# 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)

OR
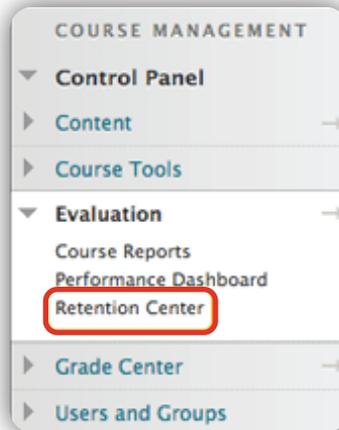
In the Evaluation section of a course's Control Panel

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

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.
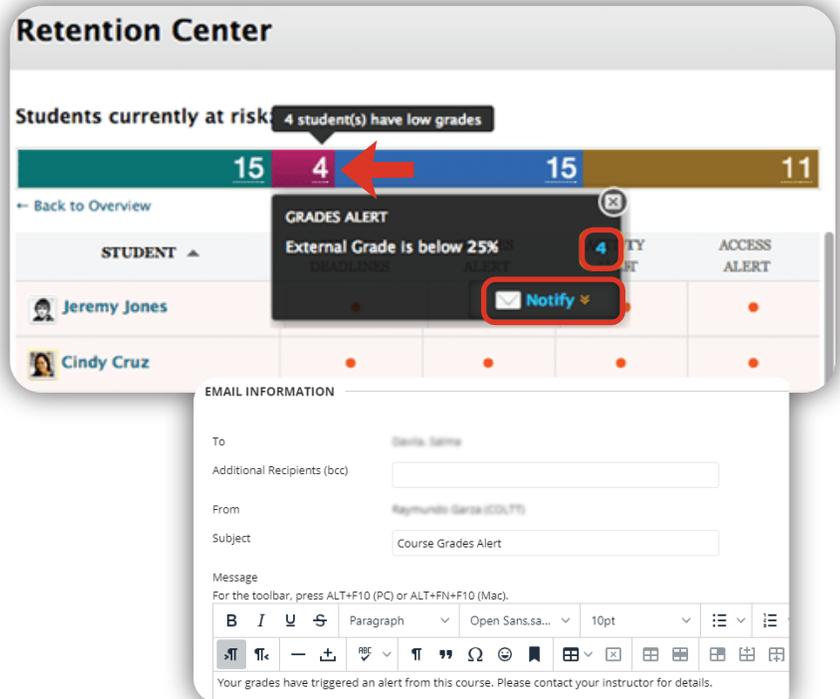
The Retention Center Table

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.

Retention Center

Customize

Students currently at risk

4 students didn't contribute

| 18 | 20 | 4 | 6 |

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	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Jerry Westley	●	●	●	●
Kerry Kwok	●	●	●	●
Hilary Lopez	●	·	●	●
Ray Gonzalez	·	●	●	●

MATCHING RISK FACTORS
- 1 deadline has been missed by more than 5 days
- 3 deadlines have been missed by more than 2 days
- Midterm Test has been missed by more than 2 days

Missed Deadlines: **3**
View late submissions

⭐ Monitor   ✉ Notify

Students you are monitoring

Kerry Kwok ⭐
Last Access	3 days ago
Activity average	↓ 10% below
Grade average	↑ 10% above
Missed Deadlines	None

Jerry Westley ⭐

Hillary Lopez ⭐

Other information you are monitoring

GRADE RULE
Overall Course Grade
15% > Class Average — 3 students meeting rule

MISSED DEADLINES
Weekly Discussion — 15

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.

Retention Status

Salma Davila * AT RISK

⭐ Monitor   ✉ Notify ⌄

Risk Factors

MISSED DEADLINES	GRADES ALERT		ACTIVITY ALERT	ACCESS ALERT
8 item(s)	**0.00%**	↓ 52.86% below average	↓ **35% below average**	**132 day(s) ago**
1 deadline has been missed by more than 0 day(s)	External Grade is **25%** below class average			Last access more than 5 day(s) ago
1 deadline has been missed by more than 0 day(s)				Last access more than 5 day(s) ago

Retention Status

Salma Davila * AT RISK

⭐ Monitor   ✉ Notify ⌄

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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 rule, 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.