The Retention Center, available only to instructors, provides an easy way to discover which students in a course are at risk. Instructors can communicate with struggling students and help them take immediate action for improvement. Instructors can also keep track of patterns over time.

Accessing the Retention Center
The Retention Center may be accessed from the Global Navigation Menu in the My Blackboard area or the Evaluation menu from within a section.

The Global Navigation Menu
The My Blackboard area is accessible at the top right hand corner of any eCampus page.

1. Once inside eCampus, Click on the down arrow next to the user name. This is called the Global Navigation Menu.
2. Select the Retention Center icon. It looks like two arrows pointing in opposite directions.
3. On the following screen, Select the appropriate section on the left.
4. A summary of the selected section’s Retention Center will be displayed on the right.

The Evaluation Menu
In any eCampus course the Evaluation menu is accessible from the Control Panel.

1. Log in to eCampus and access a section.
2. Click on Evaluation, then Retention Center.
Exploring the Retention Center

The Retention Center is comprised of three main areas: the Risk Table, Monitoring Area, and Course Activity.

Customizing the Retention Center

The Retention Center depends upon rules to determine how to inform instructors of student performance. Those rules are created through the Customize button.

1. Click on Customize at the top right hand corner of the main Retention Center page.
2. Rules are created on the following page through the Create Rule drop down menu. The available rule types include Course Activity, Grade, Course Access and Missed Deadline.

By default, all sections will have one of each rule type: Activity, Course Access, Missed Deadline, and Grade.
Activity Rule
When creating an Activity Rule, users may determine the Rule Name, include it in the Risk Table and set the specific Rule Criteria. For Activity Rules users may set a recent timeframe for activity defined as a percentage above or below a certain threshold.

Course Access Rule
When creating a Course Access Rule, users may determine the Rule Name, whether or not it is to be included in the Risk Table and the specific Rule Criteria. For Course Access Rules users may determine a number of days since the last course access for an indicator to be displayed in the Risk Table.

Grade Rule
When creating a Grade Rule, users may determine the Rule Name, whether or not it is to be included in the Risk Table and the specific Rule Criteria. For Grade Rules users may determine what grade is monitored and the threshold for the Risk Table indicator to appear for a student.
Missed Deadline Rule

When creating a Missed Deadline Rule, users may determine the Rule Name, whether or not it is to be included in the Risk Table and the specific Rule Criteria. For Missed Deadline Rules a user may apply the same rule to all course deadlines or set specific monitoring criteria individually.

Students Currently At Risk

The number of students currently at risk according to all rule criteria are indicated by the red horizontal bar at the top of the Risk Table. Mouse over the bar to display the number of students at risk indicator. Clicking it expands the bar.

The expanded bar shows the numbers of student who are currently at risk according to rule criteria. Mouse over these bars to display information about risk type. Each colored bar can be clicked on to display the number of students who have triggered each rule type.

NOTE: Instructors may send email notifications to all users fitting the selected criteria. Those emails are not stored within the system and are sent to the email associated with the user.
Missed Deadlines
The Missed Deadlines box shows each Missed Deadline Rule and the number of students who meet the rule criteria. Clicking on the linked number opens a pop up allowing the user to notify select students of the missed deadline. Users may elect to notify all students of their missed deadlines through the Notify button.

Grades Alert
The Grades Alert box shows each Grades Alert Rule and the number of students who meet the rule criteria. Clicking on the linked number opens a pop up allowing the user to notify select students of their grade status. Users may elect to notify all students of their grade status through the Notify button.

Activity Alert
The Activity Alert box shows each Activity Alert Rule and the number of students who meet the rule criteria. Clicking on the linked number opens a pop up allowing the user to notify select students of their activity status. Users may elect to notify all students of their activity status through the Notify button.
**Access Alert**

The **Access Alert** box shows each **Activity Alert Rule** and the number of students who meet the rule criteria. **Clicking** on the linked number opens a pop up allowing the user to notify select students of their activity status. Users may elect to notify all students of their activity status through the **Notify** button.

![Access Alert Example](image)

**Data Table**

The **Data Table** has four columns indicating which students are at risk. Each cell may be expanded to view more details about an individual student.

![Data Table Example](image)
The student column contains the names of all students who meet the criteria for at least one Rule. Clicking on a student’s name displays the Retention Status page. This page contains all student information relevant to Retention Center Rules.

1. Click on the Monitor button to toggle Monitoring status.
2. Click on the Notify button to send email notices to Students/Observers.
3. Click on the Items link to view how many days by which each item has been missed.
4. Click on the Add a Note link to save notes to the Retention Status page.
Missed Deadlines
This Missed Deadlines column displays a red dot in each student’s cell who has missed a deadline according to the criteria set in any Missed Deadline Rule. Clicking on the cell displays a drop down box containing information on the number of deadlines missed, the names of each course item with a missed deadline, a button to toggle the user’s monitoring status, and another drop down to notify students and observers by email. Click on the View late submissions link to view the number of days by which each course item is late.

Grades Alert
The Grades Alert column displays a red dot for each student who meets Grade Rule criteria. Clicking on the cell displays a drop down box containing information on the each graded item meeting the Grade Criteria. This box displays the user’s grade relative to the set rule threshold, the user’s total grade for the item(s) in question, the Monitor button, and the Notify button.

Activity Alert
The Activity Alert column displays a red dot for each user meeting Activity Rule criteria. Clicking on the cell displays a drop down box containing information on each applicable Activity Rule, the student’s activity level relative to the class average, the Monitor button, and the Notify button.
Access Alert

The **Access Alert** column displays a red dot for each user meeting **Course Access** criteria. Clicking on the cell displays a drop down box containing information on each applicable **Course Access** rule, the **Last Access** date for the student, the **Monitor** button, and the **Notify** button.

Monitoring

When the **Monitor** link is clicked in any **Retention Center** view, the star will change from white to yellow and an information panel for each monitored student will appear under the heading “**Students you are monitoring**”. When there are more than five monitored students, their panels will be **Contracted**. When there are only a few monitored students, their information panels will be **Expanded** by default.

**Contracted View**

**Expanded View**
The contracted information panel may be expanded by **Mousing** over a user’s panel and **Clicking** on the down **Arrow**. Once expanded the panel may be contracted by **Clicking** on the same **Arrow**, which now faces up.

![Contracted View and Expanded View](image)

The **Expanded View** contains information on a user’s **Last Access** date, course **Activity** relative to the class average, **Grade** information relative to the class average, and the number of **Missed Deadlines**. **Clicking** on the **Star** icon toggles the student’s monitoring status and the **Missed Deadlines** link will display a pop up window containing all of the assignments with missed deadlines and the number of days by which they have been missed.
Other Information

The **Other Information you are monitoring** area is used to display information about criteria **NOT** included in the **Risk Table**. Rules designed to highlight positive information are typically included here. For example, a rule could be created to identify student with desirable levels of course access and course activity, a positive track record of meeting deadlines, or exemplary grades. This area is organized by rule type and contains the criteria and number of students meeting each rule. That number is linked and can be clicked on to send messages to specific users meeting the criteria.

Course Activity

The area entitled **“Your course activity”** displays information about student work requiring attention, activity in **Discussion Boards**, **Blogs**, **Journals**, and **Wikis**, recent **Announcements**, and recent **Course Design** activity. **Clicking** on the **Assessment** links takes the user to the **Needs Grading** area. **Clicking** on the **Interaction & Collaboration** links takes users to the corresponding course locations. **Clicking** on the **Post an announcement** link takes the user to the **Create Announcement** page.