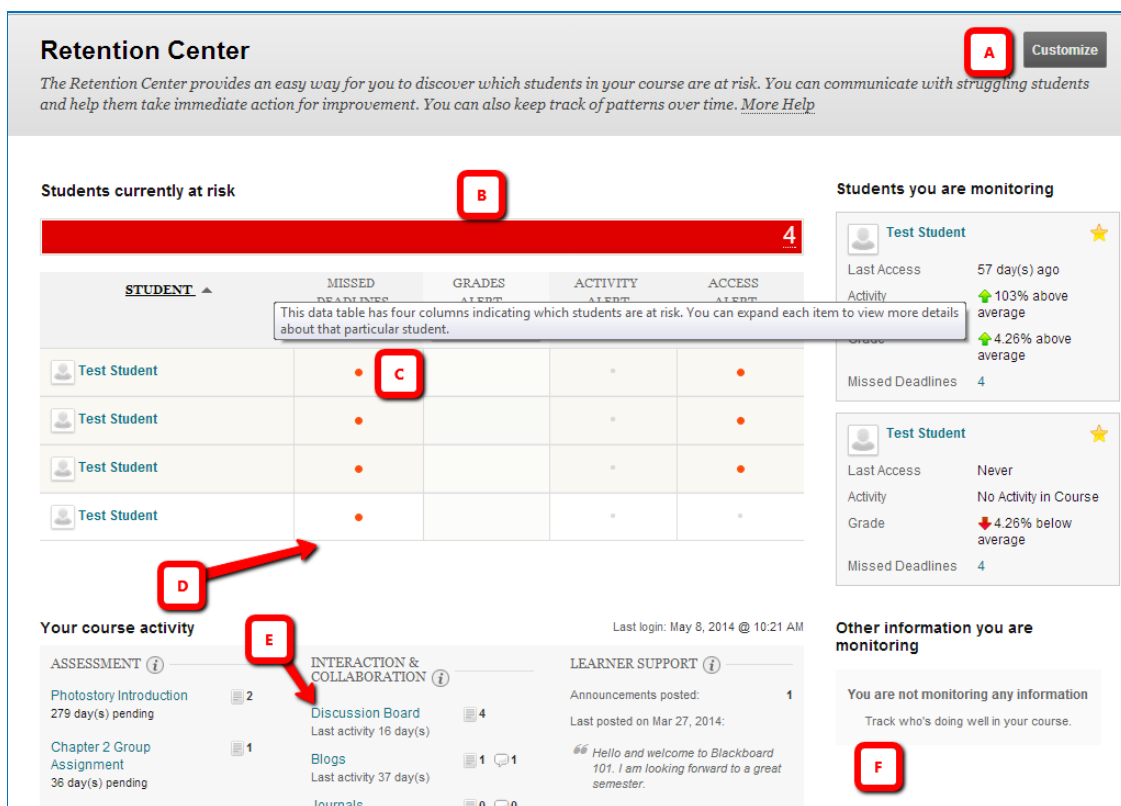


## The Retention Center Page

The central feature of the Retention Center page is the Risk Table. This table displays basic information about whether students have missed due dates, let their grades fall below a specified average, or not accessed the course for a specified amount of time. The criteria for these alerts are pre-set in Blackboard, but Instructors can modify them for their own purposes. Click the **Customize** button at the top-right of the page to create, modify, and delete criteria.



**Retention Center** A **Customize**

*The Retention Center provides an easy way for you to 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** B

4

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Test Student	● C	●	●	●
Test Student	●	●	●	●
Test Student	●	●	●	●
Test Student	●	●	●	●

**Students you are monitoring**

Test Student ★

Last Access 57 day(s) ago

Activity ▲ 103% above average

Grade ▲ 4.26% above average

Missed Deadlines 4

Test Student ★

Last Access Never

Activity No Activity in Course

Grade ▼ 4.26% below average

Missed Deadlines 4

**Your course activity** Last login: May 8, 2014 @ 10:21 AM

ASSESSMENT ⓘ

Photostory Introduction 279 day(s) pending 2

Chapter 2 Group Assignment 36 day(s) pending 1

INTERACTION & COLLABORATION ⓘ

Discussion Board Last activity 16 day(s) 4

Blogs Last activity 37 day(s) 1 1

Journals 0 0

LEARNER SUPPORT ⓘ

Announcements posted: 1

Last posted on Mar 27, 2014:

#6 Hello and welcome to Blackboard 101. I am looking forward to a great semester.

**Other information you are monitoring**

You are not monitoring any information

Track who's doing well in your course.

F

- A. Click the **Customize** button to create, modify, or delete rules for tracking performance in Retention Center.
- B. Click the Alert Bar to reveal a breakdown of the number of students with different types of alerts.

- C. Click an orange dot in the Risk Table for details on the student’s risk factors in that specific category. From the detail box, you can click **Monitor** to add the student to Retention Center’s Monitoring Panel, or **Notify** to send a message to the student.
- D. The Risk Table shows at a glance which students have which types of alerts.
- E. The **Your course activity** panel lists details of what the Instructor has done in various portions of the course and the dates of the most recent activity.
- F. The Monitoring Panel reveals details of specific students and other information you have chosen to monitor.

## The Alert Bar

Click the bar above the Risk Table to display a summary of the Risk students in your course, broken down by the four built-in risk categories.

**Retention Center**  
*The Retention Center provides an easy way for you to discover which students in your course are at risk. You can contact them and help them take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)*

**Students currently at risk** 4 student(s) at risk

4 [View all risk](#)

STUDENT ▲	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Test Student	●	●	●	●
Test Student	●	●	●	●
Test Student	●	●	●	●
Test Student	●	●	●	●

Click a colored section of that bar to access more information.

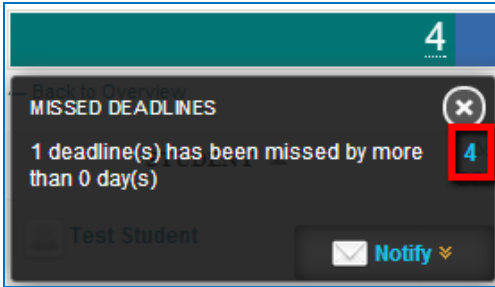
**Students currently at risk**

- 4 student(s) missed deadlines
- 3 student(s) did not contribute

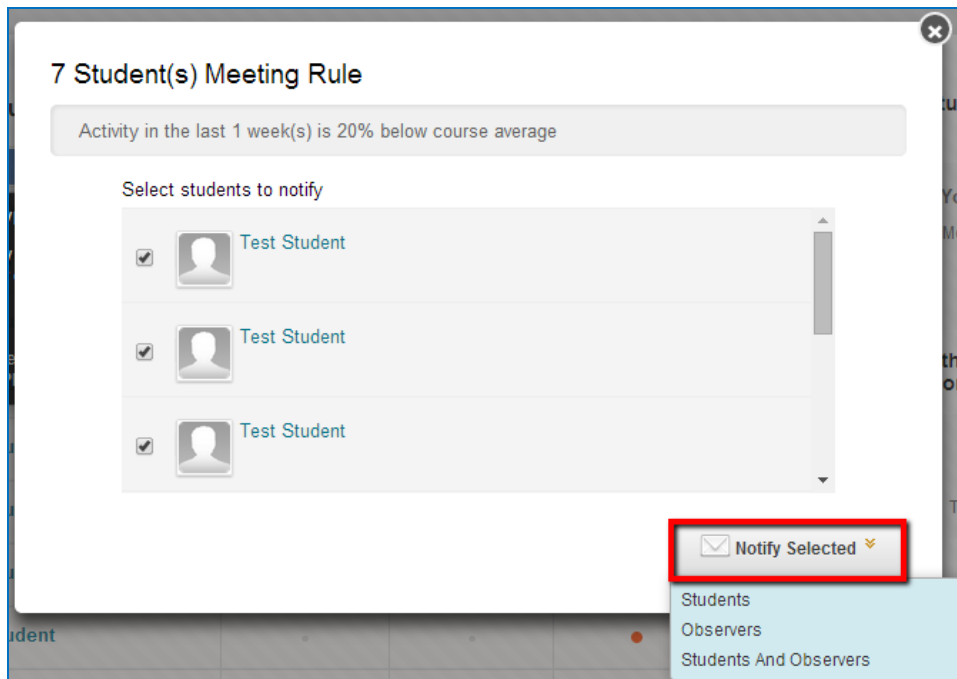
4 3 4

[← Back to Overview](#)

You can drill down further by clicking links in the pop-up boxes. For example, in a Missed Deadlines box, you can click the displayed number to access a list of students triggering the alert.



From the pop-up window that appears, you can point to **Notify Selected** to send a message to the students or their observers reminding them of the due dates they may have missed.



Note that you can access students and their observers from the **Notify** drop-down list in either box. Observers are typically assigned to follow specific users in Blackboard Learn without interacting with the system, such as parents or counselors. Observers are able to view the course and track students' progress.

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 of recipients is not revealed to the group.

## The 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 via the **Customize** button. (See the tutorial on *Customizing the Retention Center*.)

Each time you access the Retention Center, 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 the table by a particular column by clicking the column's heading. By default, the table is sorted by most to least at-risk students, and then alphabetically.

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT ▲	ACCESS ALERT
Test Student	●	·	●	●
Test Student	●	·	●	●
Test Student	●	·	●	●
Test Student	●	·	·	●

Click the orange dot indicator in a student's cell to display more information, include the student in the Monitoring Panel, or send an email to the student or observer.

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT ▲	ACCESS ALERT
Test Student	●	·	●	●
<div style="background-color: #333; color: white; padding: 10px;"> <p><b>MATCHING RISK FACTORS</b></p> <ul style="list-style-type: none"> <li>● Activity in the last 1 week(s) is 20% below course average</li> </ul> <p>Activity: <span style="color: green;">▲</span> 103% above average</p> <p style="text-align: right;">Last Refreshed: 4/27/14 12:00 AM</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid red; padding: 2px;">Add the student to the Monitoring Panel.</div> <div style="border: 1px solid red; padding: 2px;">Send email to the student or observer.</div> <div style="border: 1px solid red; padding: 2px;">Close this pane. <span style="float: right;">✕</span></div> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 5px;"> <span>★ Monitor</span> <span>✉ Notify</span> </div> </div>				
Test Student	●	·	●	●

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;
- whom you assigned to help the student; and
- possible teaching assistant or student mentor opportunities.

The screenshot shows a student profile for 'Test Student' with an 'AT RISK' status. Below the profile name are 'Monitor' and 'Notify' buttons. The 'Risk Factors' section contains a table with four columns: MISSED DEADLINES, GRADES ALERT, ACTIVITY ALERT, and ACCESS ALERT. The 'ACTIVITY ALERT' column is highlighted in black and contains the text 'No Activity in Course' and 'Activity in the last 1 week(s) is 20% below course average'. The 'ACCESS ALERT' column contains 'Never' and 'Last access more than 5 day(s) ago'. Below the table is a 'show all rules' link. The 'Notification History' section shows 'No communications yet...' and 'Notifications to students and notes will appear here.' with an asterisk icon.

MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
None	95.00% <span style="color: green;">▲</span> 7.00% above average	<b>No Activity in Course</b> Activity in the last 1 week(s) is 20% below course average	<b>Never</b> Last access more than 5 day(s) ago

After viewing the student’s information, you can return to the Retention Center page using the breadcrumbs at the top.


The screenshot shows a breadcrumb trail at the top of a page. The trail consists of three items: 'Evaluation', 'Retention Center', and 'Retention Status'. The 'Retention Center' item is highlighted with a red rectangular box. Below the breadcrumb trail is a navigation bar with a search icon, a plus sign, and a dropdown menu showing 'Training Course 01'. To the right of the navigation bar is a large grey button labeled 'Retention Status'.

## The Monitoring Panel

In the panel to the right of the Risk Table, you can view two types of information:

- **Students you are monitoring:** Click an orange dot indicator in the Risk Table to view a student’s specific alert information. Then, click the **Monitor** button to place the student’s information in this panel. This list allows you to follow the progress of students deemed 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 need to monitor only occasionally.

**Students you are monitoring**


 **Test Student** ★

Last Access 48 day(s) ago

Activity ▲ 103% above average

Grade ▲ 4.26% above average

Missed Deadlines 3

 **Test Student** ★

Last Access Never

Activity No Activity in Course

Grade ▼ 4.26% below average

Missed Deadlines 3

**Other information you are monitoring**

You are not monitoring any information

Track who's doing well in your course.

Click any student's yellow star icon to remove that student from the Monitoring Panel.

## Your Course Activity

The section below the Risk Table provides a one-stop collection of your activity, engagement, and participation in your course. This data helps you become more aware of how your behaviors are (or are not) contributing to student success. The information provided includes:

**Your course activity** Last login: Apr 29, 2014 @ 1:51 PM

<p><b>ASSESSMENT</b> ⓘ</p> <p>Photostory Introduction <span style="float: right;">☰ 1</span> 270 day(s) pending</p> <p>Chapter 2 Group Assignment <span style="float: right;">☰ 1</span> 27 day(s) pending</p>	<p><b>INTERACTION &amp; COLLABORATION</b> ⓘ</p> <p>Discussion Board <span style="float: right;">☰ 4</span> Last activity 7 day(s)</p> <p>Blogs <span style="float: right;">☰ 1</span> <span style="float: right;">💬 1</span> Last activity 28 day(s)</p> <p>Journals <span style="float: right;">☰ 0</span> <span style="float: right;">💬 0</span> No activity yet</p> <p>Groups <span style="float: right;">20</span> Create a group</p>	<p><b>LEARNER SUPPORT</b> ⓘ</p> <p>Announcements posted: <span style="float: right;">1</span></p> <p>Last posted on Mar 27, 2014:</p> <p><i>“ Hello and welcome to Blackboard 101. I am looking forward to a great semester. ”</i></p> <p><a href="#">Post an announcement</a></p>
		<p><b>COURSE DESIGN</b> ⓘ</p> <p>Last content created on Apr 22, 2014: Training Test</p>

- your last login date for the course;
- the time lag for grading students' 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;
- recent announcements; and
- fresh course content.

This information is exclusively for you. Students and other Instructors 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 quickly to engage with your students who may be performing below expectations. For example, click an assignment link to begin grading and provide feedback. You can access communication tools such as Journals to interact with students, or post an announcement to the class.