The Retention Center is a tool in Blackboard that provides an easy way for you to discover which students in your course are at risk. Based on preconfigured rules and rules you create, students' engagement and participation are visually displayed, quickly alerting you to potential risk. From the Retention Center, you can communicate with struggling students and help them take immediate action for improvement. Additionally, you can use your course activity information to prioritize which areas of your course to attend to first.

Accessing the Retention Center

The Retention Center can be accessed in one of two ways.

1. Choose the drop-down symbol to the right of your name and select the Retention Center icon.

2. From within your Blackboard course control panel, select **Evaluation** and then **Retention Center**.
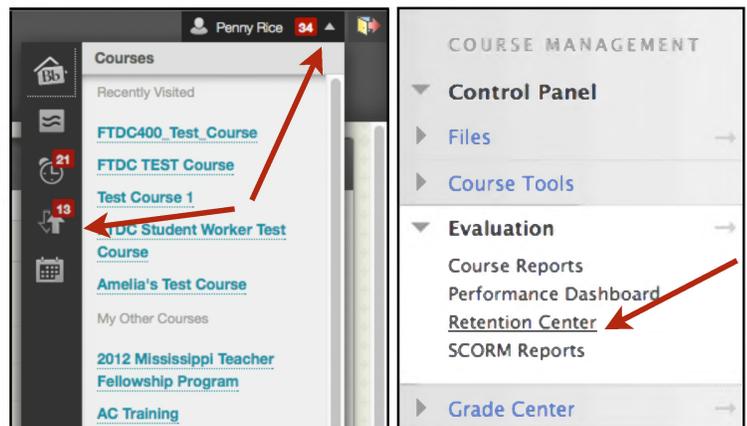
Risk Table

You determine which rule alerts appear in your risk table. Rules define the criteria which will trigger an alert. For instance, course activity rules are based on the students' overall activity within a course. If students fall below the criteria determined by the rule, an alert will be triggered.

By default, the **Risk Table** displays which students are at risk in one or more of four default areas.

1. **Missed Deadline Rule**: 1 deadline has been missed by more than 0 days.

2. **Grade Rule**: External Grade is 25% below class average.

3. **Activity Rule**: Activity in the last week is 20% below course average.

4. **Course Access Rule**: Last access occurred more than 5 days ago.

As an instructor, you can modify the default rules and create new rules to help identify at risk students in your course.

Creating a Customized Rule

1. From the Retention Center, click **Customize** in the upper right-hand corner.

2. From the Customize page, select **Create Rule** and choose one of the four rule types.

3. Enter a name for the Rule.

4. Select whether you want the rule to appear in the risk table of the Retention Center. Rules not included in the risk table will appear in the right hand column of the Retention Center.

5. Set the preferred **Rule Criteria**.

6. Click the **Submit** button

In addition to creating new rules, you can edit any existing rule by locating the rule in the list and selecting **Edit** from the drop down menu beside the rule name. You may also include or exclude rules from the risk table or delete the rule entirely.

Notifying an At-Risk Student

1. From the At-Risk table, select the student by clicking on the student's name, or from the Retention Status column for that student, click on one of the red status dots.
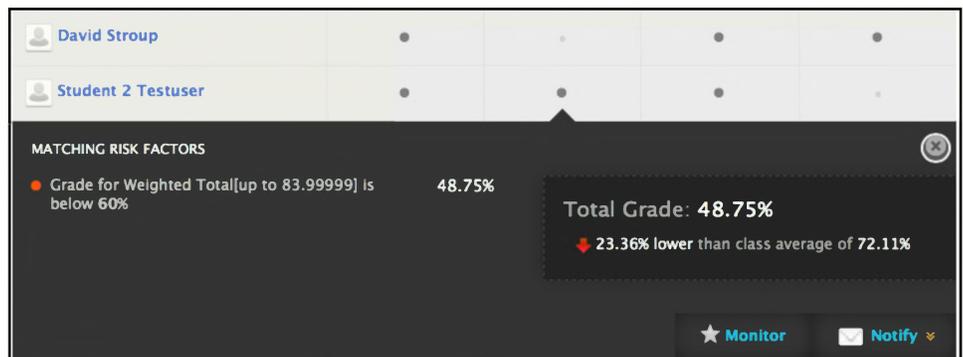
2. Choose **Notify** and then select **Students.**

3. From the **Send Notification** page, complete the information with a personalized message and click the **Submit** button.

Monitoring Individual Students

You can select specific students to monitor in the **Students you are monitoring** right-hand side panel. This panel allows you to easily check on the students who are most at risk in your course. To set up a student for individual monitoring, follow the steps below.

1.In the Retention Center, click on a red dot indicator in the risk table to view a student's specific alert information.

2.Next, click the **star icon** to begin monitoring that student.

Risk factors for Students you are monitoring will appear on the right-hand side of the Retention Center next to the Risk Table. When students are selected for individual monitoring, information will be provided regardless of whether or not they meet the risk factors criteria.

Your Course Activity

The section following the risk table provides an overview of your activity, engagement, and participation in your course. This data helps you become more aware of how your behaviors are (or are not) contributing to student success. Your colleagues cannot view this information, it is only visible to you.