



Saydel Community School District

V-Soft (Raptor) System

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FREQUENTLY ASKED QUESTIONS

1) What is the Raptor system?

Raptor is a visitor registration system that enhances school security by reading visitor Drivers' Licenses, comparing information to a sex offender database, alerting school administrators if a match is found, then (assuming no match was made) printing a visitor badge that includes a photo.

2) How does it work?

Drivers' License information is compared to a database that consists of registered sex offenders from all 50 states. If a match is found, school administrators and law enforcement personnel can take appropriate steps to keep the school safe.

3) Why is Saydel Community School District using this system?

Safety of our students is our highest priority. Raptor will provide a consistent system to track visitors and volunteers while keeping away people who present a danger to students and staff members. The system quickly prints visitor badges that include a photo, the name of the visitor, time and date.

4) What other information is the school taking from Drivers' Licenses?

Raptor is only scanning the visitor's name, date of birth and photo for comparison with a national database of registered sex offenders. Additional visitor data will not be gathered and no data will be shared with any outside company or organization.

5) Should we scan Saydel Community School District employees?

Saydel Community School District employees who do not have an employee badge visible must be scanned and wear the Raptor badge. Substitute teachers should be scanned at all times.

6) Should volunteers be scanned into the Raptor system?

Volunteers must follow the same procedures as any visitor. Identity must be verified with an acceptable form of identification (i.e. Drivers' License or State I.D.).

7) Should contractors, subcontractors and vendors be scanned into the Raptor system?

Contractors, subcontractors and vendors must be scanned the same as any visitor. If identity cannot be verified through an acceptable form of identification, they are not allowed on district property. Acceptable forms of identification include Drivers' License, State I.D., U.S. Military I.D., or Passport.

8) Do we have the right to require visitors, even parents, to produce identification before entering the building?

Yes. You need to be sure of who is in your buildings, why they are there and particularly if a student is involved (e.g., early pickup) – be able to confirm that an individual has the authority to have access to the student. You can only do this by knowing exactly with whom you are dealing.

9) What if the person does not have, or refuses to show identification?

Contact the principal or the ranking administrator immediately. They can both question the individual and explain the process to them. The principal or administrator then, based on their knowledge of the person and situation can make a determination whether to allow entry (and manually entering the information into the system) or refusing access to the facility and/or a student. The principal or administrator should check the individual reported information against the Iowa sex offender web site at www.iowsexoffender.com.

If the individual clears, enter their information into the system manually. The individual should be provided limited supervised access.

10) What about grandparents presenting a passport or Drivers' License from foreign countries such as Canada or England, who want to have lunch with their grandchild?

These visitors should be checked against the student's enrollment form to see if they have parental permission to have access to the student. The individual may present a permission slip signed by the parent to have access to the student. The parent's signature should be checked against the signature on the student enrollment form. If the individual checks out, they may be manually entered into the system and granted access to the student.

11) Do I scan police officers, firemen and other uniformed or similar governmental officials into the system?

Law enforcement and other first responders should bypass the sign-in process if responding to an emergency. If not an emergency, law enforcement should be checked in and requested to show credentials. However, do NOT scan their Drivers' License, just manually enter them into the system.

12) If a "hit" comes back indicating that the person just scanned is a registered sex offender, do I have reason to fear?

Many sexual predators/offenders are going to be relatives of one of our students. Normal caution should always be followed and paying attention to the individual's demeanor body language and verbal cues is, as in any situation, the key to your personal safety. If in doubt, always summon help immediately. Remain calm and ask the person to take a seat, as school officials must approve the visit. Do not go into detail or give further explanations.

13) Do we have to give listed sexual offenders and predators access to our school?

Generally speaking, unless the individual is wanted by the police, as long as they have a legitimate reason to be in the building (e.g., visiting a legal dependent) you cannot give a

blanket “no.” However, such individuals should only be given limited access and should be accompanied at all times by an adult representative of the school. When in doubt, consult with your building administrator.

14) Will the system produce “false” hits? And, if so, what should I do?

The system, like any computer search system, uses set criteria to lookup, find and match names. Occasionally, names and date-of-births will be similar enough to cause a false hit to occur. There is no need to panic. Carefully examine the picture and other information provided – most times you can quickly verify whether or not the hit actually matches the person in front of you. If in doubt, follow your normal procedures and let the administrator handle the situation.

The school administrator should not announce the reason for their arrival when others are present. Whoever responds should remove the individual from the main office area to an office to conduct a more complete investigation of the person’s background.

Raptor Visitor Management System Procedures

Introduction

V*Soft Raptor System (commonly called Raptor) is a web-based software application that has been developed with the purpose of aiding education facilities in tracking their visitors, students and staff. Raptor not only provides an effective, efficient method for tracking, but also goes beyond conventional applications by utilizing available public databases to help control building security. Raptor is capable of replacing manual paper-based logs, providing student tardy slips and it will allow schools and facilities to produce visitor badges, monitor volunteer hours, and electronically check all visitors against register sexual offender databases. The overall goal is to better control access to all Saydel schools; thus providing enhanced protection for our students and staff.

General Procedures

- 1) All front office staff will receive training on visitor check-in procedures to ensure that all persons who are not assigned to the building have a visitor's badge or Saydel CSD photo ID badge. Any person who does not have a building visitor badge with the current date displayed or a Saydel CSD employee badge should be immediately escorted to the office.
- 2) Signs will be placed at doors and potential entry points directing visitors to the front office to sign in.
- 3) When the visitor arrives, they will be greeted and asked for photo identification.
- 4) The designated staff member will scan the visitor's identification and issue a badge with the visitor's destination if there is no alert indicated on the database. The staff member will keep the individual's Drivers' License in plain view, to reduce concerns that anyone might be copying personal information. The identification card will immediately be returned to the visitor when the badge is handed to them. At no time will a visitor's identification card be kept by the attendant.
- 5) If the visitor does not have acceptable photo identification available, the building administrator on duty will be called to assess the situation. If he or she determines the visitor is known, the visitor's information can be manually entered by the building administrator. However, a visitor can be manually entered **no more than twice** before denied entry.
- 6) The visitor will return to the office to check-out when they are leaving the building. The visitor will be instructed to return the badge to designated office personnel to be signed out of the system. Once the visitor has been signed out of the system, the badge should be destroyed so it cannot be reused. If a visitor forgets to check out, the attendant will attempt phone contact through contact information. If contact is made, the attendant will educate the visitor as to proper check in and check-out procedures. If contact is not made by the end of the day, the visitor will be checked out automatically and educated the next time he/she checks in.

Visitor Categories

Saydel CSD employees

- Saydel CSD employees who do not have a badge visible for any reason will be required to sign into the Raptor system with their Iowa Drivers' License or ID card. They will also be required to return to check out when their visit is completed.

Saydel CSD Substitute Teachers

- All Saydel CSD substitute teachers who have not been issued an employee ID badge or do not have an ID badge with them that day will be required to sign into the Raptor system for a temporary ID. Long term substitutes assigned to a specific building will be issued a badge.

Parents/Guardians of Students

- All parents/guardians attempting to gain access to the school for the first time will present a valid Drivers' License from any state, an official state photo identification card from any state and many countries, or military identification card for scanning. Parents/guardians refusing to produce such ID may be asked to remain in the office or leave the school as their identity cannot be verified. School principals and site administrators may allow limited access based on their personal understanding of the situation and/or knowledge of the person in question. Such persons, however, should be manually entered into the system by the building administrator and have their names checked against the database.
- School staff members conducting visitor check-in and scan processes will verify scan results and verify the nature of the visit. If the scan is negative and the visit meets school/site criteria, the visitor will be allowed appropriate access after receiving an appropriate visitor's badge.
- The visitor will be requested to return to the office to check out when their visit is completed to be logged out of the system. Each visitor will be asked to surrender the badge. The badge will be destroyed, so that it cannot be reused.

Law Enforcement/Emergency Responders/Government Officials

- Law enforcement and other first responders should bypass the sign-in process if responding to an emergency.
- If not an emergency, law enforcement should be checked in and requested to show credentials. However, do NOT scan their Drivers' License, just manually enter them into the system.

Vendors/ Contractors/Others

- All vendors, contractors and other visitors not assigned to the particular school will be scanned into the system each time they want access to the school.
- School personnel conducting visitor check-in and scan processes will verify scan results and verify the nature of the visit. If the scan is negative and the visit meets school/site criteria, the visitor will be allowed appropriate access.
- Vendors: If the scan of the database comes back with a positive match, the vendor will be accompanied by a school administrator while the delivery is made. The vendor will then be asked to provide contact information for his/her supervisor and asked to leave the school. The accompanying administrator will then follow up with the supervisor and advise him/her that the particular vendor will not be allowed to make deliveries to that or any other school in Saydel School District.
- Contractors: If the person is affiliated with Saydel CSD as a contractor, contact an administrator to speak with the person. If the contractor is only going to be at the school for a short time (less than one hour), follow the procedure listed above for vendors.

Match with the Database

The database will show a match if the visitor has the same name and birth year as that of a registered sex offender. In some cases, the match will be the visitor in front of you and at other times it may register a false positive.

To determine if this match is a false positive, please do the following:

- Compare the picture from the identification to the picture from the database.
- If the picture is unclear, check the data of birth, middle name, and other identifying information, such as height and eye color.
- The Raptor system will have a screen for you to view and compare the photo of the visitor with the photo of the person on the sex offender registry.
- If the pictures or identifying characteristics are clearly not of the same person, press **NO** on the screen.
- The person will then be issued a badge and general procedures will be followed.
- Note: If there is a false positive, the alert will come up the first time the person visits each campus. Please make any staff member operating Raptor aware of this false positive result.

If it appears that there is a match:

- Compare the ID with the database. If they appear to be the same person, press **YES**. A Screen that says, “Are you sure?” will pop up, press **YES** again.
- Remain calm and ask the person to take a seat, as school officials must approve the visit. Do not go into detail or give further explanations.
- The visitor may ask for his/her ID back and want to leave – schools should comply with this request.
- A school administrator will automatically be notified by e-mail, text message or on their cell phone of the problem and will respond. Stand by for further instructions and assistance from the responding administrator.
- If the individual becomes agitated or you fear for your safety, follow your normal emergency procedures for summoning assistance.
- The e-mail notification on the visitor will be sent to the listed school administrator(s).

Special Circumstances

Parents/Legal Guardians Who Are Registered Sex Offenders

In the event an identified parent or legal guardian of a student is listed on the database, he/she can still be granted limited access to the building, while being escorted by school district personnel. The school administrator will decide when and where this person can go and who will supervise his/her visit.

- School administrators will privately notify the parent or guardian that they appear to be matched with a person on Raptor database.
- If the individual indicates that there is a mistake, please encourage them to contact the state listing their name to rectify the matter. Staff members may choose to give the parent a print out of the alert, if desired.
- The building administrator will send a letter on the guidelines that the parent or guardian must follow when on school property. Administrators may add specific guidelines as appropriate.
- The parent or guardian will not be permitted to interact with students or walk through the school unescorted.
- Parents or guardians who require a teacher conference shall be encouraged to do so when other children are not in class and separated from the student population.
- Failure to follow these procedures may result in parents or guardians being banned from the building.

Customized Alerts

There may be situations where certain visitors can be flagged as posing a danger to students or staff. One of the features of the Raptor is the ability to program customized alerts, specific to the students and staff at the building site. These alerts seek to help school personnel identify and avoid dangerous situations.

Examples of persons that can be entered into a Private Alert are:

- Non-custodial parents or family members
- Parents or other family members with restraining orders banning contact with a student or staff member
- Parents with very limited visitation of students
- Expelled students
- Persons who have threatened students or staff
- Persons who have committed crime on or near a school site

Principals will have the ability to add private alerts. If a private alert is added, please ensure the following:

- 1) File a copy of the court order, restraining order, legal document or communication from law enforcement/administrators which support the alert in the student's file.
- 2) Notify the office staff and all administrators via email about the nature of the alert.
- 3) Review the school emergency procedures that address hostile person on campus.

Volunteers

The Raptor system will provide an electronic database of volunteer hours and duties performed by a campus.

- Each volunteer will scan their identification into the system on the first visit. On subsequent visits, the volunteer's name will be located through the quick find screen.
- On the first screen, select volunteer.
- Indicate the job and location.
- Print the badge.
- Volunteer displays the badge at all times.
- After volunteer activity is completed, the volunteer returns to the office.
- Check out when the volunteer activity is completed.

Power/Internet Connection Failure

In the event that there is no power or internet service, please use paper logs. The logs should be entered into the system once the power or internet service has been restored.

Operating Procedure

Log onto the Raptor Scanning System

- A. This system is to be operated by School District Employees only. Parent volunteers or students are not allowed to operate this system. Only staff members approved by the district will be allowed to use the system.
- B. To log on
 - Enter User Name
 - Enter Password
 - i. Click on Visitor
 - ii. Choose a Task

Visitor Sign-In

- A. First time visitor with Identification (I.D.) – Place visitor’s Drivers’ License, IA I.D., military or some form of government I.D. face down in the scanner reading left to right – click scan. Give ID a light nudge into the scanner to get started. Check information on ID against what is displayed on screen. Sometimes the spelling of a name is not correct, due to wear or marks on license or a long name will run together. This is easily edited. If incorrect information has already been submitted, you can go to **View Visitors**, click **Edit** make corrections, add notes, etc. then **Submit**.
- B. First time visitor without Identification (I.D.) – It is not necessary to use a Drivers’ License or other forms of Identification to print out a badge. However, the information will not be stored for future use in the QuickFind feature and no picture will be displayed. Simply type in necessary information (first & last name, birth date and destination) then **Submit & Print**.
- C. Repeat visitors - Use the quick find feature by typing in the first few letters of the first or last name and click **Find**. Be aware that you may have to select the person from a list of names.
 - 1) When a message appears regarding Secure and Non-secure items, click **Yes** to properly execute the entry.
 - 2) Enter the visitor’s destination in the **Notes Field** then click **Submit & Print** to print a visitor’s badge.

Sex Offender Alert

If a sex offender alert appears on the screen, a picture is displayed for verification purposes. Before clicking **Yes**, CAREFULLY check the following:

- ✓ First, middle and last name against the ID provided by the visitor
- ✓ The picture on the screen against the ID and the person checking in
- ✓ The full address on the screen against the ID provided by the visitor

Some sex offenders have the same name and birth date as a non-offender. You must verify the identity before confirming a match.

Remember, Raptor screens against sex offender databases in multiple states. Some states do not provide pictures or complete information. If there is a question about the individual's identification, notify school administration immediately. Do not permit the visitor to enter your building unescorted before identification is confirmed.

A. Match Confirmation

- Once a match is confirmed, a silent alarm will be sent via e-mail and phone to School & District Administrators to alert them of a possible sex offender at your location.

B. Administrative Notification

- In a discrete manner, have the visitor wait in the lobby area. Try not to alarm the visitor.
- Do not disclose his or her information to anyone other than your School Administrator, especially other students or visitors who may be attempting to sign-in.
- Notify the School Administrator immediately so that they can come speak to the individual.

C. Administrators' Response

- In a private area, the School Administrator should talk to the individual about the information on the screen.

Visitor Sign-Out

- Click on **View Visitor** – A list of visitors in the building will appear with boxes to the left of their names.
- Click on the box next to the name you wish to sign out.
- Click **Sign Out** at the top of the column.

The triangle between the box and the name may be clicked on to show a picture (if entered) of the visitor. This helps to identify in case the visitor does not stop to return badge.

Visitors not signed out can be automatically signed out by designating an automatic sign out time. If the system is shut down prematurely, bring the system back up, click on **Sign In Visitor**, and you can resume normal operation of the system.

Volunteer Sign-In

- A) First time volunteer with Identification (I.D.) – Place Drivers' License, IA I.D., military or some form of government I.D. face down in the scanner reading left to right – click scan. Make sure the I.D. is aligned against the RIGHT side of the scanner. Give ID a slight nudge into the scanner to get started. Check information on ID against what is displayed on screen. Sometimes the spelling of a name is not correct, due to wear or marks on license or a long name will run together. This is easily edited. Add home address; check the items the volunteer wished to be involved with, in the task information. Click the **Submit** button at the bottom of the screen.
- B) Previous visitor – if the volunteer has been signed in as a visitor in the system, their information can be accessed by using the Previous Visitor field. Add home address; check the items the volunteer wished to be involved with, in the task information. Click the **Submit** button at the bottom of the screen.
- C) Repeat volunteers – Use the quick find feature by typing in the first few letters of the first or last name and click **Find**. Be aware that you may have to select the person from a list of names.
- D) Virtual Volunteer—Volunteers can sign in to Virtual Volunteer from any computer with an internet connection (www.v-volunteer.com). Volunteers will create an account at the sign in page. Once the Volunteer has created an account, they can sign in with an e-mail address and a password.

Volunteer Sign-Out

- Click on **View Volunteer** – A list of volunteers in the building will appear with boxes to the left of their names.
- Click on the box next to the name you wish to sign out.
- Click **Sign Out** at the top of the column.

Student Sign-In

To use the Student features, start by clicking the **Students** button from the main menu in V-Soft. Find the student in the system by typing in the first few letters of the students first or last name. Click **Find**. The Student information will populate the database fields. Choose the reason for the last check-in by clicking the drop down Reason menu. Indicate whether the tardy is excused or unexcused by clicking the **Excused Reason** drop down menu. Click **Submit** to enter the information only, or click **Submit & Print** to print a tardy pass.

Notes:

User can be alerted of multiple tardies by entering Tardy alerts in the Preferences under the Student section in the Admin menu. Reasons may be added or deleted with the Reasons Editor, found under the Admin menu. The late entry button on the right of the screen may be used to enter Students in the event that you are unable to enter them at any time due to things such as equipment issues or internet connection problems.

Student Sign-Out

To sign out Students, click the **Sign Out Student** button from the current screen, or click **Sign-Out Student** from the Main Student Menu.

If the parent/guardian is a first time Visitor, scan their state issued ID. If the parent/guardian is already in the system, type in the first few letters of their first or last name using the QuickFind field, and click **Find**. If the list appears, choose the Visitor from the list. Otherwise the Visitor information will automatically populate the Parent/Guardian fields.

Next, in the Student Information section, find the Student in the system by typing in the first few letters of the students first or last name in the QuickFind field. Click **Find**.

Choose the reason for the early check-out by clicking the **Reason** drop down menu.

Choose submit to simply enter the information. Choosing **Submit & Print** will print a badge for the parent/guardian for use while in the building if needed.

Reports

Commonly Used Volunteer Reports

Total Hours by Date Range

The Total Hours by Date Range report provides data on the total number of hours logged by each volunteer during a specified time period. Choose Total Hours by Date Range report from the Reports drop down menu. Choose the date range. Click **Submit**. A list report is generated and may be printed.

Top 10 Volunteers

The top 10 Volunteers report provides data on the top 10 Volunteers with the most hours logged during a specified time period.

Choose Top 10 Volunteers report from the Reports drop down menu. Choose the date range. Click **Submit**. A graphic report with table is generated and may be printed.

List Report by Criteria

The purpose of the List Report by Criteria is to create a list of information on particular volunteer during a specified period. The query will display the First Name, Last Name, Function, Date/Time Out, and Hours.

Choose List Report by Criteria from the Reports drop down menu. Choose the date range. Find the Volunteer name by entering the first few letter of the first or last name, and click the search icon. A list of Volunteers names will appear in the drop down menu below called "Volunteer." Click the down arrow on the drop down menu and select the Volunteer.

Report On (Signed In or Signed Out) and sort by. Click **Submit**.

A list report is generated and may be printed, e-mailed or exported.

Student List Report by Date Range

The purpose of the list Report by Date Range is to create a list of information of all Student's late check-ins or early check-outs during a specified period. This query will display the First Name and Last Name of the Student and Parent/Guardian, Student ID #, Reason, Type (in or out), and Date/Time.

Begin by clicking the Student Tab. Select Reports. Choose Detailed Report by Date Range from the Reports drop down menu. Choose the date range. You may also choose Type (In or Out, or both), and sort orders. Click **Submit**. A list report is generated and may be printed, e-mailed or exported.

Individual Student Reports

The purpose of the Search Students feature is to view information on particular Student's late check-ins or early check-outs during a specified period. This query will display the First Name, Last Name, Reason, Building Name, Type (in or out), and Date/Time.

Start by clicking the **Students** button from the main menu in V-soft. Select **Search Student**.

Select a date range and Type (Signed In or Signed Out). Enter all or part of the individual's name or ID number. You may also select how to sort the information in the Sort By and Sort Order drop down menus.

Click **Submit**. A list report is generated.

To Print a Report

- A. Select type of report from the Task Page (i.e. Visitors, Student or Volunteer).
- B. Open the list of reports by clicking on the arrow by reports.
- C. Select **List Report by Date Range**
- D. Choose a start and end date. (For a daily report choose the same date.)
- E. Click on **Submit**.
 - All reports will be listed for dates requested.
 - You may choose any date range for up to 90 days
 - A detailed report by date range will show visitors' pictures.
 - Monthly reports will show a chart along with figures.

System Administration

In the task bar at the top of the page you may select Admin (Administration) which will take you to a page called Section Tools/Management Console.

Here you can access:

Visitors

Preferences – set up what you want the system to do
Customize – form layout/required fields

User Accounts

Create a user – information/permissions
Search user(s)

Alerts

Shows a log of past alerts

Global Settings

When entering someone in the system under e-mail or phone to be alerted, place a comma after the last entry.