



Job Aid Objective: This job aid will provide faculty with an overview of the features found within the Retention Center found in Blackboard. This will include information on how to access the Retention Center, the At-Risk Table, monitoring students within the Retention Center, viewing faculty activity, customizing default rules and creating additional rules, and sending notifications to students.

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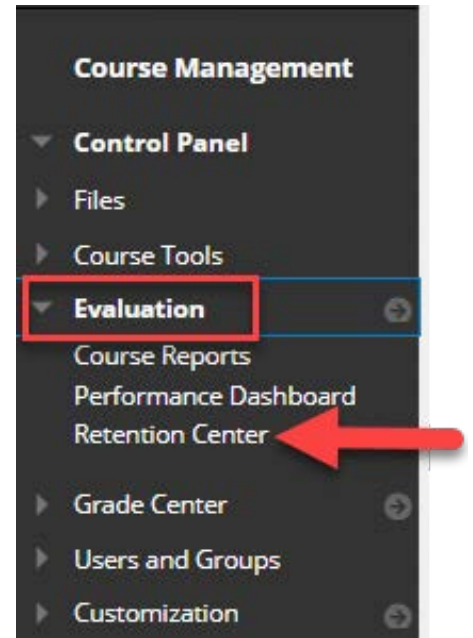
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Accessing the Retention Center

Step 1: To access the Retention Center, click the Evaluation menu within the *Course Management* section of the left-hand navigation menu. Then, click the Retention Center link.

The At-Risk Bar


The At-Risk Bar provides a visual representation of the number of students who are at risk based on the rules automatically set up within the Retention Center. In the example below, we see that 6 students are meeting one or more of the rules outlined in the *At-Risk Table* (i.e. Missed Deadlines, Grades Alerts, Activity Alert, and Access Alert).



Retention Center Customize

The Retention Center helps you discover which students in your course are at risk. You can communicate with struggling students and help them take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)

Students currently at risk



STUDENT ▲	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Claudia	●	●	●	●
Victor	●	●	●	●
Elias	●	●	●	●
Joceline	●	●	●	●

Students you are monitoring

You are not monitoring anyone yet

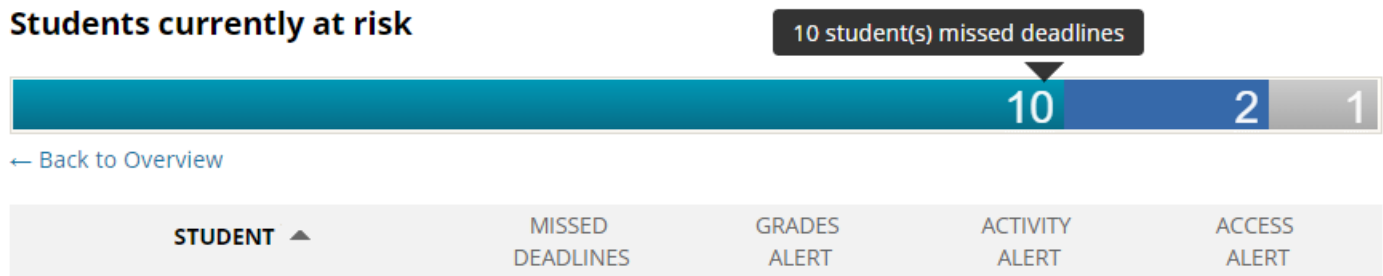
Monitor your students to gain insights to their academic progress.

Other information you are monitoring

You are not monitoring any information

Track who's doing well in your course.

Step 1: Click the At-Risk Bar to see the breakdown of the number of students who are meeting the standards for each rule. For example, we see that ten students have missed deadlines for assignments, two students have low activity in the course, and one student has not logged into the course in over 5 days.



Step 2: Click any color portion of the *At-Risk Bar* to see additional details and actions. Here faculty can click the Number that is hyperlinked to see the students who have activity alerts. Faculty can also click the Notify button to email these students directly about their activity in the course.

Students currently at risk

← Back to Overview

STUDENT ▲	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT
[Redacted]	●	●	●
[Redacted]	●	●	●

ACTIVITY ALERT

Activity in the last 1 week(s) is 20% below course average

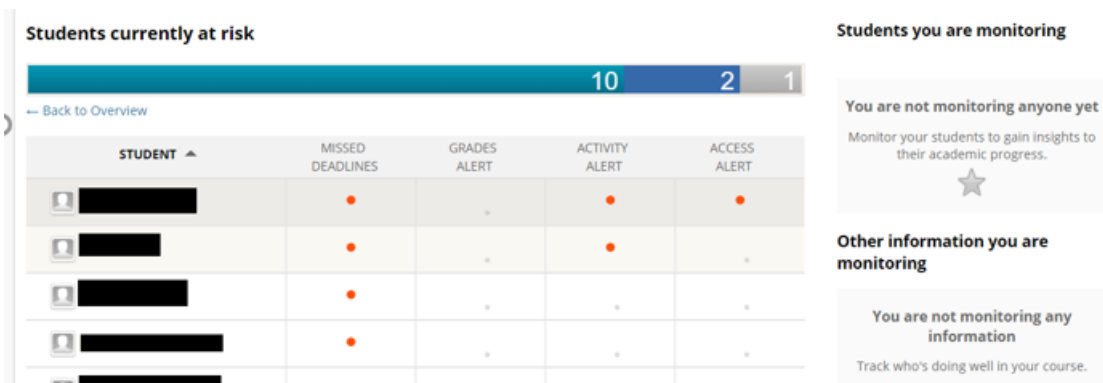
Last refreshed: 2/24/19 1:37 PM

[2](#)

Notify

The At-Risk Table

The At-Risk Table provides a chart view of the students and the rules they are meeting.



Taking Action with Students

Step 1: Click any of the Red Dots (1) within the *At-Risk Table* to find additional actions that can be taken. These actions including being able to see the specific element that is causing the student to appear in the category on the table. For example, in the example below we see that the student has missed the deadline for three assignments and the (2) *View late submissions* link can be clicked to see what those assignments are. The faculty member can (3) Monitor the student by clicking on the associated button and the faculty can directly email the student about this at-risk category by clicking the (4) Notify button.

This screenshot shows a detailed view of the 'Students currently at risk' table. A tooltip above the table indicates '6 student(s) missed deadlines'. The table shows two students: Claudia and Victor. Victor has a red dot in the 'MISSED DEADLINES' column, which is circled with a red '1'. A modal window titled 'MATCHING RISK FACTORS' is open, showing '1 deadline has been missed by more than 0 day(s)'. Below this, there are four numbered callouts: '2' points to a 'View late submissions' link; '3' points to a 'Monitor' button with a star icon; and '4' points to a 'Notify' button with an envelope icon.

Note: Faculty need to set up due dates within Blackboard for students to be flagged for missed deadlines. See the [Setting Due Dates Job Aid](#) for step-by-step instructions.

Monitoring Students

Faculty can select students they wish to monitor closely by following the steps outlined above. This will highlight the students by providing the following view on the right side of the *At-Risk Table*.

Students you are monitoring



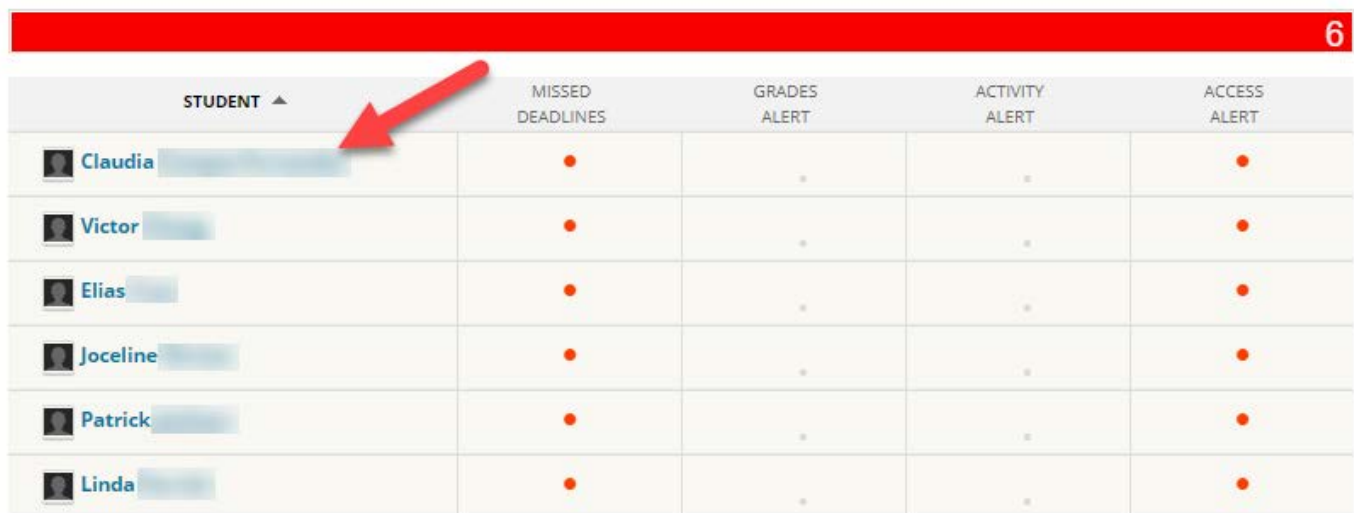
A student profile card for a student named Victor. It includes a profile picture, a star icon, and several data points: Last Access (Never), Activity (No Activity in Course), Grade (1.25% below average, indicated by a red downward arrow), and Missed Deadlines (1).

 Victor	
Last Access	Never
Activity	No Activity in Course
Grade	↓ 1.25% below average
Missed Deadlines	1






Viewing Individual Students

Step 1: Click on an individual student's name to view their profile.

Students currently at risk



A table titled "Students currently at risk" with a red header bar containing the number "6". The table has five columns: STUDENT, MISSED DEADLINES, GRADES ALERT, ACTIVITY ALERT, and ACCESS ALERT. A red arrow points to the name "Claudia" in the first row.

STUDENT ▲	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
 Claudia	●	*	*	●
 Victor	●	*	*	●
 Elias	●	*	*	●
 Joceline	●	*	*	●
 Patrick	●	*	*	●
 Linda	●	*	*	●

Step 2: This page shows the student's risk factors- missed deadlines, grade alerts, activity alerts, and access alerts. It also shows the Notification History if any messages have been sent to the student and allows the instructor to Add Notes. From this page, instructors can choose to take action by notifying student or monitoring them (*see image on next page*).

Retention Status

Claudia Language Acquisition * AT RISK

Monitor
Notify

Risk Factors

MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
1 item(s)	82.50% ↑ 1.25% above average	No Activity in Course	Never
1 deadline has been missed by more than 0 day(s)			Last access more than 5 day(s) ago

show all rules

Notification History

Add a Note

No communications yet...

Notifications to students and notes will appear here.

✖

Viewing Your Course Activity

The Your Course Activity section in the Retention Center dashboard provides an overview of faculty's activity, engagement, and participation in your course. This data can be used as a tool to become more aware of how faculty behaviors are (or are not) contributing to student success.

Your course activity

Last login: May 14, 2020 @ 12:20 PM

<p>ASSESSMENT ⓘ</p> <ul style="list-style-type: none"> <li style="margin-bottom: 10px;"> Week Two Paper 1: Teaching Newton's Laws 4 <small>13 day(s) pending</small> <li style="margin-bottom: 10px;"> Week Two Discussion Board 4 <small>13 day(s) pending</small> <li style="margin-bottom: 10px;"> Week One Test 2 <small>12 day(s) pending</small> <li style="margin-bottom: 10px;"> Week Two Test 2 <small>12 day(s) pending</small> 	<p>INTERACTION & COLLABORATION ⓘ</p> <ul style="list-style-type: none"> <li style="margin-bottom: 10px;"> Discussion Board 0 <small>No activity yet</small> <li style="margin-bottom: 10px;"> Blogs 0 0 <small>No activity yet</small> <li style="margin-bottom: 10px;"> Journals 0 0 <small>No activity yet</small> <li style="margin-bottom: 10px;"> Groups none Create a group 	<p>LEARNER SUPPORT ⓘ</p> <p>No activity yet</p> <p>Post an announcement</p> <p>COURSE DESIGN ⓘ</p> <p>Last content created on May 1, 2020:</p> <p>PLEASE NOTE</p>
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Default Rules in the Retention Center

Faculty can use the four default rules to begin receiving alerts about how students are doing in the course.

Rule Type	Description
Course Activity	<ul style="list-style-type: none">• Alert is based on students' overall activity within the course. Students who are below defined level of activity trigger that alert.• Activity in the last week(s) is 20% below course average.• Blackboard measures the time a student works in a course using the data generated from his or her "clicks."• No weighting of click is assigned to any areas.• Adaptive rules are not taken into account.
Grade	<ul style="list-style-type: none">• 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.• External grade is 25% below class average (by default, the external grade is the grade in the "Total" column of the Grade Center).
Course Access	<ul style="list-style-type: none">• Alert is based on the data users last accessed the course. Students who have not logged in for a defined number of days trigger an alert.• The default access is 5 days or more.
Missed Deadline	<ul style="list-style-type: none">• Alert is based on a defined due date for an assignment, test, or discussion. Students who do not complete any of these activities by the due date trigger an alert based on the option selected.

Customize Rules within the Retention Center

Faculty can create customized rules within the Retention Center to pull pertinent information into its own section found just to the right of the *At-Risk Table*. This view will allow faculty to view the students who are not meeting expectations set by the faculty member.

To change default rules or to create new rules, click **Customize**.

Retention Center

The Retention Center helps you discover which students in your course are at risk. You can communicate with struggling students and help them take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)

Customize

Students currently at risk

6 student(s) at risk

Students you are monitoring

6

STUDENT ▲	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Claudia	●	.	.	●
Victor	●	.	.	●
Elias	●	.	.	●

You are not monitoring anyone yet

Monitor your students to gain insights to their academic progress.



Other information you are monitoring

Customize Course Access Rule

Step 1: To customize the course access default rule, click **Customize**

Customize

Step 2: Click the drop-down arrow next to Default Course Access Rule, then click **Edit**.

Customize Retention Center

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 customize them for your course. [More Help](#)

Create Rule ▼

INCLUDED IN RISK TABLE	NAME ▲		CRITERIA
<input type="checkbox"/> Yes	Default Activity Rule		Activity in the last 1 week(s) is 20% below course average
<input checked="" type="checkbox"/> Yes	Default Course Access Rule ▼	Course Access	Last access more than 5 day(s) ago
<input type="checkbox"/> Yes	Default Grade Rule	Grade	External Grade is 25% below class average
<input type="checkbox"/> Yes	Default Missed Deadline Rule	Missed Deadline	1 deadline(s) have been missed by more than 0 days

Displaying 1 to 4 of 4 items | Show All | Edit Paging...

Step 3: Change the Days Since Last Course Access. Then click **Submit**.

Best Practice Tip: Change the default setting of 5 days to 3 days.

Modify Course Access Rule
Course access rules are based on the date users last accessed a course. Students who have not logged in for a defined number of days trigger an alert. Then, you can send an email message to the students and their observers. [More Help](#)

* Indicates a required field.

RULE INFORMATION

* Rule Name

Rule Type

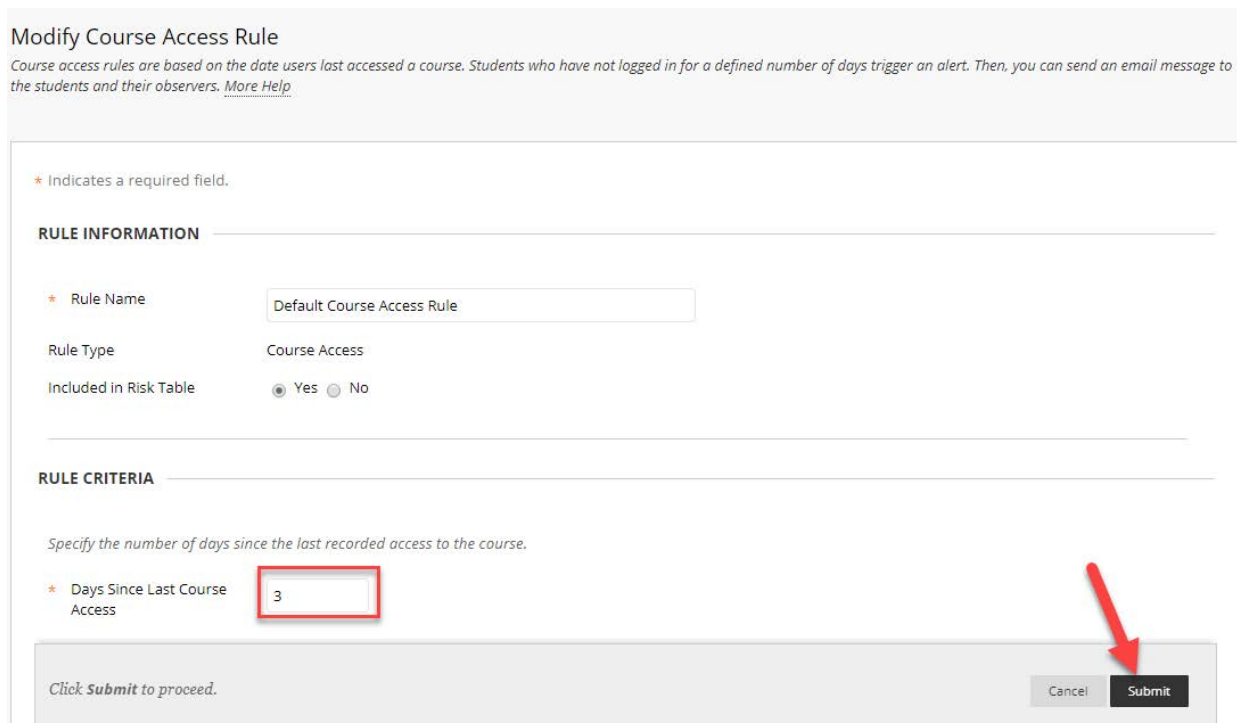
Included in Risk Table Yes No

RULE CRITERIA

Specify the number of days since the last recorded access to the course.

* Days Since Last Course Access

*Click **Submit** to proceed.*



Create New Rules

To create a rule, click on **Create Rule**. Then select the type of rule to create.

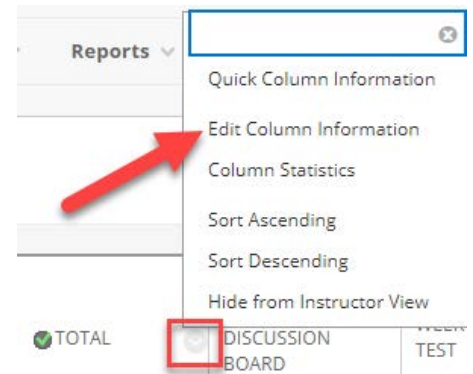
Create Rule ▾

- Course Access Rule
- Course Activity Rule
- Grade Rule
- Missed Deadline Rule



Create Rule to monitor low-performing students

Note: If monitoring grades by percentage, be sure your Grade Center includes percentage. If not, you may need to edit your Total column to include a secondary display showing percentage. To edit Total Column, click the drop-down menu and select Edit Column Information.



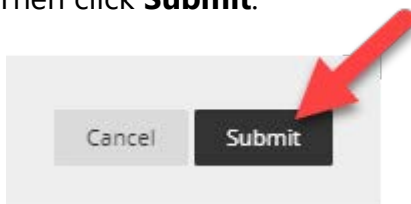
Then select Percentage as the Secondary Display.

Primary Display
Calculated grades display in this column

Secondary Display
None
Letter
Text
Percentage
Complete/Incomplete

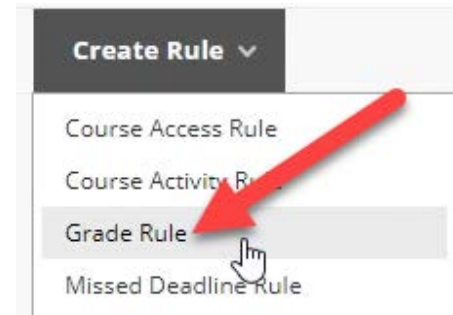
DATES

Then click **Submit**.



After you have added the percentage display to the Total column in the Grade Center go back to the Retention Center.

Step 1: Hover over Create Rule. Then click on **Grade Rule**.



Step 2: Name the rule (ex: Low performing students). Select 'Yes' to Include in Risk Table.

RULE INFORMATION

* Rule Name

Low Performing Students

Rule Type

Grade

Included in Risk Table

Yes No

Step 3: (1) Select Monitor Specific Item. (2) Then click the drop-down menu.

RULE CRITERIA

To define the score threshold for a particular Grade Center item, first select the item from the drop-down list.

* Select Grade

Monitor Final Grade

Monitor Specific Item

Select Column None

1

2

Step 4: Select Total (Calculated Grade) column.

Rule Type

Included in Risk Table Yes No

RULE CRITERIA

To define the score threshold for a particular Grade

* Select Grade Monitor Final C Monitor Specific

Select Column

- None
- Weighted Total (Calculated Grade)
- Total (Calculated Grade)**
- Week One Discussion Board (10)
- Week One Test (10)
- Week Two Discussion Board (10)
- Week Two Paper 1: Teaching Newton's Laws (10)
- Week Two Test (10)
- Week Three Discussion Board (10)
- Week Three Test (10)
- Week Four Discussion Board (10)
- Week Four Paper 2: Challenging Consensus (10)
- Week Four Test (10)

None

Step 5: Select Set Grade Value. Be sure Above is selected. Enter in the numerical value (ex: 80 percent).

* Define Criteria Set Grade Value Use Average Grades

Grade is Below Percent

Step 6: Click **Submit**.

Cancel Submit

Notifying Low-Performing Students

When you go back to the Retention Center you will see the students meeting the rule. You can now take action by notifying the student.

Step 1: Click the orange dot.

Step 2: Hover your mouse over Notify, then click **Students**.

Students currently at risk

STUDENT ▲	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Victor	●	● 1	●	●

MATCHING RISK FACTORS [Close]

- Grade for Total[up to 100] is below 60% 51.67%

Total Grade: 51.67%
↓ 24.86% lower than class average of 76.53%

★ Monitor ✉ Notify

Step 3: You can use the default language in the body of the email message or customize your own message. Then click **Submit**.

EMAIL INFORMATION

To: Victor

Additional Recipients (bcc):

From:

Subject: ESR334-QA/ESR334 Science for Elementary Educators: Course

Message

Your grades have triggered an alert from this course. Please contact your instructor for details.

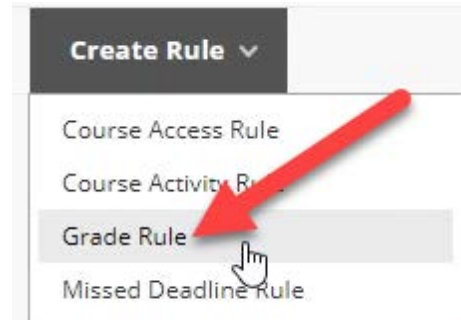
Path: p Words:15

Click **Submit** to proceed.

Cancel **Submit**

Create Rule to monitor high-performing students

Step 1. Hover on Create Rule, then click **Grade Rule**.



Step 2: Name the rule (ex: High Performing Students). Select 'No' for Included in Risk Table.

RULE INFORMATION

* Rule Name

High Performing Students

Rule Type

Grade

Included in Risk Table

Yes No

Step 3: (1) Select Monitor Specific Item. (2) Then click the drop-down menu.

RULE CRITERIA

To define the score threshold for a particular Grade Center item, first select the item from the drop-down list.

* Select Grade

Monitor Final Grade

1

Monitor Specific Item

2

Select Column None

Step 4: On the drop-down menu, select Total (Calculated Grade) column.

Rule Type

Included in Risk Table Yes No

RULE CRITERIA

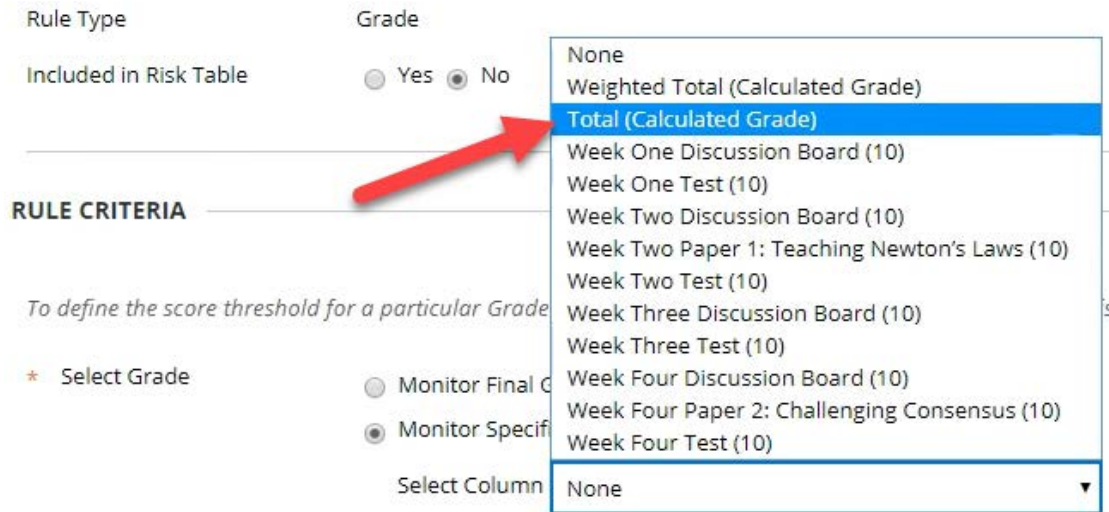
To define the score threshold for a particular Grade

* Select Grade Monitor Final C Monitor Specific

Select Column

- None
- Weighted Total (Calculated Grade)
- Total (Calculated Grade)**
- Week One Discussion Board (10)
- Week One Test (10)
- Week Two Discussion Board (10)
- Week Two Paper 1: Teaching Newton's Laws (10)
- Week Two Test (10)
- Week Three Discussion Board (10)
- Week Three Test (10)
- Week Four Discussion Board (10)
- Week Four Paper 2: Challenging Consensus (10)
- Week Four Test (10)

None



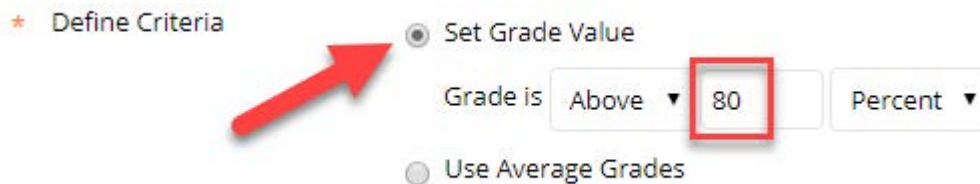
Step 5: Select Set Grade Value. Be sure Above is selected. Enter in the numerical value (ex: 80 percent).

* Define Criteria

Set Grade Value

Grade is Above Percent

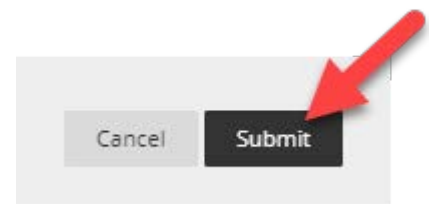
Use Average Grades



Step 6: Click **Submit**.

When you go back to the Retention Center, you will see the students meeting the rule.

Cancel **Submit**



Other information you are monitoring

GRADES ALERT

Grade for Total[up to 100] is above **80%**

3 students
meeting
rule<

Notifying High Performing Students

Step 1: If you click on the number, you can see more details and can notify the students to give them kudos.

Step 2: Hover your mouse over Notify, then click **Students**.

Other information you are monitoring

GRADES ALERT

Grade for Total[up to 100] is above **80%**

3 students meeting rule<

3 Student(s) Meeting Rule

Grade for Total[up to 100] is above **80%**

Select students to notify

<input checked="" type="checkbox"/>	Patrick	Course Grade: 95.00
<input checked="" type="checkbox"/>	Claudia	Course Grade: 82.50
<input checked="" type="checkbox"/>	Linda	Course Grade: 90.00

Teaching 4 Discussion Board 0 No activity

Notify Selected

- Students
- Observers
- Students And Observers

Step 3: Customize your message to students. Then click **Submit**.

EMAIL INFORMATION

To: [Redacted]

Additional Recipients (bcc): [Empty]

From: [Redacted]

Subject: ESR334-QA/ESR334 Science for Elementary Educators: Course

Message

For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

Excellent job this week in the course! Keep up the great work!

Click **Submit** to proceed.

Cancel Submit