



CASE STUDY

Irvine USD (CA) Simplifies Volunteer Management with the Raptor® System

IRVINE (CA) UNIFIED SCHOOL DISTRICT



Irvine USD is located in Orange County, at the southern end of the Greater Los Angeles area.

- 35,000+ students
- 3500 faculty, administrators, and staff
- 40 schools serving grades K-12
- 5200+ active volunteers

CHALLENGE

Irvine Unified School District, located in Orange County, at the southern end of the Greater Los Angeles area, had a problem—but it was a problem plenty of school districts would be happy to have. With a diverse population of more than 35,000 students, the district is blessed with highly involved parents, and Irvine USD currently boasts over 5,200 active school volunteers among its 40 schools. So, what’s the problem? “In May 2015, our human resources staff realized that our schools needed help screening, managing, and reporting on volunteers. We needed to streamline the process. Schools were doing these tasks on their own, manually, one volunteer at a time, and it was becoming a little overwhelming. We did our research on volunteer management systems and had five or six vendors come in and make presentations. In the end, we were most impressed by the Raptor® Volunteer Management system,” says Irvine USD IT Analyst Touda Bentatou.



[Volunteer management] is so much simpler and more accurate now with Raptor.

- Touda Bentatou, IT Analyst, Irvine (CA) Unified School District



SOLUTION

With the Raptor® system, the district could safely screen volunteers and get them into the classroom to assist teachers and students as soon as possible. Plus, potential volunteers could now submit their applications in a user-friendly online tool. The Raptor system screens volunteer applicants against a national sex offender database. The system provides more extensive background checks for specialized and overnight volunteers. It also automatically tracks hours for approved volunteers, maintains volunteer records in a single, easily searchable database, and completely simplifies the reporting process. With a couple of clicks, school staff can produce virtually any report they want with the desired data.

And about those background checks? Bentatou says, “The system automatically screens applicants against a national sex-offender database. We used to have to do that manually, and it was a slow process. During peak periods schools might wait weeks to clear a volunteer. It’s so much simpler and more accurate now with Raptor.” In fact, the Raptor system’s ability to accurately screen volunteers encouraged Irvine USD to quickly implement the Raptor Visitor Management system as well. Now every visitor to every district school has their state-issued ID scanned against the national database and customized local databases in order to reveal potentially threatening persons. “It just made sense to go with Raptor to enhance the security of our students and staff members,” emphasizes Bentatou.

RESULTS

Irvine USD officials, administrators, and staff have been very pleased with the Raptor system. “Everyone sees that Raptor works, so there hasn’t really been any pushback. Volunteer management is so much easier. And other than a couple of minor scanning glitches due to problems with ‘Real ID’ formatting, adoption and implementation have gone incredibly smoothly. The glitches were immediately addressed by the Raptor technical support staff—they’ve been great,” remarks Bentatou.

Parents like what they’ve seen, also. “So far, we’ve had no sex offenders flagged, and we’ve only seen a couple of custom database alerts,” says Bentatou. “We have a district policy that requires all volunteers to reapply each school year. This helps us purge the system of exiting parents and keep up with any changes in background status. It’s a small hassle, but with the online application, the hassle is minimized, and parents realize that the system is helping to keep their kids safe.”

Would Irvine USD officials recommend Raptor to districts seeking volunteer and visitor management solutions? “We do it all the time!” says Bentatou. “We’ve been extremely happy with the product.”

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EVERY SCHOOL, EVERY DAY.**

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