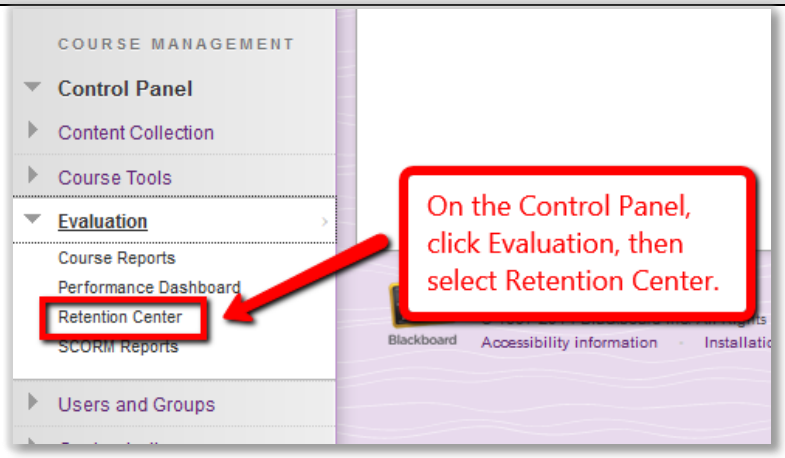
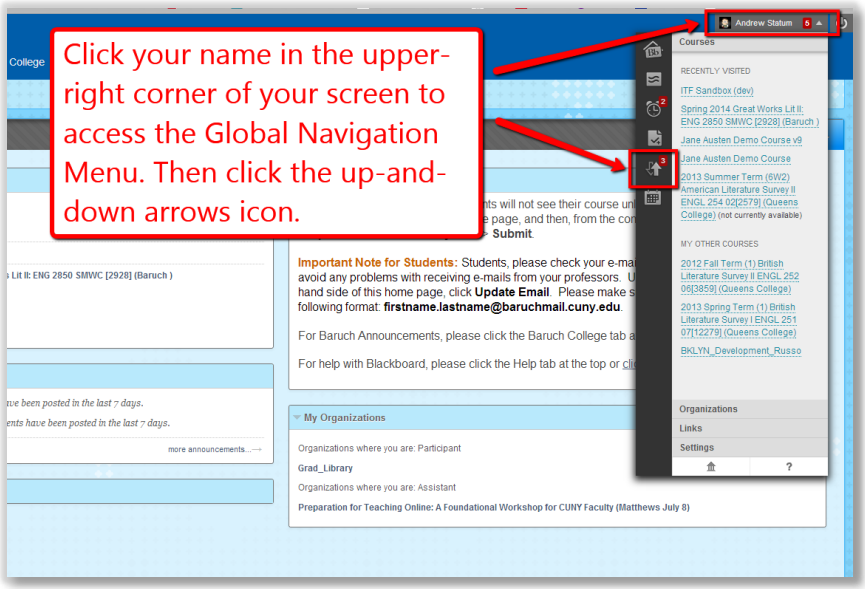
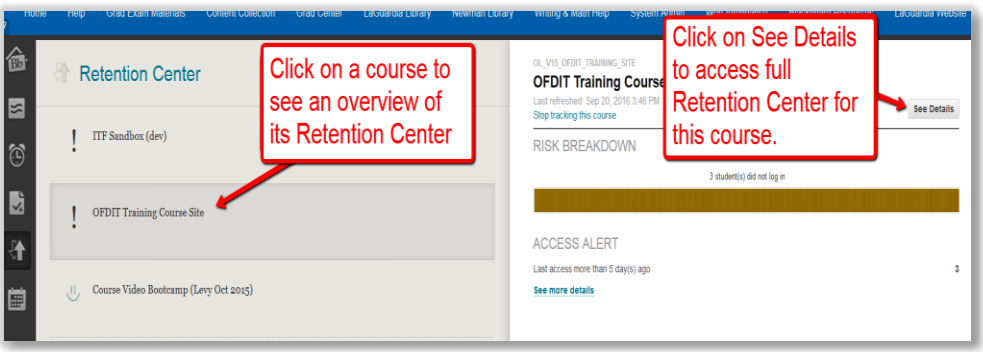
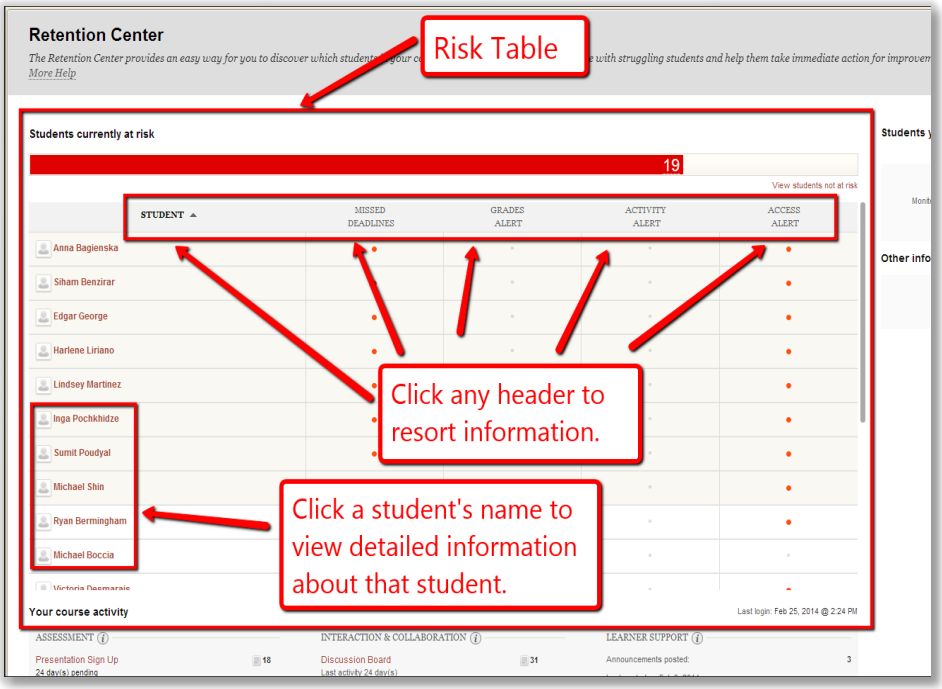
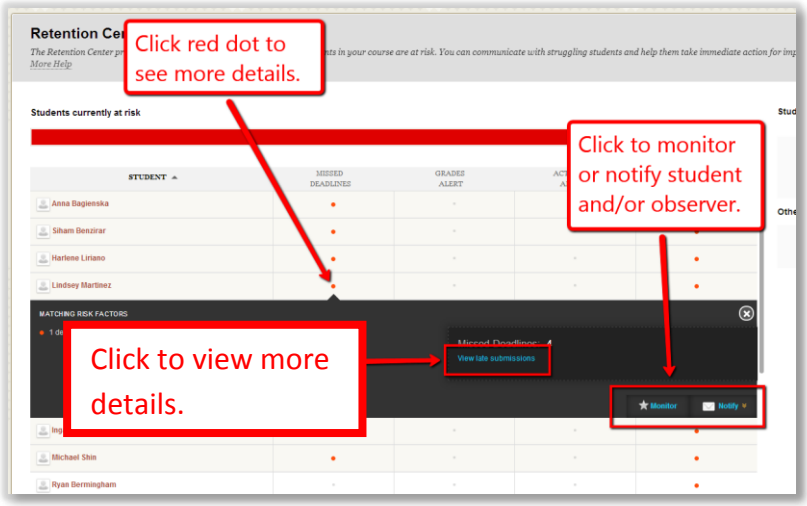
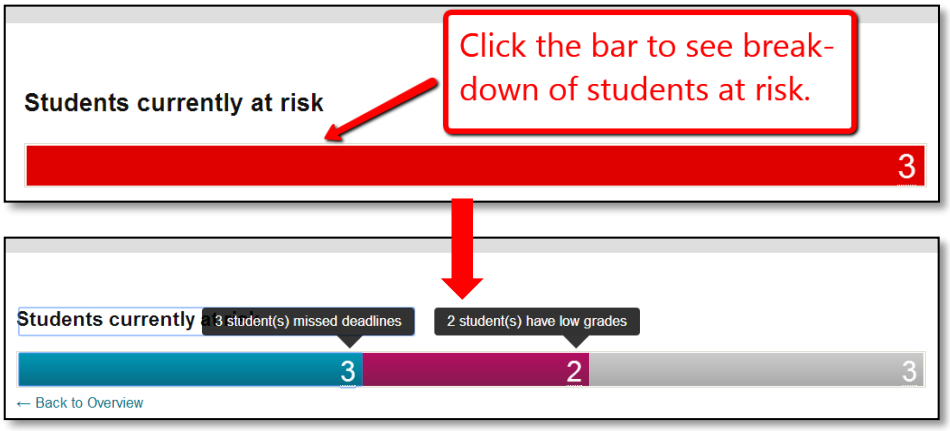
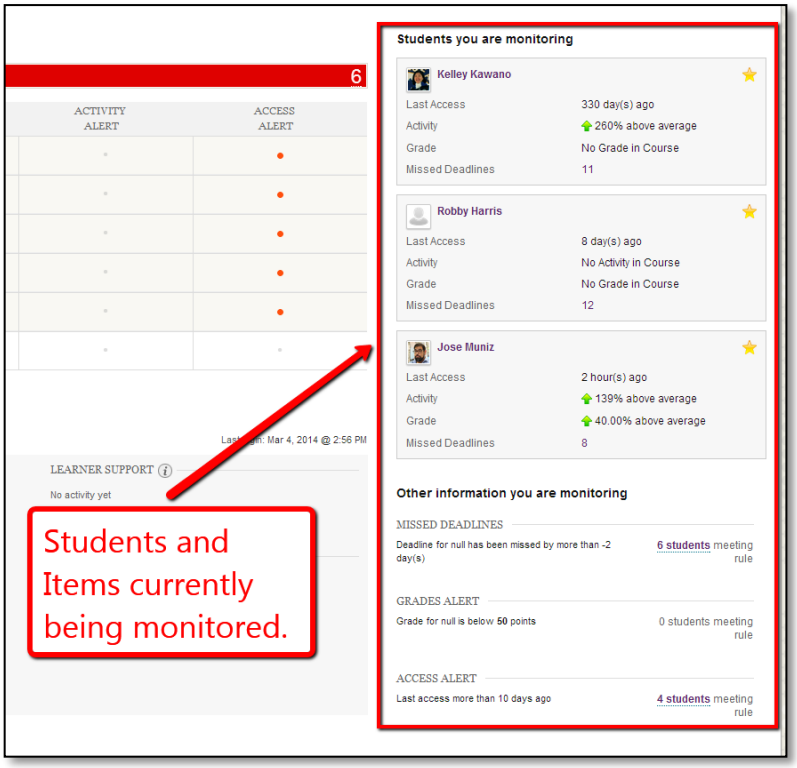
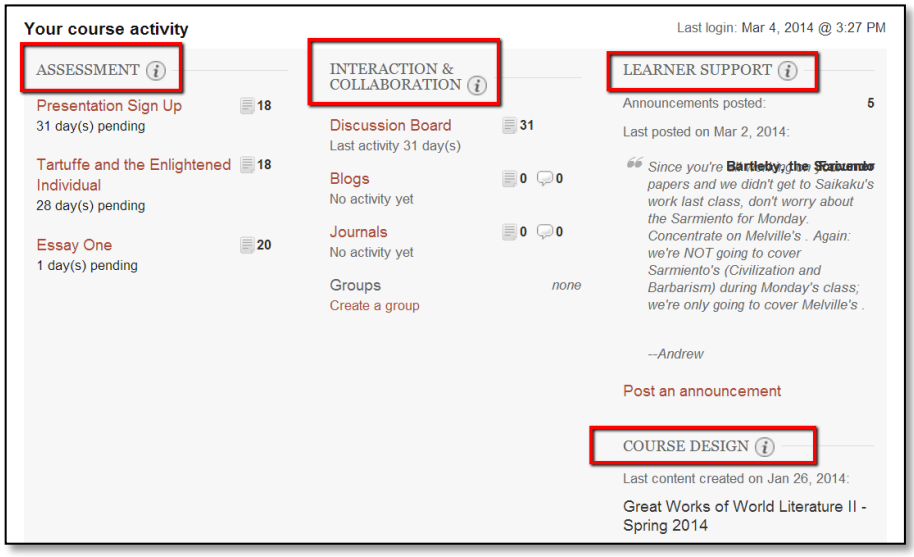
Retention Center

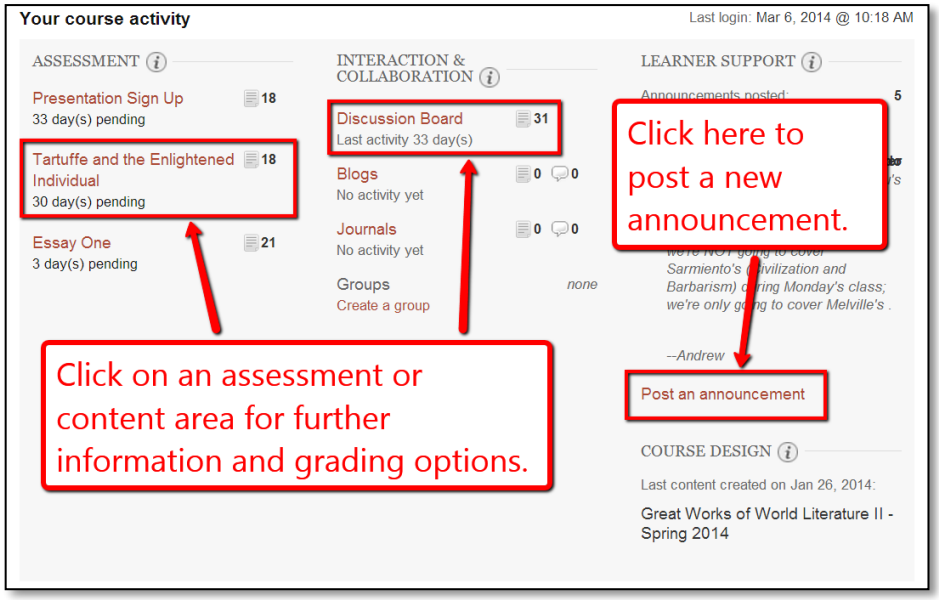
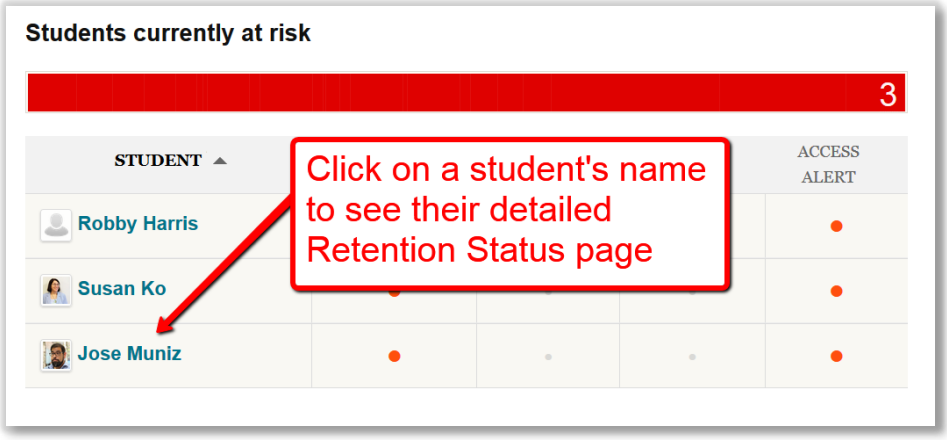
Blackboard's **Retention Center** offers a visual representation of student risk factors and is a great tool to help you monitor students who are in danger of falling behind in your course. It comes ready to use with four preset notification rules: missed deadlines, grades, course activity, and course access. If a student triggers one of these rules, by, for example, not accessing the course site for more than five days, you will receive a notification in the Retention Center alerting you that the student may be falling behind. You can easily create and customize rules based on any number of factors, all of which help you to identify and address problematic student performance or to reward outstanding student achievement. The Retention Center allows you to get a quick sense of how all the students in your class are doing, or to monitor any particular student you choose, letting you detect patterns over time and address areas of concern before they become serious problems.

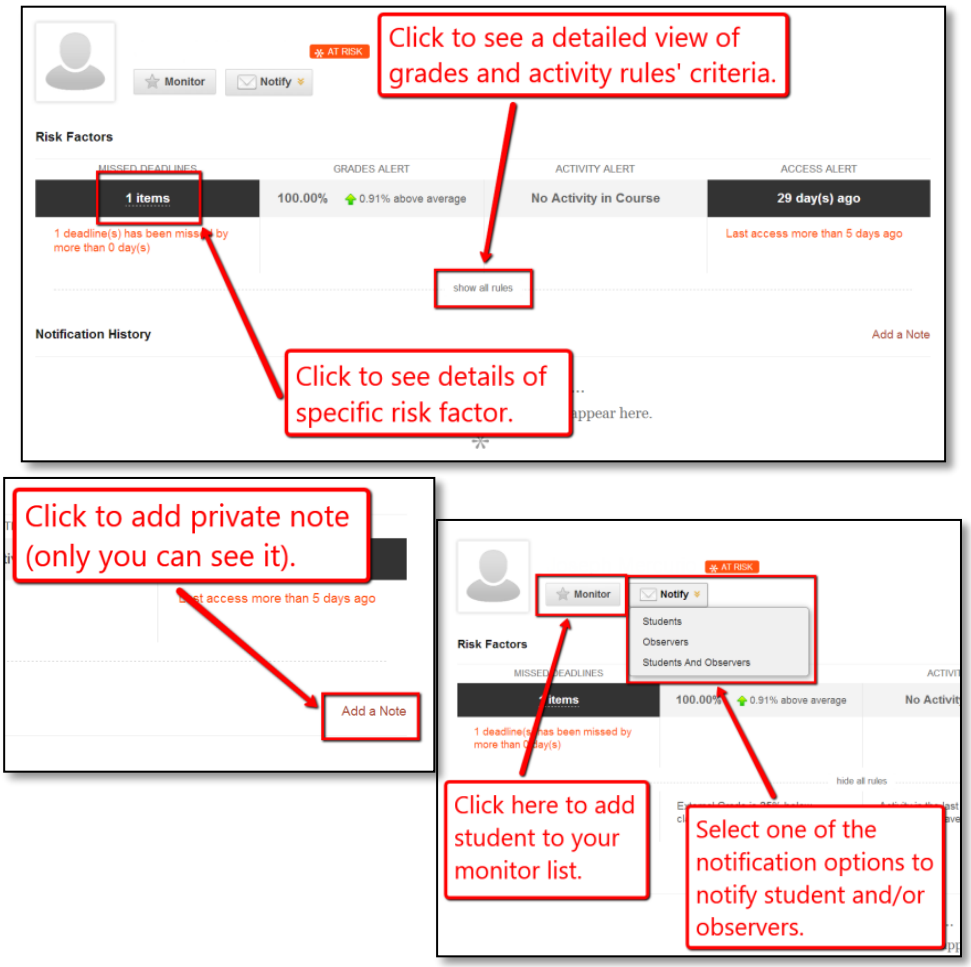
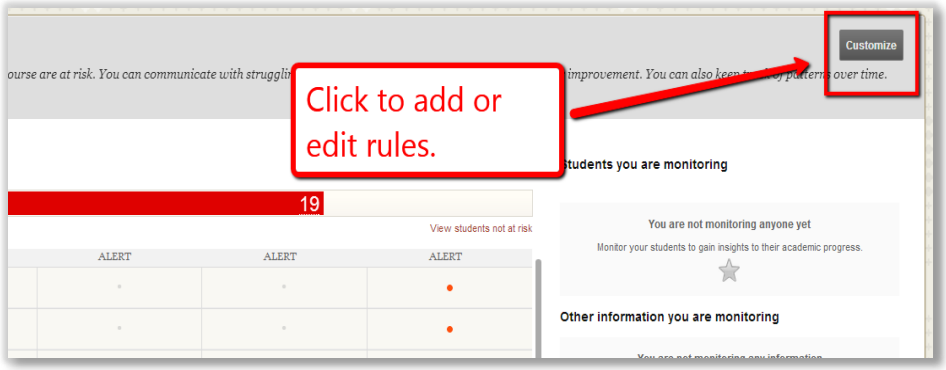
Step Number and Description	Screenshot
Step 1 You can **access** the Retention Center in one of two ways: 1) Go to your course site and scroll down to the "Control Panel" below your course menu. Click on **"Evaluation"** and then select "Retention Center" in the menu that appears. This method takes you directly to the full Retention Center for this particular course. Or: 2) Open the **Global Navigation Menu** by clicking on your name in the upper-right corner of any Blackboard page. Then, click on the arrows icon in the toolbox that runs along the left side of the dropdown menu to access the Retention Center.	 

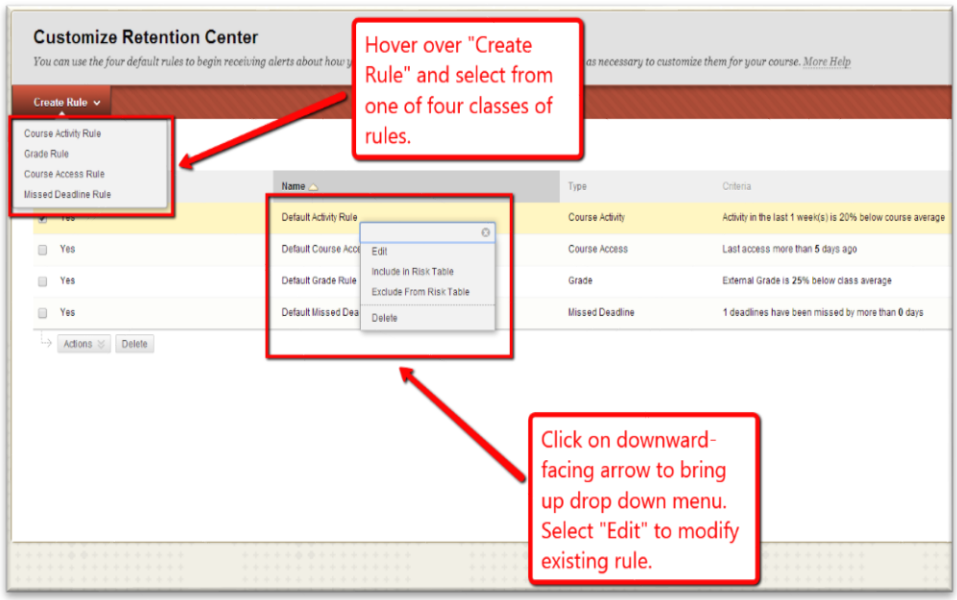
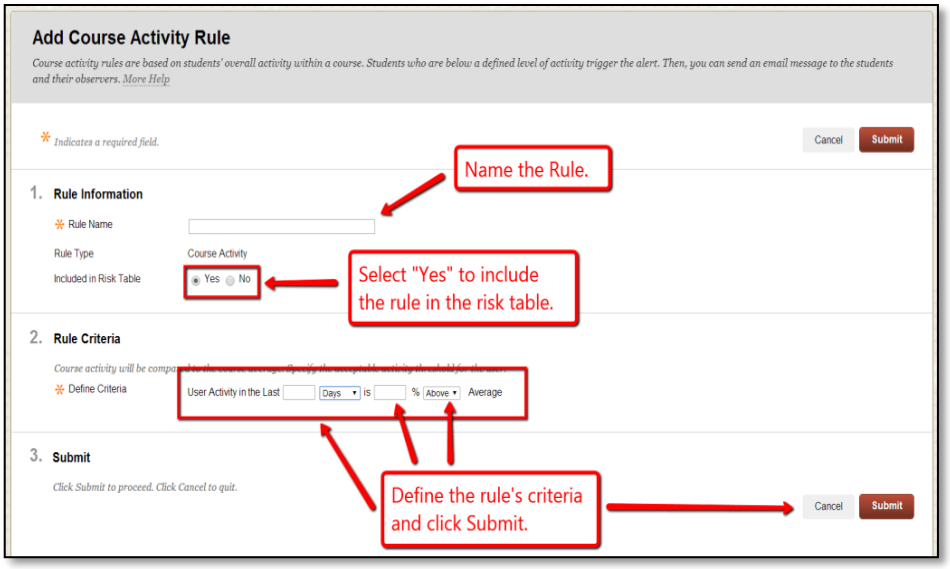
Step Number and Description	Screenshot
Step 2 When you access the Retention Center from the Global Navigation menu, you will be taken to a **snapshot of all your Retention Center warnings** organized by course. Click a course title in the left pane to see an overview of that course's Retention Center. Click "See Details" in the right pane to access the selected course's full Retention Center.	
Step 3 *Steps 3 (a-e) illustrate and explain the different areas of information in the Retention Center.* In the main Retention Center view for a course, you'll see the **Risk Table**, organized vertically by student and horizontally by rule. Click any rule heading to re-sort the data according to that rule. Clicking on a student's name takes you to that student's "Retention Status" page (see Step 4). The Retention Center comes preset with **four default rules** for each one of your courses, meaning that it does not require set-up in order for you to begin using it. To customize or delete Retention Center rules, see Step 5.	

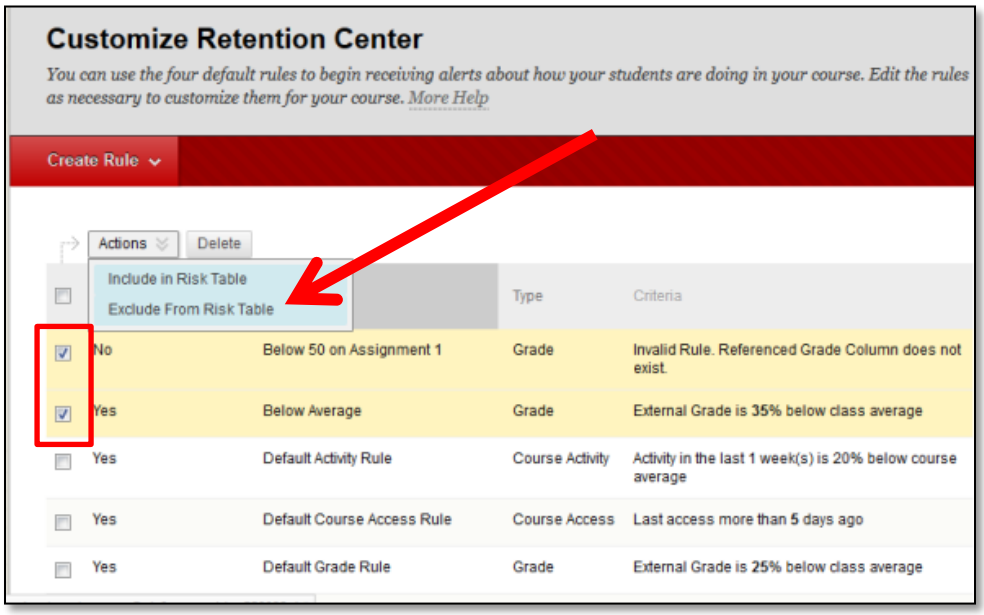
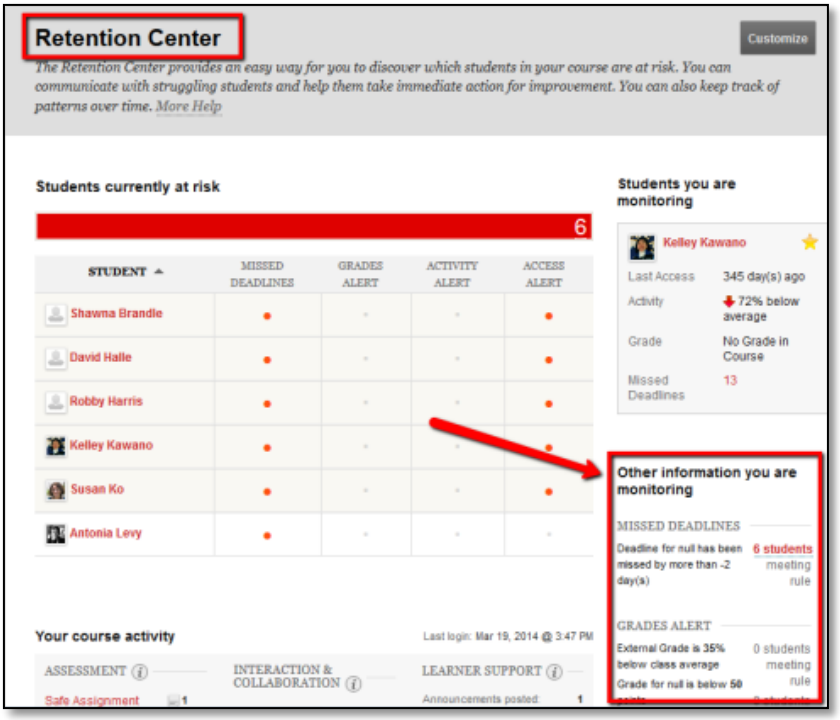
Step Number and Description	Screenshot
Step 3(a) Back in the main Retention Center View, you can access a **quick overview of a student's status by clicking on a red dot indicator** in one of the student's cells. Here, you'll find details about that specific cell's risk factors, as well as options to **monitor or notify** the student, or to view more details about the student's performance.	
Step 3(b) At the top of the Risk Table is a bar showing the total number of students who have been identified as "at risk", according to the criteria in the Retention Center rules. Click on the **red "at risk" bar to see the number of students at risk in each category** (in this case, three students missed deadlines and two earned low grades).	

Step Number and Description	Screenshot
Step 3(c) To the right of the Risk Table is a **column containing information** about specific students and items you are currently monitoring (for more information on student monitoring, see step 4).	
Step 3(d) Beneath the Risk Table is a **table displaying your last login, recent course activity and areas in need of your attention**. Here, you'll see information about assessments in need of grading, unread posts, recent announcements you've posted, and your last content update.	

Step Number and Description	Screenshot
Step 3(e) Click on any "Assessment" or "Interaction & Collaboration" title to **access further information about the content or to grade submissions**. You can also post a new announcement without having to navigate away from the course activity table.	
Step 4 Clicking on a student's name in the Risk Table takes you to that **student's "Retention Status" page** where you'll see details about the student's performance, as well as options to notify the student about their status.	

Step Number and Description	Screenshot
Step 4(a) Click on boxes under risk factors to see details of the student's performance in each category. Click on "show all rules" to see the criteria for each risk category. Click "Add a Note" to add a private note to yourself about the student. You may also choose to notify a course observer and to **monitor the student** for future risk factors.	
Step 5 To **add or edit a rule or rules**, navigate to the main Retention Center view for the course and click "Customize" in the upper-right hand corner of the page. Note: The Retention Center can only monitor missed deadlines for Blackboard items (tests, discussion boards, assessments, etc.) that use due dates.	

Step Number and Description	Screenshot
Step 6 To **create a new rule**, hover over the “Create Rule” button in the upper-left corner of the pane and select from one of four rule classes: Course Activity, Grade, Course Access, or Missed Deadline (see Appendix A below for more details on each rule). To **modify an existing rule**, click on the downward-facing arrow that appears when you hover over its name in the rules list and select “Edit” from the menu.	
Step 7 Provide a name for the rule and select “Yes” to include the rule in the Risk Table. **Define the rule’s criteria.** You can create rules that will alert you when students drop below or above the class average by a certain amount. You can also create rules to track only the lowest performing 10% of your students, or to keep track of late submission for only one or two assignments.	

Step Number and Description	Screenshot
Step 8 If there is a Retention Center criterion you do not wish to monitor in the risk table, go back to the "Customize Retention Center" page from step 6. Click the boxes next to the rules you'd like to exclude from the risk table, then, hover over the "Actions" button and click "Exclude from Risk Table. Those rules will now appear in the lower right-hand corner of the Retention Center screen.	 

Appendix A: Rule Types

Rule Type	Description
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 using the data generated from their "clicks." A student is assumed to be working with a course from the time they click on something in the course until the time they click on 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 is not counted between the last click within the course and the timeout. No weighting of clicks is assigned to any areas. Adaptive rules are not taken into account.
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 drop-down lists to select above or below -AND- points or percentage. Type a value in the field. **Use Average Grades**: Type the percentage in the field and select above or below the average grade from the drop-down list.
Course Access	Alert is based on the date users last accessed your course. Students who have not 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 do not 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 drop-down list, select **More Than** or **Less Than** the number of days you chose. **Monitor Specific Deadline**: Make a selection in the **Select Course Item** drop-down list. The due date for each item appears in parentheses. Then, select **More Than** or **Less Than** from the drop-down list and type the number of days to trigger an alert. If you enter zero (0) alerts will be generated as soon as the deadline passes. ***Important**: You can create missed deadline rules for Grade Center columns you create manually, but if you do not grade properly submitted items by the due date, a "false" alert is triggered. For manually created columns, students can submit items by the due date, but you must also grade them by the due date.*