

RAPTOR[®]

TECHNOLOGIES

THE GOLD STANDARD IN SCHOOL SAFETY

CASE STUDY

Charter Schools USA Seeks to Enhance Student and Staff Safety with the Raptor[®] System

CHALLENGE

Charter Schools USA is among the largest and fastest-growing educational management companies in the country. With 83 public charter schools spread across Florida, Georgia, Louisiana, North Carolina, South Carolina, and Indiana, Charter Schools USA (CSUSA) serves a diverse student population from Kindergarten through 12th grade. After founding the operation in 1997 and seeing rapid growth during the ensuing decade, in 2005, CSUSA leaders decided to capitalize on the technology boom to improve the security of their campuses. Parents were seeking out CSUSA because of its promise of high academic standards and maximizing student performance, but school leaders wanted to extend that performance promise to include student and staff safety. CSUSA sought a fast, efficient, and accurate way of knowing just who was trying to enter their schools.

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Our teachers and staff members just feel safer.
There's an overall greater sense of security.

- Susan Ojeda, IT Support, Charter Schools USA, Kissimmee, Florida

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CHARTER SCHOOLS USA



- 70,000+ students
- 7500 faculty, administrators, and staff
- 83 schools serving grades K-12

Charter Schools USA is based in Florida, with schools in 6 states in the Southeast and Midwest.

SOLUTION

CSUSA chose the Raptor® Visitor Management system to help identify dangerous or potentially threatening individuals and prevent access to their buildings. The Raptor system can send CSUSA administrators instant alerts that a person representing a possible threat has attempted to gain entry. The system eliminates the use of inherently inaccurate paper-and-pencil sign-in sheets and time-consuming file searches by office staff to clear visitors as they enter. A simple scan of each visitor's state-issued ID is sufficient to screen the person against national sex-offender databases and locally created "do not admit" lists.

In the last year alone, the Raptor system has logged nearly 220,000 visitor sign-ins system-wide and flagged more than 20 prohibited visitors.

RESULTS

CSUSA staff and administrators have been very happy with the Raptor system — so happy that they're now piloting the Volunteer Management system, which allows potential volunteers to apply online, while enabling designated CSUSA volunteer coordinators to screen volunteer backgrounds, approve applications, track service, and report out on volunteer activities, all from a single dashboard. *"Raptor is simply a great tool,"* says Susan Ojeda, IT Support Technician for CSUSA in Kissimmee, Florida. "It's user-friendly, and our teachers and staff members just feel safer. There's an overall greater sense of security." In the first 12 weeks of the 2018-19 school year, the system has logged more than 1400 volunteer hours at the three pilot schools.

"Of course, our parents like it, too," points out Richard Walsh, Senior Service Desk Manager. "They know that Raptor helps make sure that every school visitor is approved." Kevin Sanders, IT Support in Concord, North Carolina, agrees: "Once parents understand that the system helps keep their students safer, they think it's a great idea. I don't know of any parent complaints."

Naples, Florida IT Support Technician Brendan Rapp points out that implementation of the Raptor system has gone very smoothly. "We had one little glitch with a new driver's license format. The Raptor team got right on it. They created a patch that enabled our scanners to work with the new license." Again, Sanders concurs: "The Raptor team gives great service. We've been super satisfied."

Would the CSUSA staff recommend Raptor to other schools and districts? "Definitely!" says Rapp. "Parents really do appreciate how well it works."

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- Richard Walsh, Senior Service Desk Manager, Charter Schools USA

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

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