



## FAQ

**Using Raptor Visitor  
Management to Keep Our  
Schools Safe**

# Raptor Visitor Management FAQ



---

The Southeast Polk's new visitor management process, Raptor, will enable each school building to screen all visitors against nationwide databases of serious offenders (sex offenders, etc.) and establish a consistent sign-in process across the district. The goal is to enhance the safety and security of both students and staff by preventing access by those who pose a potential threat. Please see some frequently asked questions below to help understand the system.

## **What is the visitor management process?**

During school hours, entry to the school building will be restricted to a single door near the office. Office personnel will check a visitor's driver's license or other state-issued ID, comparing information to a database of serious offenders (sex offenders, etc.), alerting school administrators if a match is found, or issuing a detailed visitor badge if the person is cleared.

## **What if a match is found?**

Driver's license/ID information is compared to a database of serious offenders (sex offenders, etc.) from all 50 states. If a match is found, school administrators and law enforcement personnel will take appropriate steps to keep the school, students, and staff safe.

## **Why is Southeast Polk using this system?**

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

## **What if I forget my ID?**

A first-time visitor who does not have a valid ID may be granted access, to be accompanied at all times by an adult member of staff, with the building principal's approval.

## **Do visitors who are children need a state ID?**

Children who do not have a valid ID may be allowed to visit as long as an adult who has completed the check-in process accompanies them at all times.

**What other information is the school taking from driver's licenses?**

We will only capture the visitor's name, date of birth, and photo for comparison with a national database of serious offenders (sex offenders, etc.). Additional visitor data will not be gathered, and no data will be shared with any outside organization or authority.

**Will Southeast Polk employees follow the procedure?**

Southeast Polk employees who do not have an employee badge visible must follow the same procedure and wear the school-issued badge. Substitute teachers will follow exactly the same procedure as visitors.

**Will volunteers have to follow the procedure?**

Volunteers must follow the same procedures as any visitor. Identity must be verified with an acceptable form of identification (i.e. driver's license or state I.D.).

**Will contractors, subcontractors and vendors follow the procedure?**

Contractors, subcontractors and vendors must be checked the same as any visitor. If identity cannot be acceptably verified, they will not be allowed on district property. Acceptable forms of identification include driver's license, state I.D., U.S. military I.D., or passport.

**Can the Southeast Polk School District require parents to produce an ID before entering the building?**

Yes. The district must be sure of who is in our buildings, why they are there, and – particularly if a student is involved (e.g., early pickup) – be able to confirm that an individual is authorized to access the student. We can only do this by knowing exactly with whom we are dealing.

**What about grandparents?**

Grandparents will be checked against the database and the student's enrollment form to see if they have parental permission to access the student.

**What about police officers, firemen, and other uniformed or governmental officials?**

Law enforcement and other first responders will bypass the sign-in process if responding to an emergency. If there is no active emergency, police/fire/other officials will be checked in and will be asked to show credentials.

**Will the district use the process for after-school activities?**

No. The visitor management process will only be used during school hours.

**What if a visitor is known by staff because he or she regularly volunteers?**

Every visitor will need to print a badge to wear each time he or she is in the building. This helps us track who is in any of our buildings at any given time as a safety precaution. In addition, it helps staff confirm an individual has the authority to have access to a student.

**I have a question that's not answered here. Who should I contact?**

Please contact your building principal or Mr. Joe Horton, Associate Superintendent, at [joseph.horton@southeastpolk.org](mailto:joseph.horton@southeastpolk.org)