RAPTOR®
TECHNOLOGIES
THE **GOLD STANDARD** IN SCHOOL SAFETY

CASE STUDY

Greenville County (SC) Schools Oversees More Than 30,000 Volunteers with the Raptor® Volunteer Management System

CHALLENGE

Randle Evett, Safety Specialist for Greenville County Schools in Greenville County, South Carolina, was experiencing a common logistical challenge with the district's volunteer program: as the district volunteer coordinator, it was his responsibility to oversee the processing for all volunteer applications and conduct all necessary criminal background checks to clear parents and community members to work with students. That would be a time-consuming task in virtually any district, but it was particularly difficult in this case. Greenville County Schools is the largest district in South Carolina and the 44th-largest in the U.S., with more than 76,000 students and 30,600 currently active volunteers.

"The sheer numbers were one thing," Evett says, "but even more importantly, we realized that we needed a robust volunteer management tool that would help us prevent a repeat of what happened to us a couple of years ago." Greenville County Schools, like many other districts, has a two-tiered volunteer system. Tier 1 volunteers are vetted to act as classroom aids and are allowed student contact only in the presence of a certified educator. Tier 2 volunteers undergo more thorough checks, and if approved, are authorized to act as one-on-one mentors, tutors, and overnight chaperones.

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"We were using another volunteer tool at the time," Evett continues, "and we discovered—after the fact—that one of our elementary field trip chaperones was in fact a registered sex offender. Needless to say, we started searching for a solution that would keep that from happening going forward, while also handling the volume of applicants and volunteers in our district."

SOLUTION

Greenville County Schools officials learned of Raptor Technologies® in the spring of 2017, and after seeing a demo of the Raptor® Volunteer Management system, they elected to implement the system for the 2017-2018 school year.

"We used to use a paper system to supplement our application process, but we found that the work tended to fall on the individual school staff to process and track that application and screening process," Evett says. "With Raptor, we decided to go strictly online. That would take a huge weight off the people in the school offices. The district wanted to transition 18,000 volunteers from our previous system onto Raptor. Our volunteer screening is good for three years, with 4 to 5,000 volunteers cycling off each year. With Raptor, we've started processing between 4,000 and 6,000 new volunteer applications every year, so our active volunteer roster has been growing. We're at more than 30,600 now. That's more volunteers than most districts have students."

RESULTS

"Using Raptor, our approval time for a new Tier 1 applicant, checking only against the national sex offender registry, is about 30 minutes," Evett explains. "Our parents and community volunteers really appreciate that quick turn time. For Tier 2 applicants, who have to undergo a complete criminal background screening, it takes somewhat longer. But those times have been decreasing as well."

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"And we'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. I'm able to manage more than 30,000 volunteers, process 6,000 new applications, help applicants or volunteers with any questions, complete the necessary screenings, and do all of this by myself. Raptor's reporting functions have made it easy for me to troubleshoot management and accountability issues, too."

And the critical safety component—how well is that working? Evett emphasizes that every volunteer and visitor is screened against sex offender databases every time they enter a Greenville County school, and although he didn't share details regarding the nature of any specific red flags, among all those approved volunteers and new applicants, more than 300 applicants have been rejected since the district implemented Raptor.

"I'm a former law enforcement officer, so I understand both the administrative and safety aspects of Raptor's product," Evett insists. "Although people around here call me the Raptor expert, I'm hardly an expert. But I wouldn't hesitate to recommend Raptor Volunteer Management to any district looking for an excellent volunteer management and screening tool."

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