

United Independent School District ELECTRONIC VISITORS MANAGEMENT SYSTEM GUIDELINES AND PROCEDURES

Introduction

The District has implemented the V-Soft Raptor visitor management system (commonly called Raptor). Raptor is capable of replacing manual paper-based logs. It will allow schools and facilities to produce visitor badges, monitor volunteer hours, and electronically check all visitors against registered sexual offender databases. The overall goal is to better control access to all UISD schools; thus providing enhanced protection for our students and staff.

General Procedures

1. All school visitors will be scanned into the Raptor system (Using a valid Texas Driver License or Texas ID Card) at their first visit to the school (See visitor categories).
2. All campuses will use the Raptor system during regular school hours on all days that the office is open. Campus administrators may choose to modify the hours it is in use, with permission from the Office of the Superintendent. In addition, the Raptor system should also be used for special events at a school such as UIL competitions with non-district personnel who have direct contact with students and who are assisting with the event
3. All campus staff will receive training on visitor check-in procedures and check to ensure that all persons who are not assigned to the campus have a visitor's badge. Any person who does not have a campus visitor badge with the current date displayed or a UISD badge should be immediately escorted to the office.
4. Signs should be placed at all doors and potential entry points directing visitors to the office to sign in.
5. When the visitor arrives, he/she will be greeted and asked for photo identification.
6. The designated staff member will scan the visitor's identification and issue a badge with the visitor's destination if there is no alert indicated on the data base. The staff member will keep the individual's driver's license in plain view, to reduce concerns that anyone might be copying personal information. The license/id is to be returned to visitor once it is scanned.
7. If the visitor does not have acceptable photo identification available, the campus administrator on duty will be called to assess the situation. If he/she determines the visitor is known, the visitor's information can be manually entered by the campus administrator. However, a visitor can manually enter **no more than twice** before being denied entry.
8. The visitor will return to the office to check-out when they are leaving the campus. The designated staff person will check the visitor out of the system. All district badges that are issued to visitors will be destroyed as soon as they are returned to the office. If a visitor forgets to check out, the system will automatically sign them out at 4:00 p.m.

Visitor Categories

UISD Employees Not Assigned to a Campus

- UISD employees not assigned to a campus do not have to scan their identification if they are wearing the district issued identification badge.
- Substitute teachers assigned to a campus for that day will scan their Texas Drivers License or Texas ID Card into the system at their first visit to the school/site.
- 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 visit meets school/site criteria, the visitor will be allowed appropriate access.
- On subsequent visits, the UISD employee will merely have to be logged into the system, which will, in turn, officially note his/her arrival and exit times. The system logs previous visitors and is capable of running a new database check by command; there is no need to scan a repeat visitor into the system.
- The UISD employee will be requested to return to the office to check out when their visit is completed to be logged out of the system.

Parents/Guardians of Students at the School/Facility

- All parents/guardians attempting to gain access to the school/facility for the first time will present a valid driver's license from any state, an official state photo identification card from any state and many countries, or military identification card for scanning. Parents/guardians refusing to produce such ID may be asked to leave the school/site as their identity cannot be verified. School principals and site administrators *may* allow limited access based on their personal understanding of the situation and/or knowledge of the person in question. Such persons, however, should be manually entered into the system by the campus 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 visit meets school/site criteria, the visitor will be allowed appropriate access after receiving an appropriate visitor's badge.
- The visitor will be requested to return to the office to check out when their visit is completed to be logged out of the system.

Vendors/Contractors/Others

- All vendors, contractors and other visitors not assigned to a particular school will be scanned into the system at their first visit to the school/site.
- 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 visit meets school/site criteria, the visitor will be allowed appropriate access.
- If the scan of the database comes back with a positive match, this person will be asked to leave the campus. If this person is affiliated with UISD as a vendor or contractor, please immediately contact the UISD Department that oversees the contract.

Match with the Sex Offender's Database Guide

The database will show a match if the visitor has the same name and birth year as that of a registered sex offender. In some cases, this will register a false positive. To determine if this match is a **FALSE POSITIVE**, please do the following:

- Compare the picture from the identification to the picture from the database.
- If the picture is unclear, check the date of birth and other identifying information, such as height and eye color.
- The Raptor 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.
- If the pictures or identifying characteristics are clearly not of the same person, press **NO** on the screen.
- The person will then be issued a badge and general procedures will be followed.

If it appears that there is a **MATCH**:

- 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.
- Remain calm and ask the person to take a seat, as school officials must approve the visit. Do not go into detail or give further explanations.
- The visitor may ask for his/her ID back and want to leave – comply with this request.
- Appropriate parties (UISD Police, the School Resource Officer, and district/campus administrators) will automatically be notified by e-mail, text message or on their cell phones of the problem and will respond. Standby for instructions.
- If the individual becomes agitated or you fear for your safety follow your normal emergency procedures for summoning assistance.

Special Circumstances

Parents/Legal Guardians Who Are Registered Sex Offenders

If the visitor is a parent, guardian, documented custodian or other family member with a right to see a student:

The Principal or designee will arrange for the visitor to have a chaperone while the visitor is on District property. The chaperone will maintain visual contact with the visitor at all times the visitor is on the District property and will ensure the visitor immediately leaves District property after visitor's purpose for being on the campus concludes. Security personnel and the office of the Student Support Services will be made aware of situations involving sex registered sex offenders who are legitimate visitors to a campus. School personnel will ensure that the visitor is not in violation of any law or court orders through the visitor's presence on the campus. The Principal or designee, in compliance with campus procedures, may determine what areas of the campus building(s) the visitor may have access and whether the visitor may visit the classroom.

Individuals who fail to comply with the requirements provided herein may be temporarily and/or permanently denied access to District campuses and facilities.

Customized Alerts

There may be situations where certain visitors can be flagged as posing a danger to students or staff. One of the features of the Raptor System is the ability to program customized alerts, specific to the students and faculty at the campus. These alerts seek to help school personnel identify and avoid dangerous situations.

Examples of persons that can be entered into a Private Alert are:

- Non-custodial parents or family members
- Parents or other family members with restraining orders banning contact with a student or staff member
- Parents with very limited visitation of students
- Expelled students
- Students from rival campuses
- Persons who have threatened students or faculty members
- Persons who have committed crime on or near a campus

The campus and district moderators will have the ability to add private alerts. If a private alert is added, please ensure the following:

1. File a copy of the court order, restraining order, legal document or communication from law enforcement/administrators which supports the alert.
2. Notify the office staff and all campus leaders via email about the nature of the alert.
3. Review the campus emergency procedures that address hostile persons on campus.

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

Frequently Asked Questions (FAQs)

What is the RAPTOR system?

RAPTOR is a visitor registration system that enhances school security by reading visitor drivers' licenses, comparing information to a sex offender database, alerting campus administrators if a match is found, then (assuming no match was made) printing a visitor badge that includes a photo.

How does it work?

Drivers' license information is compared to a data base that consists of registered sex offenders from 49 states including Texas. If a match is found, campus administrators and law enforcement personnel can take steps to keep the campus safe

Why is United ISD using this system?

Safety of our students is our highest priority. Raptor will provide a consistent system to track visitors and volunteers while keeping away people who present a danger to students and staff members. The system quickly prints visitor badges that include a photo, the name of the visitor, time and date.

What other information is the school taking from drivers' licenses?

Raptor is only scanning the visitor's name, date of birth and photo for comparison with a national database of registered sex offenders. Additional visitor data will not be gathered and no data will be shared with any outside company or organization.

Do we have the right to require visitors, even parents, to produce identification before entering the campus?

Yes. You need to be sure of who is on your campus, why they are there and particularly if a student is involved (e.g., early pickup) – be able to confirm that an individual has the authority to have access to the student. You can only do this by knowing exactly with whom you are dealing.

What if the person refuses to show identification?

Contact the campus administrator immediately. The administrator can question the individual and explain the process to them. The administrator, based on this knowledge of the person and situation, can make a determination to allow entry or refuse access to the facility and/or a student. The administrator can choose to manually enter information up to two times for a visitor.

If a "Match" comes back indicating that the person just scanned is a sexual predator or offender, do I have reason to fear?

No. Many sexual predators/offenders could be relatives of one of your students. And, as the title suggests, if there is a danger, it is to a child – not an adult. Normal caution should always be followed and paying attention to the individual's demeanor, body language and verbal cues is, as in any situation, the key to your personal safety. If in doubt, always summon help immediately. Behave calmly and normally and ask this individual to take a seat as his request to enter the campus is under review. Let the District Police Officer or Schools Resource Officer and/or the principal handle the situation.

Do I scan police officers, firemen and other uniformed or similar governmental officials into the system?

Yes. This is to allow you to know who is on campus at all times.

Are campuses required to ask visitors for identification when schools have a parent's meeting, open house, book fairs, or assemblies? No, unless the principal believes it is in the best interest of the District.

Are schools required to ask visitors for identification if the visitor is only going to the school to drop off or pickup items? The parent is not going to a classroom, gym, cafeteria, or library. If the visitor is only at the campus to drop off an item and is not intending to go further into the building, then identification is probably not required. However, the final decision still rests with the campus administration.

Can a parent that is a registered sex offender pickup his/her son or daughter from school? Yes, if the visitor is a parent, guardian, documented custodian or other family member with a right to see a student. The Principal or designee will arrange for the visitor to have a chaperone while the visitor is on District property.

Are all USD employees going to be required to provide schools with an ID as they go into a school? Do we scan their information? USD employees do not have to scan their ID if they are wearing the District issued identification badge. However, the badge should be reviewed by campus personnel to insure the person wearing the badge is the actual district employee.

What other ID cards can the system scan that are not a driver's license or a Texas ID? The system can also scan a Mexico's consulate card or a Mexican driver's license.

Will the system provide a match for sex offenders that are on probation? The system will only provide a match if the individual is registered in the national sex offenders database.

What do we do if we have a sex offender's match? The system will send a text message to the Police Officer assigned to the campus and to USD Police dispatch, they will handle the situation.

Is the raptor system going to replace the current district's paper log? Yes, the raptor system will be replacing the visitor's paper logs.

What is the school district going to do to inform parents about this system? A letter will be sent to all parents informing them of the implementation of the system. In addition, the Communications Department will be having a press conference on this matter including a public service announcement (PSA).

APPROVED BY: 

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Mr. Roberto J. Santos
Superintendent of Schools