The West Chester Area School District

Raptor V-Soft Security System Procedural Guide

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Introduction

Raptor V-Soft Security System is a web-based software application that has been developed for the purpose of aiding educational facilities to ensure that people entering the building are legally cleared to access areas in which contact with students will be likely or possible. Raptor will allow our schools to electronically check all visitors against a registered sexual offender database, produce a visitor badge, and monitor all visitors once inside our buildings. The overall goal of implementing Raptor is to better control access to all West Chester Area School District's buildings; thus providing enhanced protection for our students and staff.

Frequently Asked Questions

What is the Raptor Security system?

Raptor is a visitor management system that enhances school security by reading a visitor's driver's license and comparing information to a sex offender database. Assuming no match is made, Raptor will quickly print a visitor badge that will include a photo, the name of the visitor, the time and the date of the visit.

Why is the West Chester Area School Schools using this system?

The safety of our students is our highest priority. Raptor will provide a consistent system to track visitors while keeping away people who present a danger to students and staff members.

How does it work?

Driver's license information is compared to a database that consists of registered sex offenders from all fifty states. If a match is found, school administrators and law enforcement personnel will take appropriate steps to keep the school safe.

Who is scanned and how does it work?

All visitors to any school district building will need to present a valid driver's license to be scanned.

Besides sex offender data, is there any other data compared?

No. The information is not sold or shared with any outside company or organization.

Should we scan every visitor into the system, including West Chester Area School District employees?

WCASD employees who do not have an employee badge visible must be scanned and wear the Raptor badge. Employees who have their employee badge visible have already submitted the appropriate clearances required by the Department of Education, and therefore do not need the Raptor badge.

Does the WCASD have the right to require visitors, even parents, to produce identification before entering the school?

Yes. The WCASD needs to be sure who is in our schools and why they are there.

What if the person refuses to show identification?
The administrator can question the individual and explain the Raptor process to the visitor. The administrator, based on the knowledge of the person and situation, can make a determination to allow entry or refuse access to the facility and/or a student.

Does the WCASD have to give listed sexual offenders and predators access to our school?
Generally speaking, unless the individual is wanted by the police and he or she has a legitimate reason to be at the school (e.g., visiting a legal dependent) the WCASD has the right to deny access to the building. When there is a doubt, the Director of Elementary or Secondary Education will be consulted.

I just moved to Pennsylvania. Can I use my photo ID from another state or country?
Raptor will read any state issued photo ID from anywhere in the United States and Mexico. If you are concerned that you do not have proper ID, ask to speak with a school administrator about your situation.

Will contractors, sub-contractors and vendors be scanned upon arrival to a school building?
Contractors, sub-contractors and vendors must be scanned in the same way as any visitor.

When will this be in effect?
Starting in February of the 2014 school year all district schools will be requiring visitors to sign in using Raptor.

How much time should I allow at the front office to check in?
The first time you sign in with Raptor, you should expect to wait about 1-2 minutes while the scanner inputs your ID into the system. After the initial scan, signing in on future visits is just as fast as using handwritten nametags and sign in sheets.

Will repeat visitors be asked to scan his or her ID every time they come to the building?
The building employee will be able to access the "quick find" feature by typing in the first few letters of the first or last name of the visitor.

What if the visitor does not have photo ID?
If the visitor does not have acceptable photo identification available, the designated staff member will contact the building principal or designee to help assess the situation. The visitor will need to provide his or her identifying information such as date of birth, address and phone number with some type of photo ID. If it is determined that the visitor is known and/or authorized to be on school grounds, the visitor's information will be manually entered into the Raptor system and he or she will be issued a badge if there is no alert indicated in the database.

Privacy and Data Security Information

Privacy Information:

Raptor Technologies, Inc. (Raptor) warrants that the confidentiality of data from our clients will be maintained according to all Federal and State laws, and any local policies that are communicated to us. Raptor acts as an agent and representative for the client in the storage, import, and/or analysis of data. Access to personally identifiable data will not be allowed for anyone other than Raptor staff directly responsible for the storage, import, and/or analysis of the data. Data will be provided by Raptor only to persons or entities authorized by the client. Data will be used by us only according to the terms of our signed agreements. The data will be physically stored and backed up on servers either in secure Raptor offices in Houston, Texas or on servers co-located at an Internet service provider secured site. When the project ends, data will be copied to storage media and returned to client or destroyed upon the client's request. No back-up or other copies will be maintained by the WCASD.

Data Security:

Raptor Technologies, Inc. utilizes some of the most advanced technology for Internet security available. Secure Socket Layer (SSL) technology protects the data using both server authentication and data encryption, ensuring that the data is secure and only available to the subscribing school or facility. The protected data is inaccessible to anyone not authorized to view the information. At Raptor Technologies, Inc. security is of the utmost importance. Raptor's security partner GeoTrust ensures the WCASD the highest levels of security. Strict access policies, 128-bit encryption, firewalls, and private secure bandwidth are in use to ensure the highest standards for our security requirements. There are 339,000,000,000,000,000,000,000,000,000,000,000 possible key combinations. To crack an encrypted message would take longer than the available time in the universe using conventional technology.

Visitor Management System Procedures

Raptor Security System is to be operated by WCASD employees only. Under no circumstances is a parent, volunteer or student permitted to operate the Raptor Security System. When the visitor arrives, he or she will be greeted with a cheerful welcome at the school building reception desk or counter and asked to submit a driver's license for scanning purposes. The visitor badge is to be worn by the visitor at all times while in the building.

General Procedures to be Followed by School Employees:

1. All front office staff will receive training on visitor check-in procedures to ensure that all visitors have a visitor's badge or a WCASD photo ID card visible.
2. Any person who does not have a school visitor badge with the current date displayed or a WCASD ID badge will be immediately escorted to the office.
3. Signs will be placed at doors and potential entry points directing visitors to the front office to sign in. The sign will also indicate that all visitors will be required to submit identification into the Raptor Security System.
4. When the visitor arrives, he or she will be greeted and asked for photo identification.
5. The designated staff member will scan the visitor's identification. If there is no alert indicated on the database, the visitor will be issued a Raptor badge with the visitor's destination included.
6. The staff member will keep the individual's driver's license in plain view in order to reduce concerns that anyone might be copying personal information.
7. The driver's license will immediately be returned to the visitor when the badge is handed to him or her.
8. At no time will a visitor's identification card be kept by the attendant.
9. If the visitor does not have acceptable photo identification available, the school administrator on duty will be called to assess the situation.
   - The visitor's information can be manually entered by the school administrator.
10. The visitor will return to the office to check-out when he or she is ready to leave the school.
11. The visitor will be instructed to give the badge back to the designated office personnel to check him or her out of the system.
12. Once the visitor has been signed out of the system, the badge will be torn thoroughly so that it cannot be reused.
13. If a visitor forgets to check out, the attendant will attempt phone contact through PowerSchool contact information.

The visitor is a returning visitor:

Once the visitor's ID is scanned into the system, his or her information is secured in the Raptor database. Returning visitors do not need to have their IDs scanned again.

1. School designated personnel will use the quick find feature for returning visitors by typing in the first few letters of the visitor's first or last name.

2. School designated personnel will compare the photo displayed for that name with the returning visitor.
3. If it is the same person, the staff member will issue a badge with the visitor's destination.

Match with the Database

The database will show a match if the visitor has the same name and birth year as that of a registered sex offender. The necessary steps will be followed by school district employees.

To determine if this match is a false positive, please do the following:

1. Compare the picture from the identification to the picture from the database.
2. If the picture is unclear, check the date of birth, middle name, and other identifying information, such as height and eye color.
3. The Raptor Security System will have a screen for you to view and compare the photo of the visitor with the photo of the person on the sex offender registry.
4. If the pictures or identifying characteristics are clearly not of the same person, the visitor will then be issued a badge and general procedures will be followed.

Note: If there is a false positive, the alert will come up the first time the person visits the school. Please make any staff member operating Raptor aware of this false positive result.

If it appears that there is a *match*:

1. Compare the ID with the database. If they appear to be the same person, press **YES**. A screen that says, "Are you sure?" will pop up. Press **YES** again.
2. Remain calm and ask the person to take a seat, as school officials are notified.
3. School administrator will alert local police department via a 911 phone call.
4. The visitor may ask for his/her ID back and want to leave – schools should comply with this request.
5. Appropriate parties will automatically be notified by email, text message and on a cell phone.
6. If the individual becomes agitated or you fear for your safety, follow your normal emergency procedures for summoning assistance.

Visitor Categories:

Parents/Guardians of Students at the School:

All parents/guardians attempting to gain access to the school for the first time will present a valid driver's license from any state or an official state photo identification card for scanning purposes. Parents/guardians refusing to produce such ID may be asked to remain in the office or leave the school or facility as their identity cannot be verified. School administration *may* allow limited access based on their personal understanding of the situation or knowledge of the person in question. Such persons, however, should be manually entered into the system by the school administrator and have their names checked against the database.

School staff members conducting visitor check-in and scan processes will verify scan results and verify the nature of the visit. If the scan is negative and the visitor meets school or facility criteria, the visitor will be allowed appropriate access after receiving a visitor's badge.

The visitor will be requested to return to the office to check out when his or her visit is completed. He or she will then log out of the system. Each visitor will be asked to surrender the badge. The badge will be thoroughly torn, so that it cannot be reused.

Vendors/Contractors/Others:

All vendors, contractors and other visitors not assigned to the particular school will be scanned into the system each time they want access to the school. School personnel conducting visitor check-in and scan processes will verify scan results and verify the nature of the visit. If the scan is negative and the visitor meets school or facility criteria, the visitor will be allowed appropriate access.

If the scan of the database comes back with a positive match, the vendor will be accompanied by a school administrator while the delivery is made. The vendor will then be asked to provide contact information for his or her supervisor and asked to leave the school grounds. The administrator will then follow up with the supervisor and advise him or her that the particular vendor will not be allowed to make deliveries to that or any other school in the WCASD.

Special Circumstances

Parents/Legal Guardians Who Are Registered Sex Offenders:

In the event an identified parent or legal guardian of a student is listed in the database, he or she will not be granted access to our school building. If a parent or legal guardian is listed in the database and requests a teacher conference, the conference will be scheduled at the Spellman Administration Building at 829 Paoli Pike in West Chester, PA.

- School administrators will privately notify the parent/guardian that he or she appears to be matched with a person in the Raptor database.
- If the individual indicates that there is a mistake, please encourage him or her to contact the state, listing his or her name, to rectify the matter. Staff members may choose to give the parent a print out of the alert, if desired.
- The school administrator will send a letter regarding the guidelines that the parent/guardian must follow. Administrators may add specific guidelines as appropriate.
- The Law Enforcement representative for that school will be contacted to determine the status of this individual and if there any conditions of his or her probation or parole that impact his or her access to the school.
- The parent or guardian will not be permitted to mingle with students or walk through the school.
- Parents or guardians who require a teacher conference shall be encouraged to do so at the Spellman Administration Building at 829 Paoli Pike in West Chester, PA.
- Failure to follow these procedures may result in parents/guardians being banned from the WCASD.

Power/Internet Connection Failure:

In the event that there is no power or internet service, please use paper logs. The logs should be entered into the system once the power or internet service has been restored.

DISCLAIMER

The Raptor system accesses various state data bases for information on registered sex offenders. The West Chester Area School District does not have the ability to maintain, update, or change in any way the data in these databases. If the data in the state database is incorrect, the individual will be responsible for contacting the specific state agency and getting the data corrected. The West Chester Area School District will not be held liable or responsible for any errors, mistakes, or omissions in the state data bases. The Raptor System does NOT conduct law enforcement of criminal background checks. The Raptor System check does not replace a volunteer's required criminal history checks as indicated in School Board Policy IDEA, JHF and KMA.