Inside your course’s Retention Center, Blackboard provides four default rules that give you alerts about student performance. You can edit these rules and add others to customize alerts for course. When you create or edit rules, you determine which ones appear in the risk table on the Retention Center page. The four default rules are:

- Missed Deadlines (Missed Deadline Rule)
- Grades Alert (Grade Rule)
- Activity Alert (Activity Rule)
- Access Alert (Course Access Rule)

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. You can also create a grade rule that alerts you if a student’s total grade for your course falls to a certain percentage.

1. On the Retention Center page, click Customize on the action bar.
2. The **Customize Retention Center** page displays with the four default rules listed. Any additional rules you create will also appear here. Notice you can select which rules to display in the **Risk Table** on the **Retention Center** page.

![Customize Retention Center page](image)

3. To create a new rule, point to **Create Rule** on the action bar. Click on the desired rule type on the drop-down menu.

![Create Rule](image)

The **Retention Center** rules listed here are outlined in the following sections.
Blackboard measures the time a student works in a course using the data generated from his "clicks." A student is assumed to be working in a course from the time he clicks on something in the course until the time he 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 Release rules are not taken into account.

### Course Activity Rule

Alert is based on students’ overall activity within your course. Students who are below a defined level of activity trigger the alert.

<table>
<thead>
<tr>
<th>Rule Information</th>
<th>Rule Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rule Name</strong></td>
<td>User Activity in the Last 5 Days is 10% below avg</td>
</tr>
<tr>
<td><strong>Rule Type</strong></td>
<td>Course Activity</td>
</tr>
<tr>
<td><strong>Included in Risk Table</strong></td>
<td>Yes</td>
</tr>
</tbody>
</table>

* Indicates a required field.
To determine when a grade triggers an alert, select **Monitor Final Grade** or **Monitor Specific Item** and select the column for the graded activity.

Select **Set Grade Value** or **Use Average Grades**. Either selection displays a drop-down menu to select **Above** or **Below** and the **Points** or **Percentage**.
**Course Access Rule:** 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. The default is 5 days.

Enter the number of days since last access here.
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.
Customizing The Retention Center Rules

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 Center page and click Use Defaults? in the appropriate column heading. The default rule and criteria are added. You can use the rule as is or edit it.