

# Using the Retention Centre in Blackboard

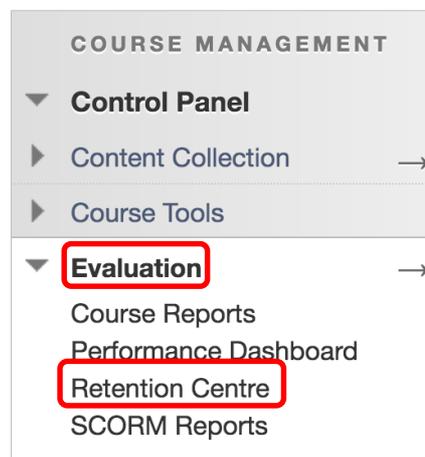
Using the **Retention Centre** in Blackboard will enable you to monitor your students' progress, and provide reminders and additional feedback for those students at risk of failing. It will also enable you to monitor grade distributions as required. You can email students directly from the Retention Centre, and keep notes of any support or advice provided. Note: it is recommended you set up **Grade Centre** before starting to use the **Retention Centre**. For more information, please read our guide on the **Grade Centre**.

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## Getting into Retention Centre

Under Course Management in the left-hand menu, click on **Evaluation**, then on **Retention Centre**.



## Overview of Retention Centre Dashboard

**1** **Students currently at risk**

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
SoNMS Test User	●	-	●	●
Ferguson Roper_PreviewUser	●	-	●	-
Vijay Jesuraj_PreviewUser	●	-	●	●
Inna Geoghegan_PreviewUser	●	-	●	●
Test User2	●	●	-	-
Shanice Mackay	●	●	●	●

**3** **Students you are monitoring**

**Inna Geoghegan\_PreviewUser** ★

Last Access: 26 days ago

Activity: No Activity In Course

Grade: ▲ 5.50% above average

Missed Deadlines: 13

**Ferguson Roper\_PreviewUser** ★

Last Access: 18 minute(s) ago

Activity: No Activity In Course

Grade: No Grade In Course

Missed Deadlines: 13

**2** **Your course activity**

Last login: 06-Dec-2017 @ 12:17

<p><b>ASSESSMENT</b> ⓘ</p> <p>MID501 Assignment 330 days pending <b>2</b></p> <p>Blackboard assessment 125 days pending <b>2</b></p> <p>8 November 17 27 days pending <b>1</b></p> <p>Education 26 days pending <b>1</b></p> <p>9 November 2017 22 days pending <b>1</b></p>	<p><b>INTERACTION &amp; COLLABORATION</b> ⓘ</p> <p>Discussion Board No activity yet <b>0</b></p> <p>Blogs No activity yet <b>0</b> <b>0</b></p> <p>Journals No activity yet <b>0</b> <b>0</b></p> <p>Groups Create a group <b>8</b></p>	<p><b>LEARNER SUPPORT</b> ⓘ</p> <p>No activity yet</p> <p>Post an announcement</p> <p><b>COURSE DESIGN</b> ⓘ</p> <p>Last content created on 13-Nov-2017: BB 13 Nov</p>
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**4** **Other information you are monitoring**

**MISSED DEADLINES**

Deadline for Turnitin Direct Assignment - Qualitative Rubric and Percentage (Overall Grade 100[100] has been missed by more than 1 day(s)) **0 students meeting rule**

**GRADES ALERT**

Grade for Assignment - Example assignment[100] is below 61% External Grade is below 50% **1 students meeting rule<**

**ACTIVITY ALERT**

30% below course average in the last 30 Day(s)(s) **5 students meeting rule**

**1 Risk Table**  
The risk table provides a quick glance overview of the alerts in four categories: **Missed Deadlines**, **Grades Alert**, **Activity Alert**, and **Access Alert**. A red dot indicates the student is at risk due to an issue in one of these areas, for example if they don't submit an assessment on time. Clicking on the red dot will provide more information, and allow you to **Monitor** or **Notify** the student.

**2 Your Course Activity**  
**Assessment** shows you any unmarked assessments. **Interaction & Collaboration** shows your activity in interactive areas of Blackboard such as the discussions boards and groups. **Learner Support** encourages you to regularly make announcements. **Course Design** encourages you to stagger the release of content to keep students engaged, and the Blackboard site fresh.

**3 Students You Are Monitoring**  
You can keep a closer eye on certain students, if you choose to **Monitor** them. They will show up to the right of the risk table with a star next to their name. Clicking on a student name will give you more information on any retention alerts, allow you to email the student directly, and allow you to keep private notes on your interaction with them.

**4 Other Information You Are Monitoring**  
This section includes any **Custom Rules** you have setup for monitoring. You can create new rules that trigger retention centre alerts by clicking on **Customise** in the top right-hand corner of the dashboard.

## Basics of the Risk Table

Clicking on the red bar at the top will break down the information into the four categories: **Missed Deadlines**, **Grades Alert**, **Activity Alert**, and **Access Alert**. This will indicate how many students are at risk in each category.

Students currently at risk

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
SoNMS Test User	●	●	●	●
Ferguson Roper_PreviewUser	●	●	●	●
Vijay Jesuraj_PreviewUser	●	●	●	●

Clicking on one of the coloured bars then provides further details, and includes any **custom rule alerts** if these have been set up.

Students currently at risk

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
SoNMS Test User	●	●	●	●
Ferguson Roper_PreviewUser	●	●	●	●
Vijay Jesuraj_PreviewUser	●	●	●	●

6 2 5 4

GRADES ALERT

Grade for Weighted Total[up to 144] is below 55%

Grade for Turnitin Direct Assignment - Qualitative Rubric and Percentage (Overall Grade 100)[100] is above 69%

External Grade is above 80%

Notify

## Bulk Emailing Students

You can choose to notify students by email for each category by clicking **Notify** then **Students**.

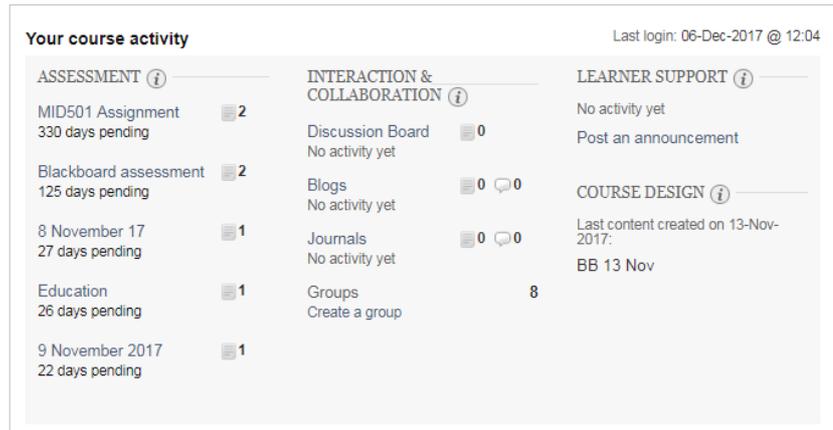
## Ordering the Risk Table

Clicking on the title of each of the categories in the **Risk Table** will order students by that risk indicator, and then alphabetically.

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Shanice Mackay	●	●	●	●
Test User2	●	●	●	●
Inna Geoghegan_PreviewUser	●	●	●	●

## Basics of Your Course Activity

Clicking on the titles in Your Course Activity will take you to each of those areas on Blackboard. For example, if you click on an assessment, it will take you to the **Needs Grading** section, or if you click on **Discussion Board**, it will take you to the **Forums** for reviewing and posting.



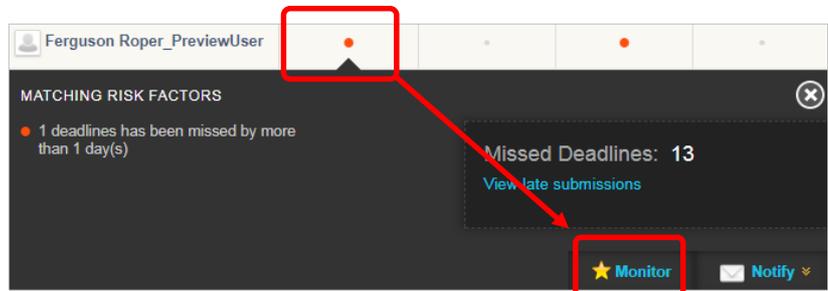
**Your course activity** Last login: 06-Dec-2017 @ 12:04

ASSESSMENT	INTERACTION & COLLABORATION	LEARNER SUPPORT
MID501 Assignment 330 days pending	Discussion Board No activity yet	No activity yet Post an announcement
Blackboard assessment 125 days pending	Blogs No activity yet	COURSE DESIGN
8 November 17 27 days pending	Journals No activity yet	Last content created on 13-Nov-2017: BB 13 Nov
Education 26 days pending	Groups Create a group	
9 November 2017 22 days pending		

## Monitoring Specific Students

There are two main ways to ensure you are monitoring specific students. This may be because they are at risk of failing or have special needs.

1. Click on the red dot in the **Risk Table**, and click **Monitor**
2. Click on the student name, then when the next page loads, click on **Monitor**.



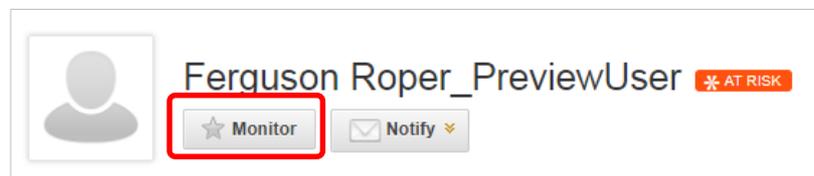
Ferguson Roper\_PreviewUser

**MATCHING RISK FACTORS**

- 1 deadlines has been missed by more than 1 day(s)

Missed Deadlines: 13  
[View late submissions](#)

★ Monitor Notify

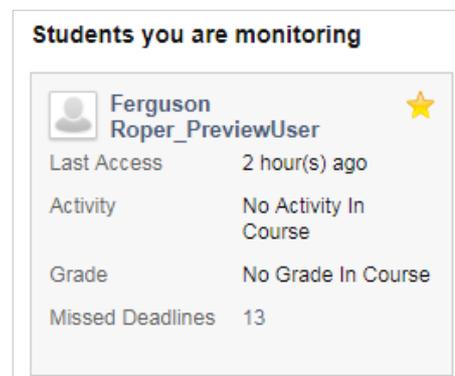


Ferguson Roper\_PreviewUser **AT RISK**

★ Monitor Notify

Students will then show up on the main page of the **Retention Centre** in the top right corner, under **Students you are monitoring**.

Clicking on a student name in the **Risk Table** or under **Students you are monitoring**, will take you to that student's personal details page.



**Students you are monitoring**

Ferguson Roper_PreviewUser	★
Last Access	2 hour(s) ago
Activity	No Activity In Course
Grade	No Grade In Course
Missed Deadlines	13

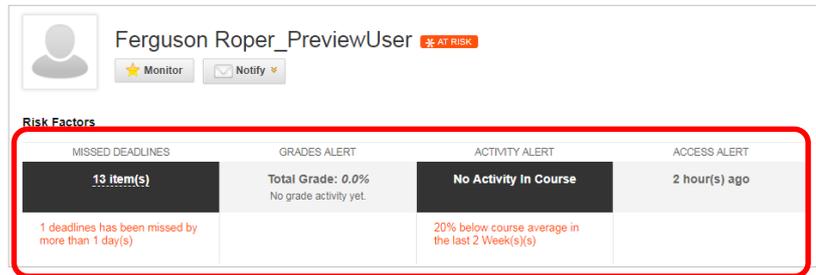
## Communication and Making Notes for Specific Students

Clicking on a student name in the **Risk Table** or under **Students you are monitoring**, will take you to that student's personal details page.

**Risk Factors** show any alerts triggered by the student for each category.

Click **Add a Note** to keep records of student interaction or other important details. Be sure to click **Save**.

All **Notes** and **Emails** will be stored on the student's individual details page. You can edit or delete notes as needed, but you can't modify emails once sent.

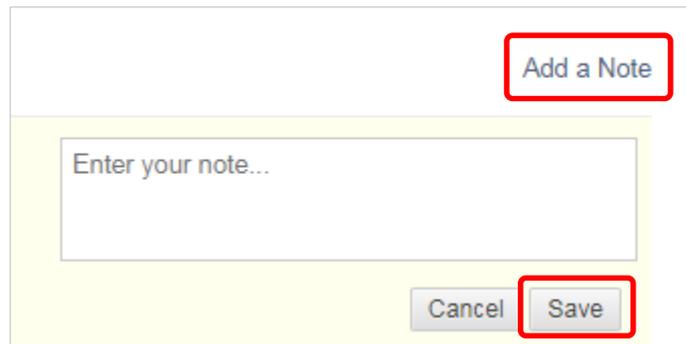


Ferguson Roper\_PreviewUser \* AT RISK

★ Monitor    ✉ Notify

**Risk Factors**

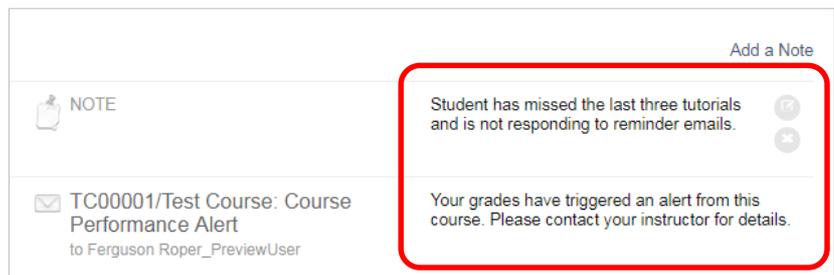
MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
<b>13 item(s)</b> <small>1 deadlines has been missed by more than 1 day(s)</small>	<b>Total Grade: 0.0%</b> <small>No grade activity yet.</small>	<b>No Activity In Course</b> <small>20% below course average in the last 2 Week(s)(s)</small>	<b>2 hour(s) ago</b>



**Add a Note**

Enter your note...

Cancel    **Save**



Add a Note

**NOTE**

Student has missed the last three tutorials and is not responding to reminder emails.

**✉ TC00001/Test Course: Course Performance Alert**  
to Ferguson Roper\_PreviewUser

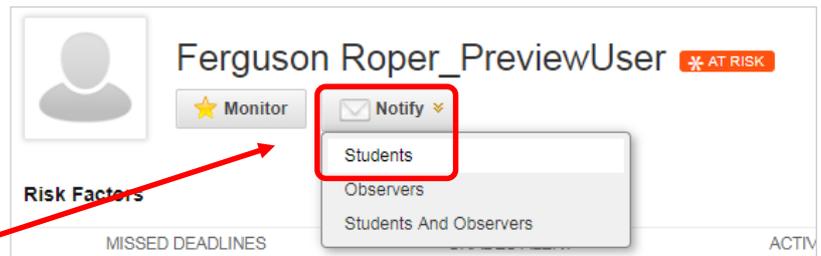
Your grades have triggered an alert from this course. Please contact your instructor for details.

## Emailing Students

You can email students directly through the **Retention Centre**. There are many ways to do this, including **bulk emails** and **individual emails**.

For **Bulk Emails**, please see the **Basics of the Risk Table** above.

For **Individual Emails**, click on a student name anywhere in the **Retention Centre**. This will take you to the student's individual details page. Click **Notify** then **Students**.



## Email Options

1. You can **BCC** or **Blind Carbon Copy** in additional people to your emails to students, such as the Unit Coordinator or Course Coordinator.
2. Edit the subject as you see fit.
3. Edit the text in the editor. For a full list of text editor options, see: <https://goo.gl/BWQPRQ>
4. Click **Attach a file** if you'd like to attach a file from your computer.
5. Be sure to hit **Submit**. Your email will be recorded in the student's personal details page.

**EMAIL INFORMATION**

To: Roper\_PreviewUser, Ferguson

Additional Recipients (bcc):

From: Ferguson Roper

Subject: TC00001/Test Course: Course Performance Alert

Message

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

Path: p Words: 15

Include list of recipients  
A copy of this email will be sent to the sender.

Attachments:

Click **Submit** to proceed. Click **Cancel** to go back.

## Creating Custom Rules for the Retention Centre

1. Click on **Customise**

### Retention Centre

Customise

The Retention Centre 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](#)

2. Click on **Create Rule**

3. Choose the **category** of the rule you want to create. This mirrors the four categories in the **Risk Table**.



4. You can edit any custom or default rule by clicking on the drop-down arrow next to each rule, then clicking **Edit**.

5. Be sure to hit **Submit** when creating or editing rules.

See the options for each rule below.

Name ▲	Type
Default Activity Rule	Course Activity
Default Course Access Rule	Course Access
Default Grade Rule	
Default Missed Deadline Rule	Deadline

<ul style="list-style-type: none"> <li>Edit</li> <li>Include In Risk Table</li> <li>Exclude from Risk Table</li> <li>Delete</li> </ul>
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## Course Access Rule

The default **Course Access Rule** is triggered if a student hasn't logged into the course for more than 5 days.

You can change this to any number of days that suits your course.

**RULE CRITERIA**

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

\* Days Since Last Course Access

## Course Activity Rule

The default **Activity Rule** is triggered when user activity in the last week is more than 20% below average.

You can change the time-frame and activity level, either above or below average.

**RULE CRITERIA**

*Course activity will be compared to the course average. Specify the acceptable activity threshold for the user.*

\* Define Criteria User Activity in the last  Days is  %  Average

## Grade Rule

The default **Grade Rule** is triggered when the aggregate final grade is more than 25% below average.

You can choose to **Monitor Final Grade** – which is an aggregate of all assessment scores, or **Monitor Specific Item**.

You can set the grade to be based on an absolute value with **Set Grade Value**, or relative to the average grades amongst all students in the course, with **Use Average Grades**.

You can also monitor grade distributions and high achieving students by creating a custom **Grade Rule**.

**RULE CRITERIA**

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

\* Select Grade

Monitor Final Grade

Monitor Specific Item

Select Column:

\* Define Criteria

Set Grade Value

Use Average Grades

Grade is  the average grade by a percentage of:  %

\* Define Criteria

Set Grade Value

Grade is

Use Average Grades

## Missed Deadline Rule

The default **Missed Deadline Rule** is when an assessment item is submitted later than the due date. You can modify this rule to trigger when students miss more than one deadline, or by more than one day. You can also choose to monitor all deadlines or specific deadlines.

**RULE CRITERIA**

*You can select assignments, tests, and surveys with a due date. Due dates appear in parentheses in the drop-down list.*

\* Define Criteria

Monitor all course deadlines

Deadline(s) have been missed by   days

Monitor Specific Deadline

**For More Information on Retention Centre**

[https://help.blackboard.com/Learn/Instructor/Performance/Retention\\_Center](https://help.blackboard.com/Learn/Instructor/Performance/Retention_Center)