RETENTION CENTER

The Retention Center is a remarkable improvement to the Early Warning System. The Retention Center provides easy-to-use data visualization and pre-configured rules for identifying at-risk student in a course. This tool requires no set up and automatically notifies the instructor of students who may need attention, making it easy to respond to risk factors quickly. Blackboard has four alert categories Missed Deadlines, Grade Alerts, Activity Alerts, and Access Alerts.

How to access the Retention Center

From the Global Navigation (My Blackboard Menu)

From the Global Navigation (My Blackboard Menu) or In the Evaluation section of a course’s Control Panel

Sending Notifications

Select the colored bar above the table to display a summary of the at-risk students in your course. Select a colored section to access more information. Select links in the pop-up boxes to drill in further. For example, in a grade alert box, you can select the displayed number to access a list of students who trigger the alert.

Note that you can access students and their observers from the Notify menu from more than one spot in the tool.

Email notifications you send have a default subject and message that you can edit. If you send an email to more than one recipient, the list isn't revealed to the group.

Default Rules

1. **Deadline Rule** — 1
   Deadline missed by more than 0 days

2. **Grade Rule** — External Grade is 25% below class average

3. **Activity Rule** — Activity in the last week is 20% below course average

4. **Course Access Rule** — Last access more than 5 days ago
The Retention Center Table
The table is sorted by most at-risk students and then alphabetically. Select a column heading to sort the column's contents.

Select the red dot indicator in a student's cell for more information, to include the student in the monitoring section in the right panel, or to send an email.

- Risk factors for Students you are monitoring will appear on the right-hand side of the Retention Center next to the Risk Table.

- When students are selected for individual monitoring, information will be provided regardless of whether or not they meet the risk factors criteria.

Monitoring Individual Students
1. In the Retention Center, click on the specified student’s name in the Risk Table.
2. Next, click on the star symbol next to Monitor, directly below the student’s name.

- Risk factors such as missed deadlines, grades, activity and access alerts appear at the bottom.

Notifying a student at-risk
1. From the At-Risk table, select the student by clicking on the student’s name.
2. From Retention Status, click on Notify.
3. Select Students.
4. From Send Notification page, complete the information with a personalized message.
5. Click the Submit button.
Adding Notes
Select students' names to access their Retention Status pages. View their risk factors and the notification emails you've sent.

You can also add these private notes about an individual student:
- Remedial activities or accelerated materials offered
- Special accommodations for disabilities or language barriers
- One-on-one meetings
- Extra attempts allowed on assignments or tests
- Who is assigned to help the student
- Possible teaching assistant or student mentor opportunities

Creating a Customized Rule
1. On the Retention Center page, click Customize
2. From the Customize page, point to Create Rule and select one of the four rule types.
3. Name the Rule
4. Define the Alert and select preferred criteria
5. Click the Submit button.

What is a rule?
You determine which rule alerts appear in your risk table. Rules define the criteria which will trigger and alert. For instance, course activity rules are based on the students' overall activity within a course. If students fall below the criteria determined by the course, an alert will be triggered. Rules can be very useful in teaching efficiency.

| Course Activity | Alert is based on students' overall activity within your course. Students who are below a defined level of activity trigger the alert. Blackboard measures the time a student works in a course with the data generated from his "clicks." Students are assumed to be working with a course from the time they click something in the course until the time they click something outside the course or log out. If a login session is timed out, Blackboard only counts the time until the last click within the course. The time isn't counted between the last click within the course and the timeout. |
| Grade | Alert is based on a defined score for any grade or calculated column in the Grade Center. Students who score above or below the defined threshold for a specific grade item trigger an alert. Determine when a grade triggers an alert:
- Set Grade Value: Use the menus to select above or below and points or percentage. Type a value.
- Use Average Grades: Type the percentage and select above or below the average grade from the menu. |
| Course Access | Alert is based on the date users last accessed your course. Students who haven't logged in for a defined number of days trigger an alert. |
| Missed Deadline | Alert is based on a defined due date for an assignment, test, or survey. Students who don't complete an assignment, test, or survey by the due date trigger an alert based on the option you choose:
- Monitor all course deadlines: Determine how many deadlines must be missed and by how many days before an alert is triggered. From the menu, select More Than or Less Than the number of days you chose.
- Monitor Specific Deadline: Make a selection in the Select Course Item menu. The due date for each item appears in parentheses. Then, select More Than or Less Than from the menu and type the number of days to trigger an alert.
If you enter zero (0) for how many days, you will be alerted if an item wasn't submitted before or on the deadline. No lateness is acceptable. |