it works*

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With Raptor, [volunteer screening and clearance is] practically instantaneous. It takes like 20 minutes max, from beginning to end!

— Vancouver (WA) Public Schools

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[W]e're not like a lot of districts, with building-based or grade-level volunteer coordinators. I'm it, for the entire district. That's a testament to the speed and ease of use of the Raptor system.

— Greenville County (SC) Schools

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## Want to *better manage* your volunteers?

- ▶ Greenville County (SC) Schools manages **30,000+ active volunteers** and processes **6000+ applications** annually
- ▶ Vancouver (WA) Public Schools screens **multiple applications in less than 20 minutes per day**
- ▶ Irvine (CA) USD requires and easily processes **annual application renewals for 5000+ active volunteers**
- ▶ Okaloosa County (FL) School District **manages 28,000 annual active volunteer sign-ins**
- ▶ Volusia County (FL) Schools saves **more than \$35,000 per year** on volunteer screening

The Raptor® Volunteer Management system is part of the **only** fully integrated platform of Visitor Management, Volunteer Management, and Emergency Management solutions. 32,000+ K-12 schools nationwide trust Raptor to help keep their students and staffs safe -- more than all other school safety technology providers combined.

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During peak periods schools might wait weeks to clear a volunteer. It's so much simpler and more accurate now with Raptor.

— Irvine (CA) Unified School District

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Raptor has eliminated the need to hire ... employees to help with data entry ... and has significantly reduced the number of paper applications we've received. This has made our process much more efficient.

— Lake Washington (WA) School District

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# Customer Satisfaction Report Card

How are we doing? Our clients are our biggest fans. Net Promoter scores are calculated based on answers to a single question: **How likely are you to recommend us to a colleague?**

Net Promoter Score: <i>Support</i>	96
Net Promoter Score: <i>Implementation</i>	100
Average Call Answer Speed	15 SECONDS
SLA Issue Resolution	95.38%
Average Issue Handle Time	10 MINUTES, 27 SECONDS



I have worked in a school office setting for over fifteen years and I am a witness that **Raptor is a proven product** that works. It helps identify any visitors that are a "red flag" and the ID badges help identify true visitors. — *Bay (FL) District Schools*

Excellent product, **excellent customer service**, prompt addressing of issues, courteous employees. — *Newtown (CT) School District*

The Raptor technical support team is **extremely professional** and quick to react to issues. They're always very helpful! — *Grand Prairie (TX) ISD*

The Raptor system is really reliable and easy to use. They give us **outstanding customer support**. We love it! — *Forsythe County (GA) Schools*

[T]he **implementation and technical support teams have been great**. — *Lincoln County (TN) Schools*

[Raptor] **really works**, and their technical support team is great! — *Pilgrim School, Los Angeles*

[A]doption and implementation have gone incredibly smoothly . . . **[issues] were immediately addressed** by the Raptor technical support staff—they've been great. — *Irvine (CA) USD*

We had one little glitch . . . The Raptor team got right on it . . . The Raptor team gives great service. **We've been super satisfied**. — *Charter Schools USA*

We're strong supporters. We've promoted the Raptor system to neighboring districts because our experience with it [has been] **nothing short of remarkable**. — *Weatherford (TX) ISD*

I believe in the product. **I've already recommended Raptor . . . to several other districts**. — *Robinson (TX) ISD*

**We [recommend Raptor] all the time!** We've been extremely happy with the product. — *Irvine (CA) USD*

**Would I recommend** that other districts consider Raptor Technologies as part of their comprehensive school safety plan? **Yes, I would, absolutely!** — *Austin (TX) ISD*

We had some representatives from a neighboring district in here just yesterday. Believe me, **we're big fans**. — *Marysville (CA) JUSD*

**I love it.** I've been very pleased with Raptor. — *St. Charles Parish (LA) Public Schools*

Districts call me all the time . . . I just got off the phone the other day with an HR director. She said she **wanted to phone Raptor to set up a demo**. — *Rowan-Salisbury (NC) School System*

[Another district] spent the better part of an hour with me going over the Raptor system. **I know they were impressed**. — *Lake Washington (WA) School District*



# RAPTOR<sup>®</sup>

TECHNOLOGIES

THE GOLD STANDARD IN SCHOOL SAFETY

## CASE STUDY

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### Raptor<sup>®</sup> System Screens Visitors and Volunteers, Turns Days of Processing Time into Minutes for Vancouver (WA) Public Schools

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#### 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<sup>®</sup> 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.**

**877-772-7867**

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**www.RAPORTECH.com**



## CASE STUDY

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# Volusia County Schools Saves \$35,000+ Per Year with Raptor® Volunteer Screening

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### CHALLENGE

In 2015, Volusia County Schools had over 66,000 volunteers and 340,000 visitors enter their schools. Campuses relied on pencil and paper sign-in sheets, and worked with the local sheriff's office to conduct background checks, a process that was costly and could take weeks to return results. District administrators wanted to improve their ability to screen, manage, and report on visitors, volunteers, and volunteer hours.

### SOLUTION

Volusia County Schools installed the Raptor® system in 78 schools and facilities in 2015, and as a result every visitor and volunteer is instantly screened against the national sex offender databases for all 50 states, as well as a custom database created by the district. The system automatically alerts security personnel about any visitor or volunteer who should not be on school grounds by providing an Instant Sex Offender Alert and an Instant Custom Alert.

Through the Raptor system, the district is also able to run reports on visitors and volunteers in any school or the entire district at any time and from any internet-connected device. Visitors and volunteers are tracked by destination within a school and by the reason for the visit.

## VOLUSIA COUNTY



Located northeast of Orlando, Florida, & covers 1,432 square miles.

- 63,043 students
- 7,385 employees
- 4,506 teachers
- 66,562 volunteers
- 70 district schools
- 3 charter schools
- 5 facilities

## KEY RESULTS

Volusia County Schools has installed the Raptor® system at 78 schools and facilities. Since becoming a customer in 2015, the district has:

- Tracked and screened 233,448 visitors, and flagged 26 sex offenders during the 2015-2016 school year
- Managed 297 custom alerts
- Logged 97,725 volunteer sign-ins

## RESULTS

New volunteers can be cleared in 24-48 hours, and the Volunteers in Public Schools (VIPS) department can notify approved volunteers on the same day that they are approved.

26 sex offenders have been flagged attempting to enter Volusia County Schools, and nearly 300 custom alerts have been triggered.

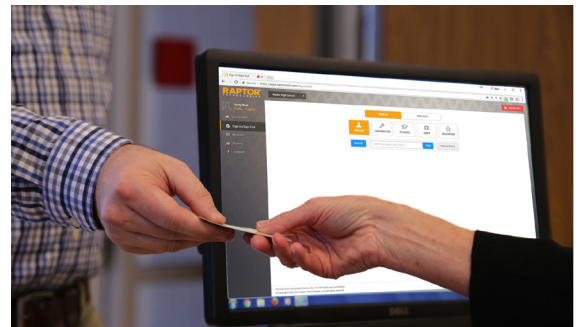
School administrators, staff, parents, volunteers, and the community all view the Raptor® system as a clear improvement for the safety of faculty, staff, and students.

“Raptor has been an extremely valuable asset for Volusia. Raptor’s ease of use allows our staff members to account for visitors, volunteers, and faculty entering our campuses each day. The offender/predator alerts, emergency alerts, and private alerts have proven to be extremely beneficial by identifying individuals who should not be on our campuses. The safety and security of our students and staff is the most important aspect of the operation,” said Chris Boyer, Assistant Director, Volusia County Schools Student Transportation Services.

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**By using the Raptor®  
Volunteer Management  
System to manage volunteer  
applications, Volusia County  
Schools has saved over  
\$35,000 per year.**

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“... Raptor’s ease of use allows our staff members to account for visitors, volunteers, and faculty entering our campuses each day.

- Chris Boyer, Assistant Director, Volusia County Schools Student Transportation Services

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

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