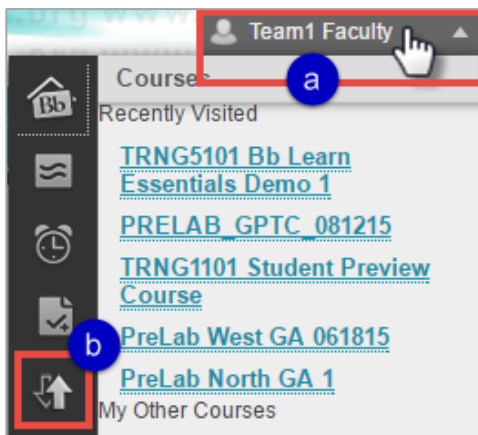


## Evaluation – Retention Center – Tracking Student Interaction

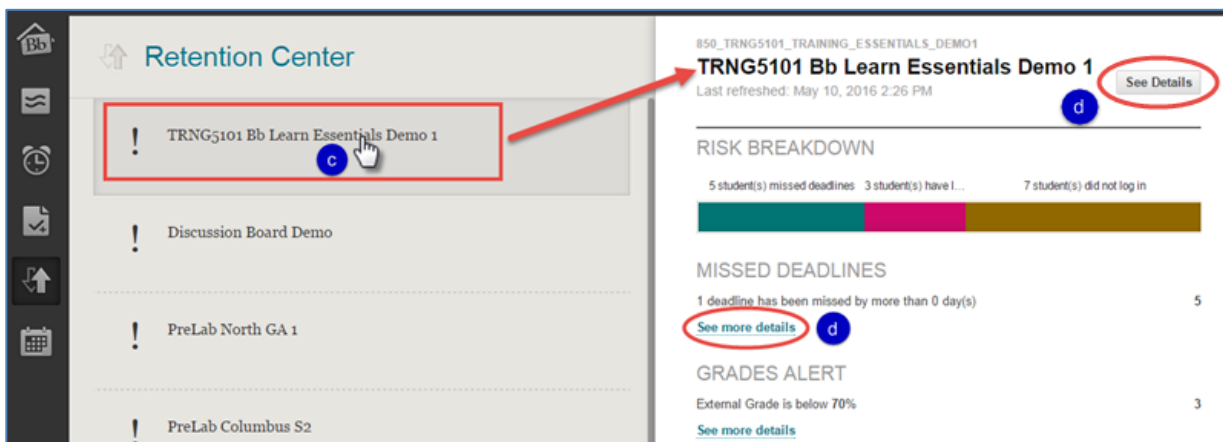
### Accessing the Retention Center

#### Method 1: Global Navigation Menu

- Look at the screenshot to the right. Select your name in the top right corner of the Blackboard screen to open the Global Navigation menu.
- Select the Retention Center icon with the two opposing arrows.



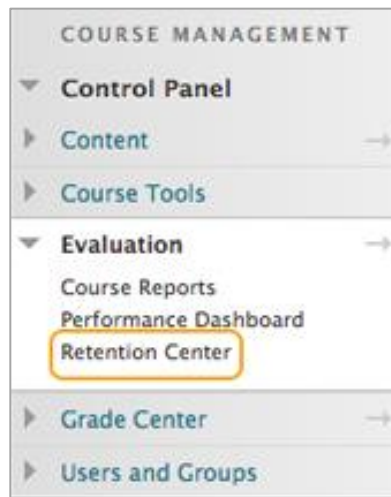
- Look at the screenshot below. Select the name of a course on the left side of the screen to see that course's Retention Center data on the right.
- Select any of the **See Details** links on the right to be taken to the full Retention Center in the course.



NOTE: You can see an overview of the Retention Centers in all your courses from here.

## Method 2: Course Control Panel

- a. Select **Evaluation**.
- b. Select **Retention Center**.



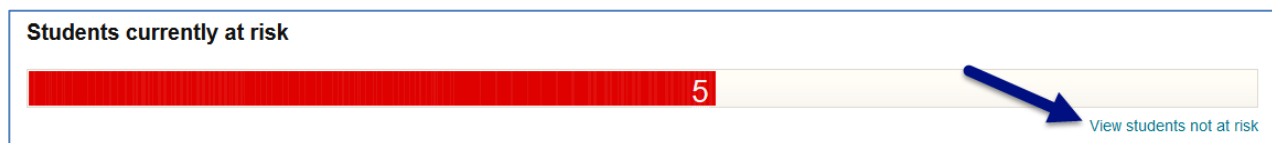
### The Retention Center Page

This page provides a summary of student performance as measured by the course's alert rules.

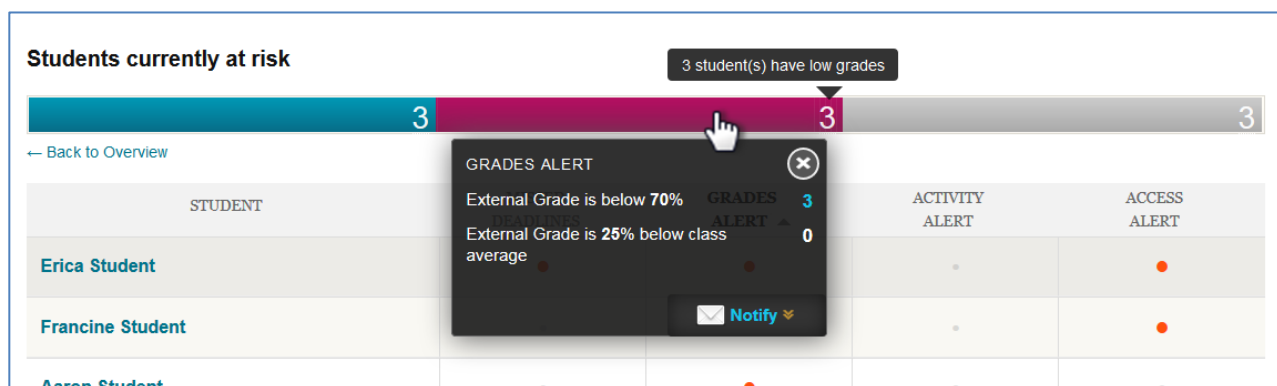
#### Summary Bar

The first tool on this page is a red bar that provides a summary of the information in the Risk Table below it. Select **View students not at risk** under the right side of the bar for a list of students who have not triggered any rules. You can send an encouraging email to some or all of them directly from the pop-up window that will appear.

NOTE: Students never see any other student's name in the To: field of Blackboard emails.



Select on or select the red bar to separate it into sections for each type of rule. Select one of the colored sections to access more information. You can drill in even further by selecting the links in the black pop-up boxes that appear when you select the section, or send the students an email by selecting the **Notify** option.



## Risk Table

There are four columns in the table for the four types of rules: missed deadlines (due dates), grades (high or low), activity (compared to other students) and access.

NOTE: The access rules *track* course access but *display* the last date of Blackboard access instead. Go to the Performance Dashboard to see course access date.

1 STUDENT	MISSED DEADLINES	GRADES ALERT ▲	ACTIVITY ALERT	ACCESS ALERT
Erica Student	●	2 ●	●	●
<div><div>MATCHING RISK FACTORS</div><div>● External Grade is below 70% 64.00%</div><div>Total Grade: 64.00%</div><div>↓ 14.89% lower than class average of 78.89%</div><div>3 ★ Monitor 4 ✉ Notify</div></div>				
Francine Student	●	●	●	●
Aaron Student	●	●	●	●
Carmen Student	●	●	●	●

1. The first column displays a list who have triggered one or more of the retention center alert rules.
2. Orange dots appear in a column when a student has triggered one or more alerts in that category. Select an orange dot to see details about why the student triggered the alert.
3. Select **Monitor** to temporarily add a summary of all the student's alerts to the right side of the screen in the Students You Are Monitoring section (explained in more detail on the following page).
4. Select **Notify** to send the student an email directly from the retention center. Edit the default subject line and message text to match the student's situation.

## Right-hand Panel

The screenshot shows a right-hand panel with two main sections. The top section, labeled '1 Students you are monitoring', features a student profile for 'Erica Student' with a star icon labeled '2'. The profile includes: 'Last Access' (4 day(s) ago), 'Activity' (172% above average with a green up arrow), 'Grade' (14.89% below average with a red down arrow), and 'Missed Deadlines' (1). The bottom section, labeled '3 Other information you are monitoring', shows a 'GRADES ALERT' with the text 'External Grade is above 79.4%'. To the right of this alert is a link labeled '4' that says '3 students meeting rule<'. The entire panel is enclosed in a blue border.

1. The Students You Are Monitoring section on the main Retention Center screen is a quick way to keep an eye on those students who appear to be at greatest risk, by showing you a brief summary of all their risk factors at the same time. The full details about each alert for a student are on his or her Retention Status page (explained in more detail on the following page).
2. Select the star near the student's name to remove the student's information from the right hand panel once he or she no longer needs that level of monitoring.
3. The Other Information You Are Monitoring section in the lower part of the right hand panel lists the rules that the instructor has chosen not to display in the Risk Table. Usually these are positive rules that the instructor doesn't want to mix in with the negative alerts.
4. Select the link to see the names of the students that have triggered the rule. You can send an encouraging email to some or all of them directly from the pop-up window that appears. Remember, students will never see any other student's name in the To: field, so the message will appear to have been sent to them alone.

## Your Course Activity

This section provides an overview of the instructor's activity, engagement, and participation in the course. The information is directly tied to the instructor's username and therefore only he or she can see it. Co-instructors cannot see each other's data.

The information in this area can help instructors become more aware of how their behaviors are or are not contributing to student success. Contact your college's Blackboard administrator for more information about how to interpret and use this data.

## The Retention Status Page

Select an individual student's name in the Risk Table to access his or her Retention Status page.

**Aaron Student** AT RISK 1

★ Monitor 2 ✉ Notify

**Risk Factors** 3

MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
None	69.55% <span>9.24% below average</span>	2% above average	11 minute(s) ago

4 External Grade is below 70% ☐

show all rules 5

**Notification History** 6

7 NOTE  
Created: May 10, 2016 @ 2:27 PM  
Created By: Annelise Berger  
Aaron's grades have improve 8% but he is still failing. Emailed him offering assistance 5/8/16. Cc'd Student Navigator.

8 ✉ Intro to UBW: Let's meet to Aaron Student  
Sent: Mar 2, 2015 @ 11:49 AM  
Sent By: Annelise Berger  
Hello,  
I'd like to meet with you about your progress in this course of that you can graduate from the program on time. Are you available tomorrow at 2 PM?  
Ima N. Instructor  
[read more...](#)

Sent: Feb 10, 2015 @ 1:32 PM  
Sent By: Team1 Faculty  
✉ Concerned about your grades to Aaron Student  
Hi!  
I've noticed your grades are slipping, please contact

[Add a Note](#)

1. Blackboard has labeled this example student as being at risk because he has triggered at least one of the rules, but note that it is the *instructor* who must decide whether or not the student is actually at risk. For example, not all low grades or missed deadlines are of equal importance, or a student may have a unique situation (such as an excused absence) that triggers an alert even though the student is not at generally at risk.
2. You can email the student by selecting **Notify** or add his or her name to the right-hand Students You Are Monitoring Panel on the main Attention Center page by selecting **Monitor**.
3. The top Risk Factor section (outlined with small red dots in the screenshot) shows the student's status for each of the rules.
4. Triggered alerts are highlighted in orange text.
5. Select **Show All Rules** to see the rules the student has not triggered (if there are any).
6. The lower Notification History section (outlined with green dashes in the screenshot) has a record of emails sent to the student and notes the instructor has added about him or her.

7. The notes are marked with a note icon. Select **Add a Note** on the right side (see blue arrow in the screenshot) to add a new note. These notes are not intended for students to see, although you should always keep in mind that all Blackboard records are subject to Georgia's Open Records Act.
  - a. Examples of notes include:
    - Information unique to the student such as his or her background, past work experience related to the course, future career plans after graduating from the program, etc.
    - Records of calls and meetings with the student, including what was discussed.
    - Recommendations regarding the college's learning support resources.
    - Lists of remedial activities or extra credit opportunities that were offered.
    - Explanations for grade and attendance anomalies and why they were or were not accepted or excused.
    - Any other information related to why the student was or was not successful in the course.
8. Emails are marked with an envelope icon.
  - a. Note that only the initial email that was sent to the student from the Retention Center is saved here. The student's reply and any subsequent back-and-forth messages are saved in the college's email system.
  - b. Emails sent from the course email tool or the grade center are not recorded here (or anywhere else inside Blackboard).

(Not shown in screenshot.) Use the breadcrumb trail or select the Retention Center link in the control panel shown in step 2 on the first page of this handout to return to the main Retention Center page.