The Retention Centre provides an easy way for you to discover which students in your course are at risk. Based on preconfigured rules and rules you create, students' engagement and participation are visually displayed, quickly alerting you to potential risk. From the Retention Centre you can communicate with struggling students and help them take immediate action for improvement.
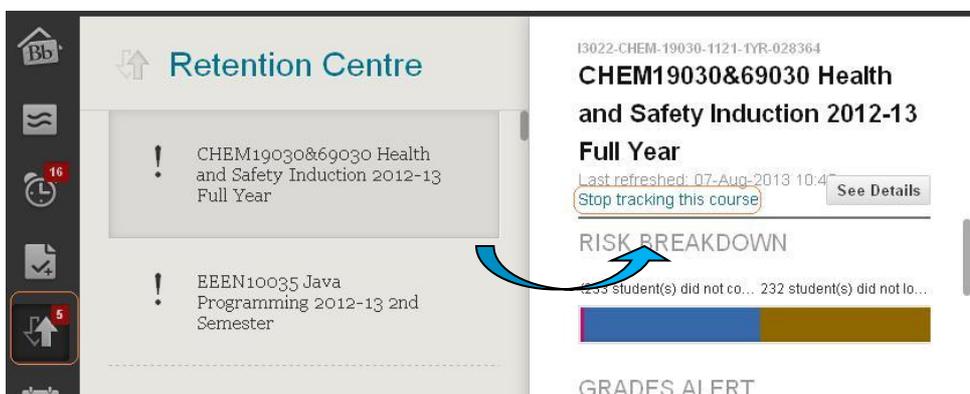
## Access the Retention Centre

The Retention Centre is visible in your My Blackboard menu, and also accessible in the Evaluation section of a course's Control Panel. The information in the Retention Centre is for instructors only and is not seen by your students.
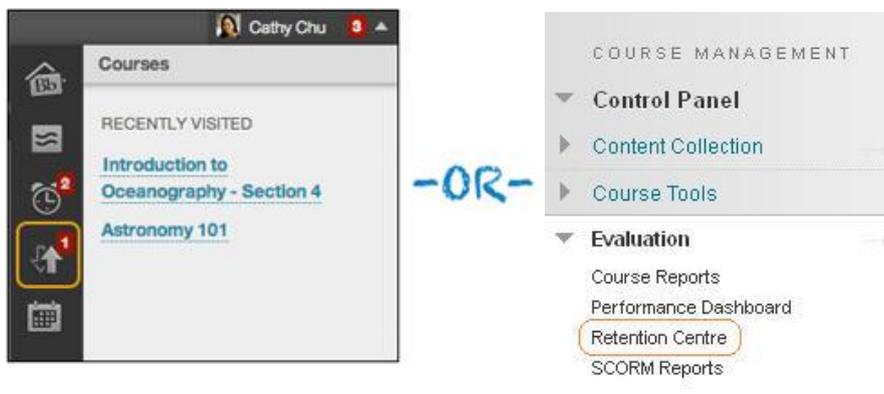


You can turn the Retention Centre on or off in an individual course from the **Control Panel > Customisation > Tool Availability**. If the Retention Centre does not appear in your Course Management menu, check Tool Availability to see if it has been turned off. If you teach a course with another instructor, and turn off the Retention Centre, you are turning it off for both of you.
**-OR-**
You can stop or start tracking individual courses from My Blackboard. On the Retention Centre page, click a course link in the left panel and click **Stop tracking this course** in the right panel following the course name. Once disabled, warnings will no longer be refreshed, and Retention Centre is hidden in the Evaluation section of the Control Panel in the course.

## The Retention Centre Page

Click the coloured bar preceding the table to display a summary of the at-risk students in your course. Click a coloured section to access more information. You can drill in further by clicking links in the pop-up boxes. For example, in a grade alert box, you can click the displayed number to access a list of students triggering the alert.

Note that you can access students from the Notify drop-down list from more than one spot in the tool. Email notifications you send have a default subject and message that you can edit. If you are sending an email to more than one recipient, the list is not revealed to the group.



## At-Risk Table

The main table displays which students are at risk in one or more of four categories:

- Missed Deadlines
- Grades
- Course Activity
- Course Access

You can create as many rules as you need in each category.

When you access the Retention Centre, the data is refreshed. However, the data for the course activity rule is recorded once a day. Your school can change when and how often the data is collected for this rule.

Sort columns by clicking the heading title. The table is sorted by most at-risk students and then alphabetically.

Click 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.

Click students' names to access their Retention Status pages. View their risk factors and the notification emails you have sent, along with your private notes about an individual student, such as:

- 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 you assigned to help the student.
- Possible teaching assistant or student mentor opportunities.

You can create new rules, edit existing rules, and delete rules by clicking Customise on the action bar. You can create as many rules as you need.

## Right Side Panel

In the right side panel, you can view two types of information:

- **Students you are monitoring**: Click a red dot indicator in the risk table to view a student's specific alert information. Then, click the star icon to place the student's information in this panel. This list allows you to easily check on the students who are most at risk in your course.

- **Other information you are monitoring**: All rules you exclude from the risk table appear here. For example, you can create a rule to display those users doing well in your course, for activity that does not relate to risk, or for participation that you only need to monitor occasionally.

## Your Course Activity

The section following the risk table provides a one-stop collection of your activity, engagement, and participation in your course.

If you teach a course with another instructor, this area is directed specifically to the instructor who is logged in and viewing his or her own individualised activity, such as responding to students using the interactive tools. This area is intended to give the individual instructor some insight into how his or her activity in the course may affect student risk factors. Your colleagues cannot view this same information, only their own activity.

The information provided includes:

- Your last login
- Time lag for grading student submissions
- Your participation in the interactive components of your course. For example, the numbers appearing for blogs shows how many times you have posted, not your students or co-instructors.
- Recent announcements
- Fresh course content



This information is only for you, and other users cannot access it. Each time you enter your course, you can use it to determine which course areas require your attention.

The links in this section allow you to take appropriate action to further engage your students. For example, click an assignment link to begin grading and provide feedback. You can easily access communication tools to interact with students, or post an announcement.

## Customise the Retention Centre

You can use the four default rules to begin receiving alerts about how your students are doing in your course. Edit the rules as necessary to customise them for your content and expectations. When you create or edit rules, you determine which rules appear in the risk table on the Retention Centre page.

- **Include in Risk Table**: The rule appears in the risk table which displays an alert for each student meeting the rule's criteria.
- **Exclude From Risk Table**: The rule appears in the right panel in the **Other information you are monitoring** section. Return to the **Customise** page if you want to include the rule in the risk table.

### Creating Rules

You can create as many rules as you want. For example, you can create individual grade rules that alert you when students score below a certain point value on each test. Next, you can create a grade rule that alerts you if a student's total grade for your course falls to a certain percentage.

On the Retention Centre page, click **Customise** on the action bar. On the **Customise Retention Centre** page, point to **Create Rule** on the action bar and select one of the four rule types described in the following table.

| 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 his or her "clicks". A student is assumed to be working with a course from the time he or she clicks on something in the course until the time he or she clicks something outside the course or logs 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 Centre. Students who score above or below the defined threshold for a specific grade item trigger an alert. Determine when a grade triggers an alert:<br>• Set Grade Value: Use the drop-down lists to select above or below -AND- points or percentage. Type a value in the field.<br>• Use Average Grades: Type the percentage in the field and select above or below the average grade from the drop-down list. |

| Rule Type | Description |
|---|---|
| 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:<br><br>• 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.<br>• 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.<br><br>If you enter zero (0) for how many days, you are asking to be alerted if an item was not submitted before or on the deadline. No lateness is acceptable. |

You can create missed deadline rules for Grade Centre 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.

## Deleting Rules and Restoring Default Rules

When you delete a rule, all your course content and data remains intact. If no rules exist in a category, return to the main Retention Centre page and click **Restore Default Settings** in the appropriate column heading. The default rule and criteria are added. You can use the rule as is or edit it.