RETENTION CENTER IN BLACKBOARD LEARN+9

The Retention Center provides an easy way for faculty to determine and monitor students in a course who are at risk. Student engagement and participation in the course are visually displayed, quickly alerting you to potential risk based on preconfigured (default) rules and custom rules you create.
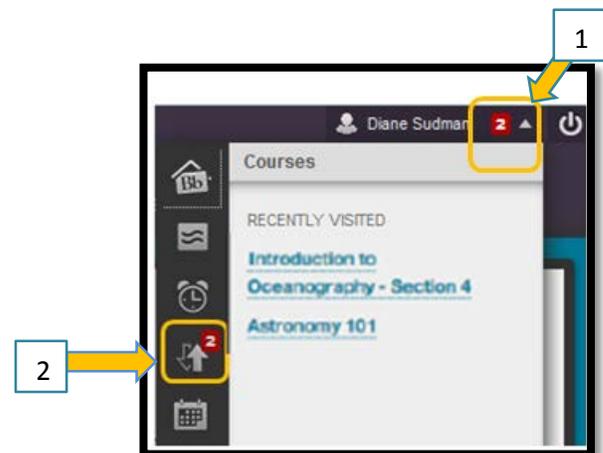
The Retention Center lets you:

- see at a glance student participation and activity,
- drill down for more specific information on areas of difficulty,
- communicate with struggling students and help them take action for improvement,
- keep track of emails and correspondence and make notes about student progress in the Retention Center, and
- Monitor your own activity in the course to determine your level of engagement in the course components.
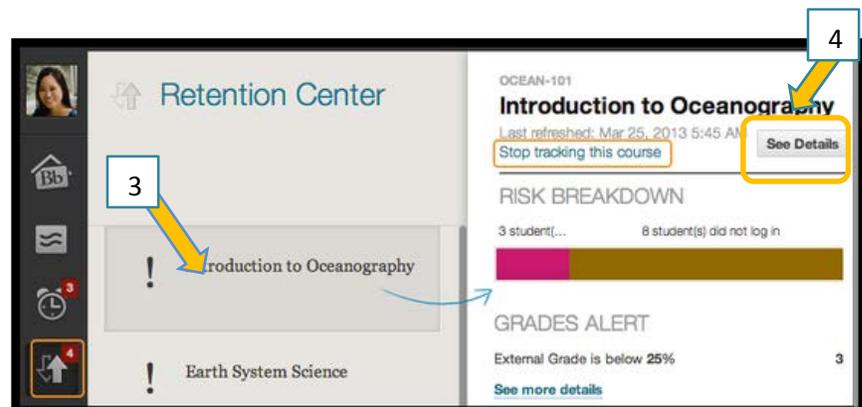
ACCESSING THE RETENTION CENTER

For an overview of all your courses in one view,

1. Open the Global Navigation menu,
2. Click the Retention Center icon.

3. Click the title of the course on the left side to see an overview on the right.

4. Use the **See Details** button to go to the Retention Center within that course.
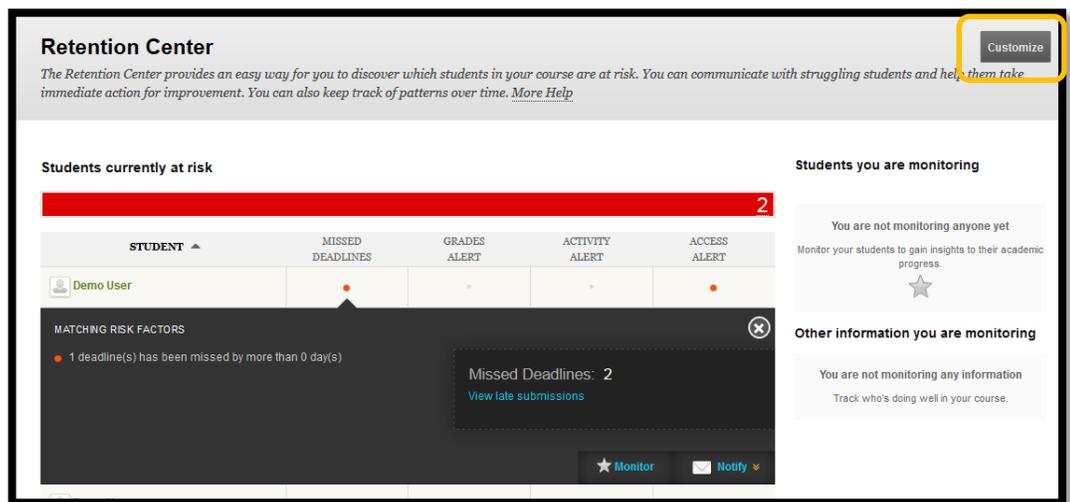
To access the Retention Center from within a course, use the link in the Course Management menu to open the At Risk Table (under **Control Panel**, go to **Evaluation** and then **Retention Center**).
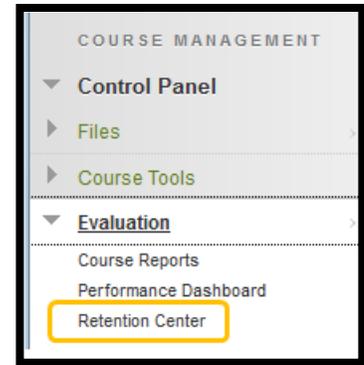
The main table displays which students are at risk in one or more of the following four categories:

- Missed Deadlines
- Grades
- Course Activity
- Course Access

VIEWING INFORMATION

- Click the colored bar to display a summary of the at-risk students.
- Click a colored section of the bar to access more information.
- Drill down deeper by clicking links in the pop-up boxes.
- Click the red dot indicator in a student's cell for more information, to include the student in the monitoring section in the right panel, or to send an email.
- Click students' names to access their **Retention Status** pages. View their risk factors and the notification emails you have sent, along with any private notes you have made.
- Sort columns by clicking the heading title. The table is sorted by most at risk students and then alphabetically.

CUSTOMIZING

You can customize rules by clicking **Customize** on the action bar in the Retention Center window.
- Edit a rule's name or criteria, or to determine whether or not the rule appears in the risk table.
- Create as many rules as you need.
- Delete a rule. NOTE: When you delete a rule, all your data remains intact.
- Restore a default rule that has been deleted by clicking **Use Defaults?** in the appropriate column heading.
- Determine which rules are included for display in the Risk Table.

Customize Retention Center

You can use the four default rules to begin receiving alerts about how your students are doing in your course. Edit the rules as necessary to customize them for your course.
More Help

Create Rule ∨

Actions ∨   Delete

	Included in Risk Table	Name △	Type	Criteria
☐	Yes	Default Activity Rule	Course Activity	Activity in the last 1 week(s) is 20% below course average
☐	Yes	Default Course Access Rule	Course Access	Last access more than 5 days ago
☐	Yes	Default Grade Rule	Grade	External Grade is 25% below class average
☐	Yes	Default Missed Deadline Rule	Missed Deadline	1 deadlines have been missed by more than 0 days

Actions ∨   Delete

Displaying **1** to **4** of **4** items   Show All   Edit Paging…

YOUR COURSE ACTIVITY

The section following the risk table provides an at-a-glance view of your own activity, engagement, and participation in the course. You can see:

- How many items need grading.
- How you are engaging your students by posting and commenting in discussions, blogs, and journals.
- The last time you created new content or posted an announcement.

Each time you enter your course, you can use this information to determine which course areas require your attention. The links in this section allow you to quickly take appropriate action to further engage your students. For example, click an assignment link to begin grading and provide feedback. Easily access your communication tools to interact with your students, or post an announcement.

This information is only for you, and other users cannot access it. If this course is taught with another instructor, this area shows only the activity and information specific to the instructor who is logged in to the course.