Retention Center

The Retention Center in Blackboard is an early detection tool that allows instructors to identify students who need interventions and assistance in a course. Using the default settings in the Retention Center, instructors can instantly view which students are “at-risk” and the factors contributing to their performance shortfalls. From the Retention Center, instructors can communicate directly with students who are struggling and assist them with actions for improvement.

The Retention Center requires no setup. However, some customization of the default settings can be used to track top performers or additional benchmarks at the instructor’s discretion. The Retention Center tool is located on the Course Control Panel under Evaluation.

Retention Center Displays

The Retention Center consists of three primary displays: the At-Risk Table, the Right Side Panel, and the Your Course Activity Area. By using all three of these displays, instructors can actively track student performance and measure improvement.

The At-Risk Table

- **Red dot indicator**: informs instructor that there is an issue in the above category based on the
- **Total students at risk based on table**
- **Student name**: provides additional information about the individual student’s performance

The main table displays which students are at risk in one or more of four categories:

- Missed Deadlines;
- Grades;
- Course Activity;

Course Access.

The red dot indicator in a student's cell indicates a potential issue in one of the categories above. *Click* the red dot indicator for more information, to include the student in the monitoring section in the right panel, or to send an email.

The student's names also contain information regarding their performance in the online course. *Click* the students' names to access their Retention Status pages or view their risk factors and the notification emails you have sent. Instructors can also add the following private notes about an individual student:

- Remedial activities or accelerated materials offered;
- Special accommodations for disabilities or language barriers;
- One-on-one meetings;
- Extra attempts allowed on assignments or tests;
- Who you assigned to help the student;
- Possible teaching assistant or student mentor opportunities.

Instructors can create new rules, edit existing rules, and delete rules by clicking *Customize* on the action bar. Instructors can create as many rules as needed in each category.

**Note:** When an instructor accesses the Retention Center, the data is refreshed. However, the data for the course activity rule is recorded once a day.

The Right Side Panel

In the right side panel allows instructors to highlight students in order to monitor specific students individually and view customized additional retention information.

- *Students you are monitoring:* This list allows instructors to easily check on the students who are most at risk in the course. Using this features allows the instructor to drill-down to specific “at-risk” students and track their improvement.
- *Other information you are monitoring:* This list shows rules instructors exclude from the risk table. For example, instructors can create a rule to display those users doing well in the course,
for activity that does not relate to risk, or for participation that only needs to be monitored occasionally.

To monitor specific students:

**Step 1.** Click a red dot indicator in the risk table to view a student’s specific alert information.

**Step 2.** Then, click the star icon to place the student’s information in this panel.

**The Course Activity Area**

The section following the risk table provides a one-stop collection of the instructor activity, engagement, and participation in your course. This data helps the instructor become more aware of how their behaviors are (or are not) contributing to student success.

If the course is taught 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.

Instructors can view the following information:

- Last login
- Time lag for grading student submissions
- Participation in the interactive components of their course
  - For example: the numbers appearing for blogs shows how many times the *instructor* has posted, not the students or co-instructors.
- Recent announcements posted in the course
- Newly added course content

“The earlier you can discover and remedy problems, the more successful students become. They are more likely to finish your course and continue the program through to graduation—the ultimate retention goal for an institution.” Blackboard Help (2015)