

## CASE STUDY

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### Rowan-Salisbury (NC) Schools See Safety Benefits on Day One with Raptor<sup>®</sup> System

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#### WITHIN MINUTES

Within 20 minutes of going live with Raptor Technologies<sup>®</sup> Visitor Management, Sharon Gardner's smart phone was ringing. One of her schools had a problem. "Oh, no," she thought as she got into her car. "What's happened?"

Gardner—Risk Manager and Safety Officer for North Carolina's Rowan-Salisbury School System—was led inside upon her arrival and ushered into an office. "You'll never believe it," a staff member told her. "The system just flagged a sex offender. He's in there with the principal and an officer now," she said, indicating the next room.

Only twenty minutes. Gardner's first thought? "I knew the Raptor<sup>®</sup> system really works." Then, immediately afterwards, came her second: "How many times over the years has a sexual predator walked into one of our schools without any of us even having a clue?"

#### COMMITMENTS TO TECHNOLOGY AND SAFETY

The Rowan-Salisbury School System, located between Charlotte, Greensboro, and Winston-Salem in the west-central part of the state, serves over 19,000 small city and semi-rural students in Rowan County, not far from North Carolina's famed Research Triangle. Rowan-Salisbury's leadership made a commitment several years ago to embrace technology and optimize its role in every facet of the district's mission, from operations to instruction. Those efforts culminated in national recognition as a Top Ten district for use of technology. That technology commitment extends to include student and staff safety.

#### ROWAN-SALISBURY



Rowan-Salisbury School System,  
Rowan County, NC.

- 19,000 students
- 3,000 staff
- 35 schools  
(20 elementary,  
8 middle school &  
7 high school)

Raptor Solution:  
Visitor Management

Visitors logged:  
(Nov. 2016 - Nov. 2017)  
64,035

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has a sexual predator walked  
into one of our schools without  
any of us even having a clue?

— Sharon Gardner, Rowan-Salisbury (NC)  
Risk Manager and Safety Officer

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Concerned by rising national trends both in school violence and custody-related incidents, and recognizing that the key to safety lay with carefully controlling access to their schools, Gardner decided to research access management systems in 2013 and get the district out ahead before a dangerous situation or problem could occur. The district selected the Raptor® Visitor Management system, and according to Gardner it has been the best decision and fit for Rowan-Salisbury Schools, as is evident from the very first day the system was in operation.

## WINNING OVER STAFF AND PARENTS

Rowan-Salisbury included the Raptor system as part of an overall effort to enhance school security. The district is in the process of constructing vestibules in each school to help physically control visitor access, and they're installing a district-wide network of security cameras to assist safety staff and administrators in monitoring building access.

Rowan-Salisbury experienced no technical difficulties or hiccups with implementation of the Raptor system. But Gardner says the Raptor rep warned her about possible staff resistance. "And he was right. Our staff members were worried that a visitor management system would be a hassle, just one more set of things to do when a visitor arrives on campus. That's understandable, because they juggle so many tasks through the course of the school day."

"I'm really glad he gave us the heads-up. I told everyone about the new procedures ahead of time. I asked them to hang in there and go through the training, that the system was going to make our students' lives—and our lives—so much safer. And you know what? Afterwards staff members came back and said, 'You were right. We were annoyed at having to use one more new system, but we're not mad anymore!' They see now that the ID scanning and automated screening is just as fast as the old sign-in method, if not faster. Plus, it's so much more accurate."

There was some push-back from parents as well, who saw a visitor management system as an expensive inconvenience. "I did receive some phone calls," Gardner says. "Most parents were supportive, but we had a few complaints. When speaking with resistant parents I used an example where there are two airplanes. On the first plane, every person on board went through security. On the other plane, no one went through security – not even the pilot, and his license has expired. I then posed a question to parents: Which plane would they prefer to board? They quickly understood that it is well worth the time to go through a security process."

## SETTING THE STANDARD

"Districts call me all the time to inquire about our visitor management system," Gardner adds. "I just got off the phone the other day with an HR director. I told her about how Raptor flagged a registered sex offender within the first 20 minutes. She asked me for the name of our rep and ended our call quickly. She said she wanted to phone Raptor to set up a demo."

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— Sharon Gardner, Rowan-Salisbury (NC) Risk Manager and Safety Officer

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

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