



How a Private School Improved Visitor, Volunteer, and Emergency Management

St. Agnes Academy, Houston, Texas

St. Agnes Academy proactively expanded their school safety operations with Raptor VolunteerSafe™ and Emergency Management Software, improving campus safety through one connected, configurable system.

St. Agnes Academy in Houston, Texas

St. Agnes Academy is an all-girls Catholic high school in Houston, serving over 900 students in grades 9-12. Sponsored by the Dominican Sisters of Houston, St. Agnes used Raptor VisitorSafe™ to meet requirements from the diocese for visitor safety checks.

But visitor check-in is only one part of a comprehensive campus safety program. St. Agnes wanted to bring the rest of its school safety operations up to the same standard with a shared system that could hold up as staff, students, and families changed over time. Rather than start from scratch, St. Agnes Academy built on an already trusted foundation with Raptor, bringing visitor, volunteer, and emergency management together on an integrated platform.

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It made sense to expand in a platform we already knew. We knew the Raptor interface was really easy to use, and there were already members of our community who were working with Raptor and liked it.

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Carleen Raymond, Principal,
St. Agnes Academy

CHALLENGES

St. Agnes was considering where they could improve security and eliminate fail points and bottlenecks. “We do security audits every three years,” says Carleen Raymond, Principal at St. Agnes Academy. “There were things that came up in the audits that we knew we needed to address.”

As leadership began to look more closely at campus safety, the following challenges came into focus:

- **Safety responsibilities were split across roles and departments.** HR handled background checks, the dean of students managed the crisis plan and drills, and the principal worked with both on broader preparedness—all without common systems or processes to unify their efforts. “With so many people across different departments managing different pieces, it was difficult to coordinate efforts and maintain an efficient process,” Raymond says.
- **Volunteer compliance had a one-person bottleneck.** All volunteer background checks and safe environment training records were managed by HR—a department of one. Any coordinator who needed to know which parent volunteers were cleared had to ask HR and wait for the answer.
- **Emergency attendance ran on one teacher’s custom-built tool.** One of the teachers had designed an emergency accountability app that worked well, but no one else could manage it or understand how it was built. “Then that teacher started thinking about retiring,” says Raymond. “I knew we needed a more sustainable solution, one that anyone could easily access and navigate and that didn’t rely on a single individual to manage it.”

Staff needed solutions to help them manage their volunteers and emergency processes more reliably. St. Agnes leadership decided to add Raptor VolunteerSafe and Emergency Management Software to their school safety system to address these challenges using a familiar, trusted platform.

HOW RAPTOR HELPED

Rather than adapting a one-size-fits-all process, St. Agnes worked with Raptor's implementation specialists to configure each system in a way that met the unique needs of their private school.

- **Custom volunteer categories.** In VolunteerSafe, St. Agnes added custom functions based on existing school volunteer needs, like booster club or retreat driver. This allowed volunteer coordinators access to see training and background check statuses, filtered by role. The school also updated preset messages to sound more like St. Agnes—using language and signatures consistent with other branded school communication—and added Spanish language options.
- **Connected student and staff data.** Raptor Emergency Management Software syncs nightly with the school's Blackbaud data through Clever, keeping rosters and staff records current without manual cleanup. When teachers open Raptor during a drill or incident, they can immediately see the roster for the class they are currently with, giving authorized staff access to emergency student accountability that doesn't rely on a single staff member or in-house software updates.
- **One policy across systems.** "Moving into volunteer management forced us to write a policy," says Raymond. Now, St. Agnes has clearly defined who counts as a volunteer, who is a short-term guest, and who needs a higher level of screening for greater access to campus and students. The policy extends naturally to visitor management and emergency operations since the system is connected.

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[Parents] want to see security measures; they want to know that their kids are safe...I think Raptor gave us that structure that we didn't have before.

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Carleen Raymond, Principal,
St. Agnes Academy

RESULTS

Moving to a connected system has given St. Agnes a clear, reliable standard for how visitors are screened, how volunteers are managed, and how the campus accounts for students in an emergency.

- Teachers use a mobile panic alerting app that integrates with the platform for coordinated and logged drills and emergencies.
- Coordinators can check volunteer compliance without waiting on HR.
- The parents and community understand the new volunteer and visitor policies.
- Student information connects across systems for one safety record.
- Staff are more efficient with their time by using a single dashboard for all safety and screening systems.
- The emergency management system is built by design and easily monitored by any authorized team member.
- Staff screen visitors and volunteers consistently, deterring unauthorized individuals from accessing the campus.

One of the biggest changes—for staff and parents—has been clarity and alignment. “There’s no question about why we’re doing it this way,” says Raymond. “Everybody’s on the same page. We’re all doing this together and it’s about the safety of the students.”



Raptor has strengthened our campus safety by bringing everything together in one centralized, easy-to-use system. What once required multiple people, processes, and platforms is now streamlined, saving valuable time and making critical information accessible to everyone who needs it.



Carleen Raymond, Principal,
St. Agnes Academy



LEARN MORE ABOUT RAPTOR®

The Raptor software ecosystem ties together the critical aspects of school safety, from prevention through recovery. Find out how we can work together in our mutual goals of **protecting every child, every school, every day.™**

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