Blackboard: Retention Center

The Blackboard Retention Center is an easy way to track at-risk students in your course. Retention Center provides a simple data visualization of pre-configured rules for identifying at-risks students. With this tool, blackboard automatically notifies instructors of students that may need extra attention based on four alert categories: Missed Deadlines, Grade Alerts, Activity Alerts, and Access Alerts.

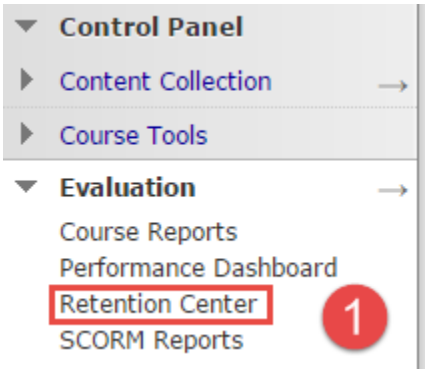
Learning Objectives

After participating in this session, you will be able to:

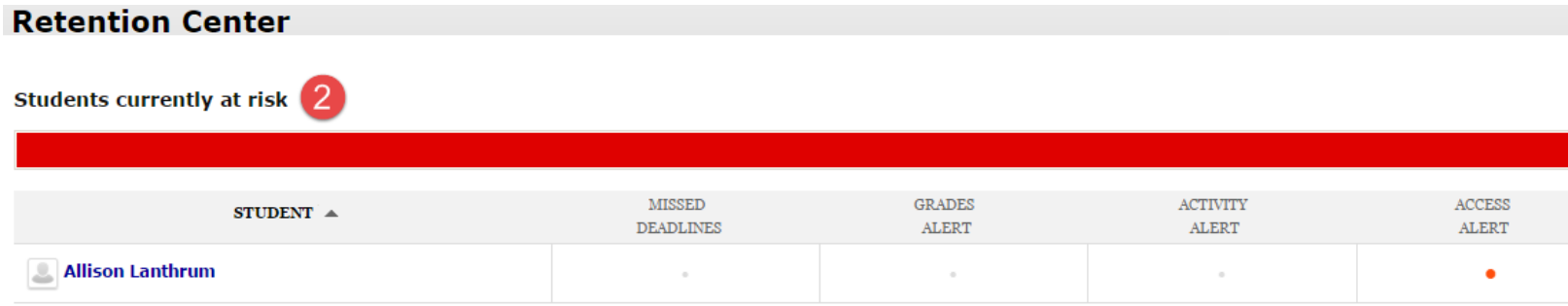
- Access the Retention Center and interpret the data provided by the tool.
- Monitor and track student activity via the Retention Center tool.
- Notify at-risk students.
- Create customized rules in the Retention Center.

Accessing the Retention Center and Interpreting the Data

1. On the **Control Panel**, click **Evaluation** and then select **Retention Center** from the expanded menu.



2. Now, we see the **Students Currently at Risk** displayed in the **Retention Center**.



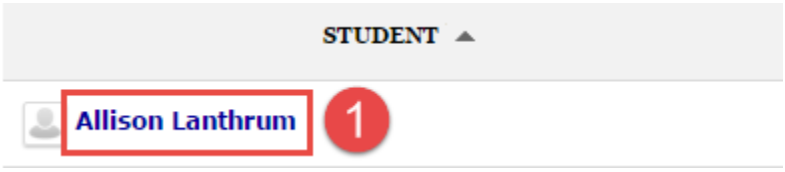
By default, blackboard determines risk based on four criteria. As an instructor, we can edit the parameters of these criteria and/or create our own rules for determining risk. The four factors blackboard uses by default are:

- **Deadline Rule** – 1 deadline missed by more than 0 days.
- **Grade Rule** – External grade is 25% below the class average.
- **Activity Rule** – Activity in the last week is 20% below the class average.
- **Course Access Rule** – Last access is more than 5 days ago.

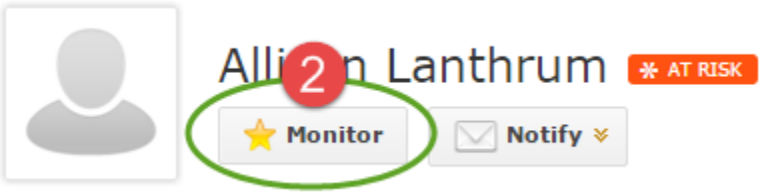
Monitoring Individual Students

In the Retention Center individual students can be selected for monitoring. When monitoring individual students, information will be displayed regardless of whether or not the student(s) meet the determined risk criteria. To monitor individual students:

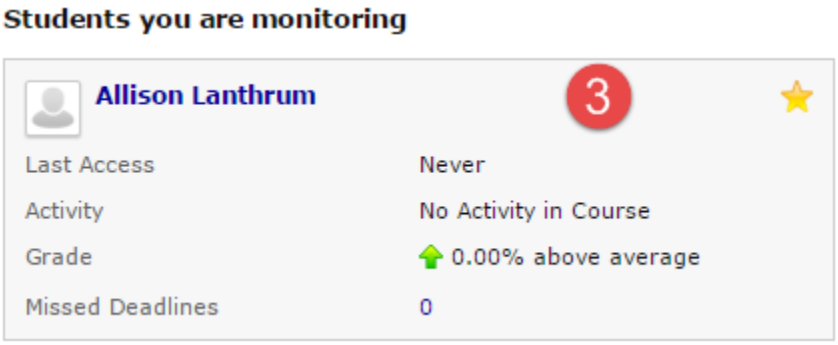
1. Click on the specific **student's name** in the **risk table**.



2. From here, click the **Monitor** button below the student's name.

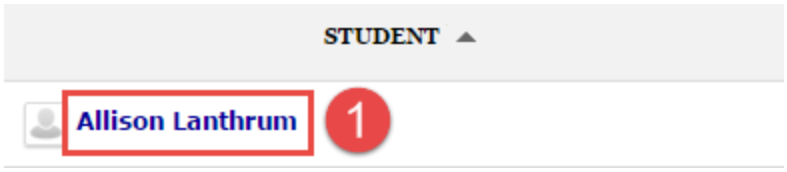


3. Once a student has been selected for monitoring, risk factors will be displayed for that student on the right-hand side of the **risk table** under **Students you are monitoring**.

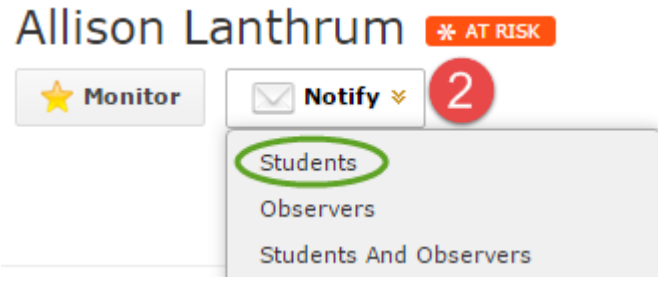


Notifying At-Risk Students

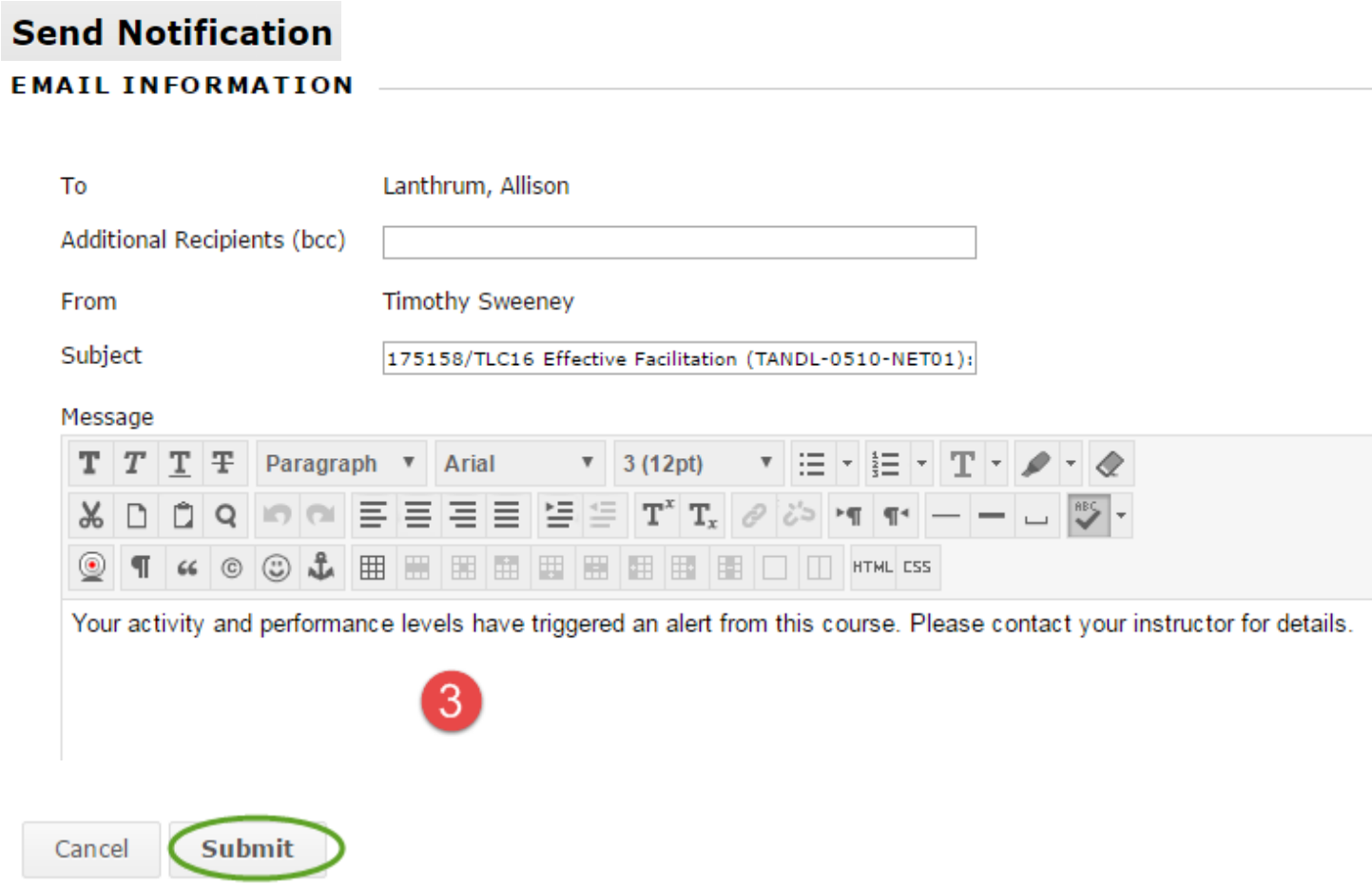
1. From the r**isk table** click on the **student's name** that you wish to notify.



2. Now, click the **Notify** button below the student's name, then choose **Students** from the menu.

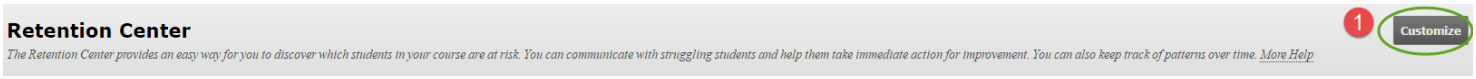


3. The **Send Notification** screen now appears. To send a notification to the selected student, complete a personalized message and then click **Submit** to send the notification.

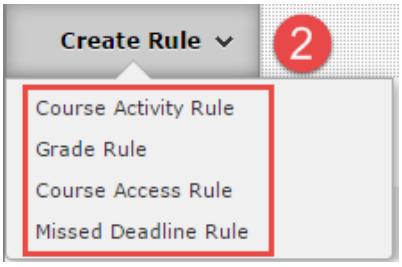


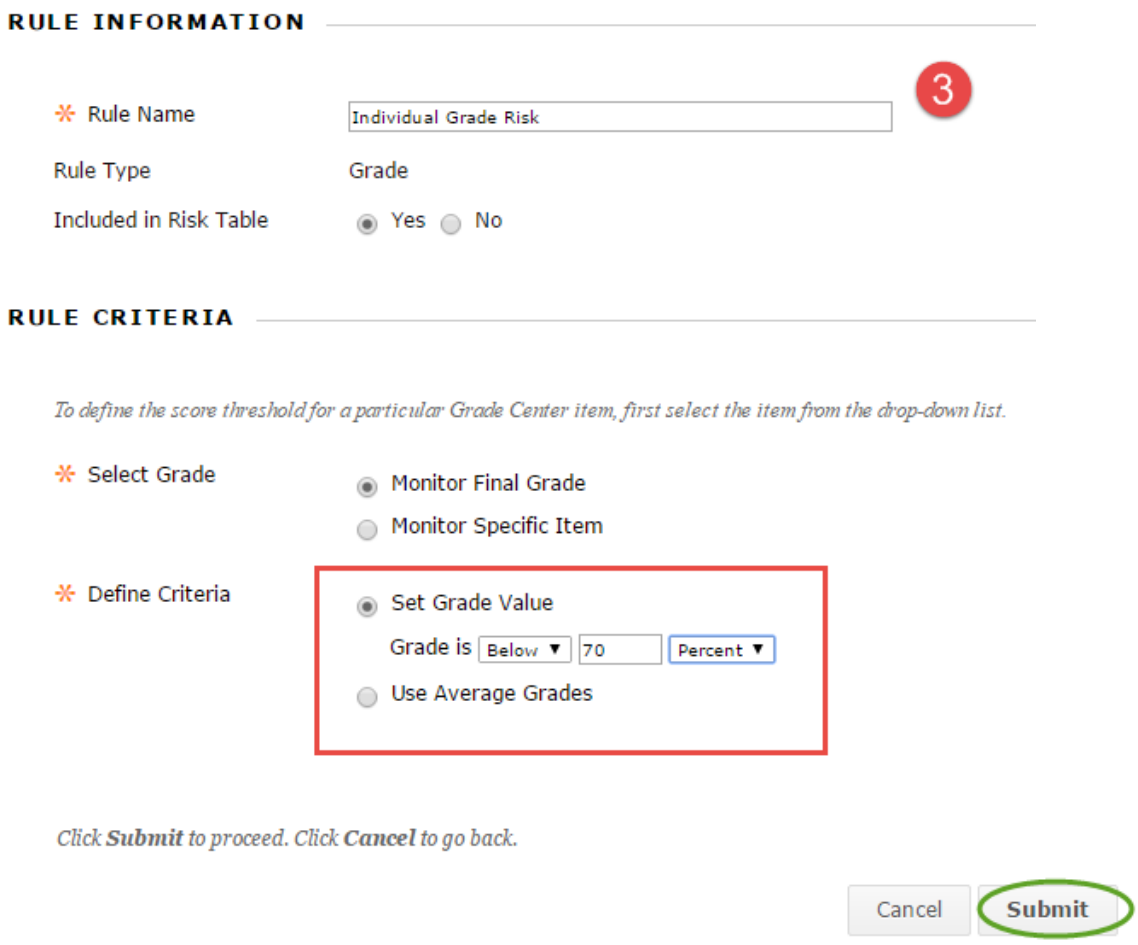
Creating Customized Rules

1. On the **Retention Center** screen, click **Customize** in the upper right-hand corner.



2. Click, **Create Rule** and choose the type of rule you wish to create from the 4 rule types on the menu.



Here, we need to give the new rule a name, and define the criteria of the rule. (In this case, we are looking at a Grade Rule to alert the instructor of students that have less than 70% in the class.)

3. Complete the **Rule Name** and **Rule Criteria** sections of this screen and then click **Submit** to save the rule.