Retention Center

The Retention Center is a tool used to monitor the performance of students and identify at-risk students. Alerts can be generated based on graded performance, late or missing course work, or attendance within the online course. The Instructor can choose to communicate a particular warning to just the student, the Student and an individual assigned as the student’s Observer, or just the student’s Observer. In addition, the Instructor has control over the message each time a warning is communicated. The Instructor can use the default message or modify it to more accurately communicate the seriousness of the situation.

Please keep in mind that rules are not constantly running in the background checking for events. You must manually refresh the Early Warning System to run the rules and check for events that will trigger a warning. Also, the Early Warning System does not automatically send messages. You must use the notify button to send e-mail to students (and/or observers).

Retention Center Rules

Rules determine when the Retention Center flags student performance. It is up to the Instructor to communicate the warning to the user using the Notify feature. There are four options for rules:

- **Grade Rule**: Identifies when student performance on an Assignment, Assessment, or manually graded item is equal to or below a certain level.

- **Missed Deadline Rule**: Identifies when a Student does not complete course work when it is due. A Missed Deadline Rule can only be used to track an Assignment or Assessment created through the Blackboard Learning System. Missed Deadline Rules cannot be created for manually graded items.

- **Last Access Rule**: Identifies the last time a Student accessed the course online.

- **Activity Rule**: Identifies students whose activity in the class is below a defined threshold.
To create a rule or change which rules are applied:

1. From the Control Panel, select Evaluation and then select Retention Center. Click on the Customize button in the upper right corner of the screen. On the Customize Retention Center click on the Create Rule button and select **Grade Rule, Missed Deadline Rule, Activity Rule or Access Rule**

2. Enter a name and availability for the rule and then set the rule criteria and click submit.
Modify and Delete a Rule

1. Hover over the rule name and then click on the drop down arrow next to the Rule name and select the desired option.

Notifying students that you consider them at risk:

1. Open the Retention Center.

2. Click on the name of the student of interest who is listed as currently at risk.

3. On the Retention Status page, Click on the Notify button and select message recipients.
4. Edit the Subject and Message and click Submit to send the notification. The notification may include attachments and users not associated with the course. Also, the sender may copy themselves on the message.

This documentation was modified from a document produced at Grand Valley State University.

Original document located at: