Retention Center Overview

The Retention Center helps faculty give focused attention to students who need it. From the Retention Center, faculty can communicate with struggling students and help them take immediate action for improvement. The information in the Retention Center is for instructors only and is not seen by your students.

*This new feature replaces the Early Warning System with easy workflows, while retaining all existing Early Warning System data and rules.*

Access the Retention Center

There are two ways to access the Retention Center:

2) On the course Control Panel, under Evaluation.

Stopping and Starting Tracking

Any course you teach will appear on the left panel of Retention Center page in My Blackboard. Click its link to access details in the right panel. Click the Stop tracking this course link to remove it from the right panel. If removed, the course title will be grayed out on the left panel. Warnings will no longer be refreshed. Inside the course, the Retention Center will be hidden in the Evaluation section of the course Control Panel.
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To start tracking it again, simply click its link on the Retention Center’s left panel in My Blackboard.

The Retention Center Page

To access details, click the See Details link on the Retention Center page in the My Blackboard menu. Or, click the Retention Center link under Evaluation on the Control Panel.

Click the colored bar for a summary of at-risk students. Click each section for pop-up windows with more information.

Click hyperlinks to drill down to more details.

Click the Notify link to send an email notification. If you send an email to more than one student, that student does not see the other recipients.

The At-Risk table contains details on each student. See details below.

View information you are monitoring in this right panel. See the Monitoring Panel.
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At-Risk Table
The main table displays which students are at risk in one or more of four default rules:

- **Missed Deadlines**: 1 deadline(s) has been missed by more than 0 day(s).
- **Grades Alert**: External Grade is 25% below class average.
- **Activity Alert**: Activity in the last 1 week(s) is 20% below course average.
- **Access Alert**: Last access occurred more than 5 days ago.

When you access the Retention Center, the data is refreshed. However, the data for the course activity rule is recorded once a day.

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

You can create as many rules as you need in each category. To customize the table rules, click the **Customize** button at the top of the page. See the detailed step-by-step instructions for “Customizing Rules for the Retention Center.”
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Monitoring Panel

In the right side panel, two types of information are available:

**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 individualized 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.