

Safety iPass Brings Students Back to School

The Challenge

San Rafael City Schools knew in-person classes were essential for student learning, but struggled to provide a safe way to bring kids back to school in the midst of a pandemic. By the beginning of the 2020-2021 school year, they knew they needed a plan to safely bring students back to the classroom—a way to track student health to keep sick students home and healthy students in school.

Administration faced a unique challenge. Many families and parents in their district don't have reliable access to email. They needed a process that went beyond email surveys and provided an effective digital screening process across multiple modalities and languages.

The Solution

San Rafael City Schools implemented CrisisGo's Safety iPass to support a healthy reentry.

In November, the district welcomed back elementary students and teachers. Parents fill out a symptom screening, through an email link or an online email-free option, for their kids before the start of each school day. As they implement in their high schools, they are also utilizing Safe2SpeakUp, which enables students to self-certify through their own devices.

"Safety iPass is a super straightforward platform. It's very user-friendly and simple. [The] team has been really responsive and helpful...You don't always get that level of responsiveness and support, but it's especially important for implementing district-wide. It helps to know there's a team of people on the inside supporting you during a really hectic time."

The Results

Students have been able to enter school quickly and easily without waiting in line for a manual screening. Administrators are able to see exactly which students haven't been screened and reach out directly to parents to offer assistance and support. "CrisisGo has made it so much more efficient. To be able to have the data at your fingertips has been really helpful for our teachers." Parents and administrators alike appreciate the "simple, straightforward process."

With Safety iPass, most COVID-19 cases are caught at the home-level, limiting spread within the district while keeping more kids in the classroom. And because Safety iPass has been so successful in the elementary schools, San Rafael City Schools is now implementing it in middle and high schools.

"CrisisGo has provided a sense of security during a very anxious time. It provides a lens into the health and wellbeing of our students. [It eases] the level of anxiety we're all experiencing right now... Students are coming to us healthy."



Customer Profile

SRCS includes the San Rafael Elementary School District and the San Rafael High School District, with a total student population of more than 7,200. The two districts are governed by one school board and one district office administration.

Located in the north part of the Bay Area, the two districts serve a diverse community of students, families, staff and community members and strive to treat each individual with dignity and respect, creating opportunities for participation, engagement and support.

The area was hit hard by COVID-19 and the region has been consistently on some sort of shelter-in-place mandate since March 17, 2020.

Industry: K-12 Education

Region: Bay Area, CA

Total Buildings: 12

Total Students: 7,200+

SIS (Roster): Aeries

Customer Since: 2020

// The best part is the simplicity of the platform. It does what you want it to do. //

Sarah Ashton

Chief Technology Officer
San Rafael City Schools