STANDARD OPERATING PROCEDURE

School Visitor Sign-In SOP

Document no.	SOP-EDU-003
Revision	1.0
Owner	Front Office Administrator
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every visitor to the school is identified, checked against access restrictions, badged and tracked from arrival to departure, keeping students and staff safe.

2. Scope

Applies to all visitors entering the main building during school hours, including parents, vendors and contractors. Bus drivers and regular delivery staff on an approved list are covered by a separate procedure.

Definitions

Restricted-access alert	A flag on file, such as a custody order or no-contact order, that limits or bans a specific person's access to a student.
Visitor badge	A dated, visible badge issued at sign-in that must be worn at all times while on campus.
Escort	A staff member who walks a visitor directly to and from their destination on campus.

3. Responsibilities

Front Office Administrator	Greets, verifies and badges visitors, checks restricted-access alerts, and logs arrival and departure times.
Teacher	Confirms an expected visitor at their classroom door and reports any unbadged visitor seen on campus.
Assistant Principal	Handles visitors who are denied entry, refuse to comply, or trigger a restricted-access alert.

RACI matrix

Activity	Front Office Administrator	Teacher	Assistant Principal
Verify visitor ID and purpose of visit	R/A	I	I
Check restricted-access alerts	R	I	A
Issue and track visitor badges	R/A	-	I
Report an unbadged visitor on campus	A	R	I
Handle a denied-entry or non-	R	I	A

Activity	Front Office Administrator	Teacher	Assistant Principal
compliant visitor			

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Visitor sign-in log or digital visitor management system
- Government-issued photo ID scanner or manual log
- Restricted-access alert list
- Visitor badges, dated and numbered
- Intercom or two-way radio to notify staff

5. Procedure

Step	Task	Owner	Done
5.1	**Greet the visitor at the entrance** Greet every visitor at the single controlled entrance and ask the purpose of their visit and who they are here to see.	Front Office Administrator	☐
5.2	**Verify a government-issued photo ID** Ask for a government-issued photo ID and confirm the name matches the visitor in front of you before proceeding. **Checkpoint:** No visitor is badged without a verified photo ID on file or presented at sign-in.	Front Office Administrator	☐
5.3	**Check restricted-access alerts** Check the visitor's name against the restricted-access alert list, such as a custody order or no-contact order, before issuing a badge. **Warning:** If a visitor matches a restricted-access alert, do not issue a badge and notify the assistant principal immediately.	Front Office Administrator	☐
5.4	**Confirm the visit with the destination staff member** Call or radio the teacher or staff member the visitor is here to see to confirm the visit is expected before badging.	Front Office Administrator	☐
5.5	**Log the visitor and issue a badge** Record the visitor's name, purpose, destination and time in, then issue a dated visitor badge to be worn visibly at all times.	Front Office Administrator	☐
5.6	**Escort or direct the visitor to their destination** Escort the visitor directly to their destination, or give clear directions and notify the receiving staff member of their arrival.	Front Office Administrator	☐
5.7	**Confirm the visitor at the classroom door** Confirm the visitor's identity and purpose again at the classroom or office door before allowing them past the threshold.	Teacher	☐
5.8	**Report an unbadged visitor** If a visitor is seen anywhere on campus without a visible badge, ask them to return to the front office immediately and notify the front office administrator.	Teacher	☐
5.9	**Monitor visit duration** Track how long a visitor has been on campus against the expected duration, and follow up with the destination staff member if it runs long.	Front Office Administrator	☐

Step	Task	Owner	Done
5.10	**Sign the visitor out** When the visitor returns to the front office, record their departure time, collect the visitor badge, and thank them for visiting.	Front Office Administrator	☐
5.11	**Handle a denied-entry or non-compliant visitor** If a visitor refuses to show ID, state a false purpose, or will not comply with sign-in, deny entry and notify the assistant principal right away. **Warning:** If a visitor becomes aggressive or will not leave when asked, call emergency services following facility policy.	Front Office Administrator	☐
5.12	**Reconcile the sign-in log daily** At the end of the school day, confirm every visitor logged in also has a logged sign-out time, and follow up on any open entries.	Front Office Administrator	☐

6. Quality checks

- Every visitor entry has a matching sign-out time by end of day.
- No visitor is badged without a verified photo ID.
- Restricted-access alerts are checked before every badge is issued.
- Staff report unbadged visitors seen on campus the same day.

7. Records

- Visitor sign-in and sign-out log
- Restricted-access alert list
- Incident notes for denied-entry visitors
- Daily reconciliation of open visitor entries

8. KPIs

- Percentage of visitor entries with a matching sign-out
- Number of unbadged visitors reported per month
- Average time from arrival to badge issued
- Number of restricted-access alerts triggered per term

9. Common mistakes

- Badging a visitor before checking the restricted-access alert list.
- Letting a visitor walk to a classroom unescorted without confirming the visit was expected.
- Not following up when a visitor badge isn't returned at the end of the day.
- Skipping the ID check for someone who appears familiar or claims to be a regular visitor.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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