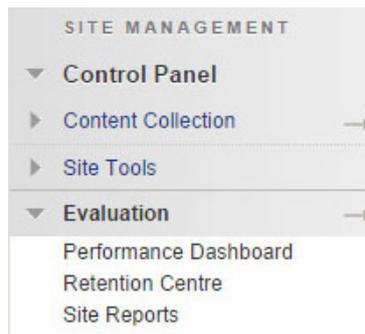


More about the Retention Centre

Accessing the Retention Centre

The Retention Centre is accessed by selecting **Evaluation** in the Control Panel on the site menu, then clicking on **Retention Centre**.



The Retention Centre page

The **Retention Centre** page consists of three main components – a table listing the **Students at currently at risk**, a list of **Students** and **Other information you are monitoring** and a breakdown of **Your site activity**.

Customise Rules

Retention Centre

The Retention Centre provides an easy way for you to discover which students in your site are at risk. You can communicate with struggling students and help them take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)

Students currently at risk

14

STUDENT ▲	MISSED DUE DATES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Ashby Cooper	-	●	-	●
Porter Durand	-	●	-	●
Linda Herrera	-	●	-	●
Ryan Johnson	-	●	-	●
Bruce Lopez	-	●	-	●
Javier Perez	-	●	-	●
Sandra Scott	-	●	-	●
Henry Wagner	-	●	-	●
Tony Brown	-	-	-	●
Chris Casper	-	-	-	●
Sarah Spooner	-	-	-	●

Students you are monitoring

You are not monitoring anyone yet

Monitor your students to gain insights to their academic progress.

Other information you are monitoring

You are not monitoring any information

Track who's doing well in your site.

Your site activity Last login: 07/10/2014 @ 9:56 AM

ASSESSMENT ⓘ Monday Night Moon Viewing 6	INTERACTION & COLLABORATION ⓘ Discussion Board 1	LEARNER SUPPORT ⓘ Announcements posted: 4 Last posted on 25/06/2014:
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Students currently at risk

The **Students currently at risk** table lists each student that has been flagged by MySCU due to performance issues, along with the type of performance issue (risk factor) that has brought the student to the attention of the Retention Centre. Each risk factor type (Missed Due Dates, Grades Alert, Activity Alert and Access Alert) is determined by the application of specific rules to all students. A default set of rules are applied by the Retention Centre which can be customised if required to better meet your teaching needs. These default rules can be found by clicking on the **Customise Rules** button.

Customise Retention Centre

You can use the four default rules to begin receiving alerts about how your students are doing in your site. Edit the rules as necessary to customise them for your site. [More Help](#)

Create Rule ▾

	Included in Risk Table	Name ▲	Type	Criteria
<input type="checkbox"/>	Yes	Default Activity Rule	Site Activity	Activity in the last 1 week(s) is 20% below site average
<input type="checkbox"/>	Yes	Default Grade Rule	Grade	Running Total Column is 25% below class average
<input type="checkbox"/>	Yes	Default Missed Due Date Rule	Missed Due Date	1 due dates have been missed by more than 0 days
<input type="checkbox"/>	Yes	Default Site Access Rule	Site Access	Last access more than 5 days ago

Actions ▾ Delete

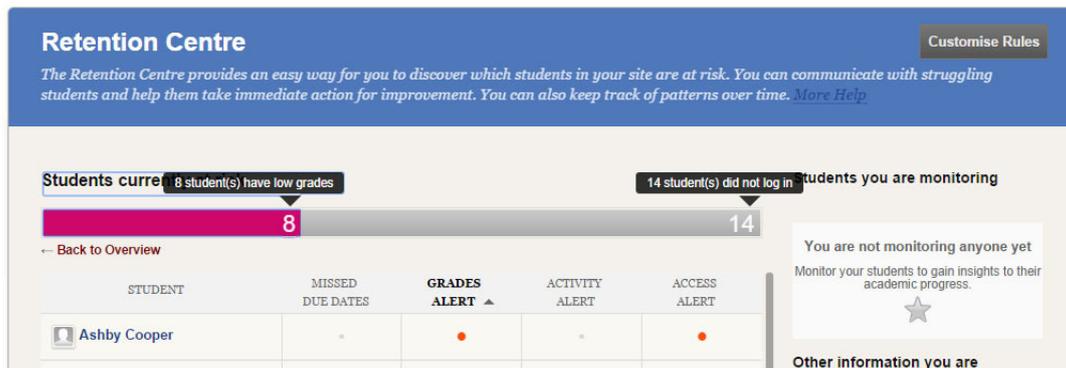
Displaying 1 to 4 of 4 items Show All Edit Paging...

By default, an alert will be triggered for a student whose performance meets the following criteria:

- **Missed Due Dates:** The student has missed one or more assessment due dates.
- **Grades Alert:** The student has a running total in the Grade Centre that is 25% lower than the class average running total.
- **Activity Alert:** The student's Learning Site activity is 20% less than the class average.
- **Access Alert:** The student has not accessed the Learning Site in the last 5 days.

Note: The rules used to extract information from MySCU data do not affect that data, so it is safe to experiment with rule customisation on a live site without risking data loss.

At the top of the **Students currently at risk** table a graphical bar (in red) shows the total number of students in your unit that have been flagged due to different risk factors. You can click on the bar for a further graphical breakdown of the number of students at risk against the specific risk factor.



Retention Centre Customise Rules

The Retention Centre provides an easy way for you to discover which students in your site are at risk. You can communicate with struggling students and help them take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)

Students currently at risk: 8 student(s) have low grades | 14 student(s) did not log in | Students you are monitoring

Back to Overview

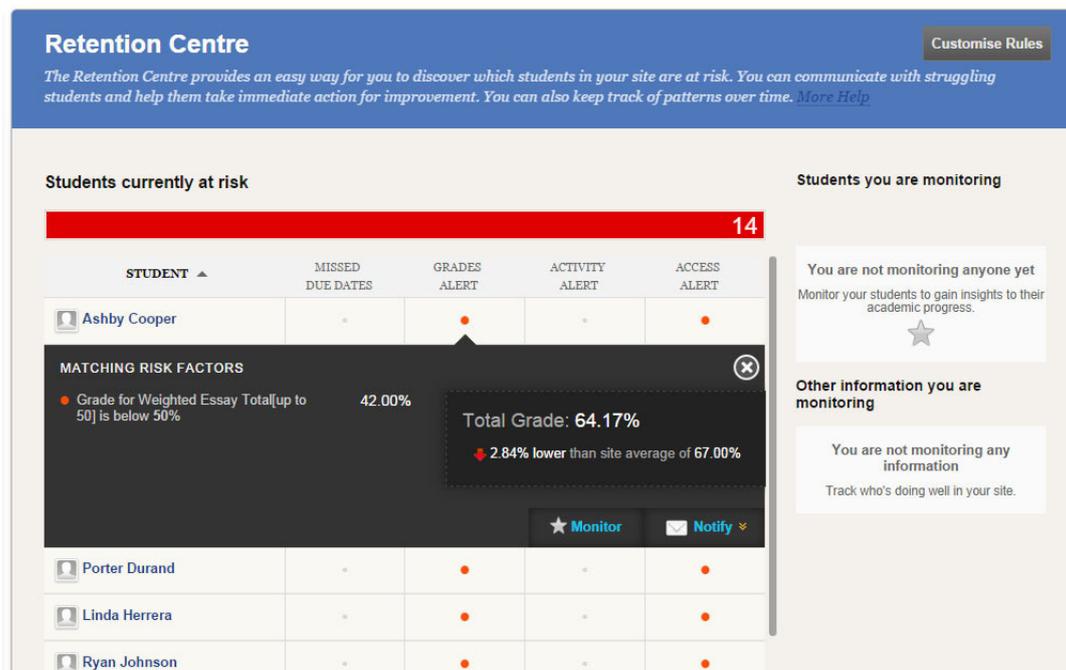
STUDENT	MISSED DUE DATES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Ashby Cooper	-	●	-	●

You are not monitoring anyone yet
Monitor your students to gain insights to their academic progress.

Other information you are monitoring

You can easily send a general notification to all students identified with the type of performance issue by clicking on the risk factor on the graphical bar and selecting **Notify**, then **Students**. This will open the **Send Notification** page, where you can edit the generic message provided and send it by email to the students concerned. The email is sent in a way that students will not see who else received the email, and a copy will also be sent to your email address.

If you click on an orange alert next to a student's name in the **Students at risk** table, a summary of the alert will be provided. Information regarding the risk factor that has resulted in the alert is provided, along with a link so that the student can be personally notified or monitored.



Retention Centre Customise Rules

The Retention Centre provides an easy way for you to discover which students in your site are at risk. You can communicate with struggling students and help them take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)

Students currently at risk: 14

STUDENT	MISSED DUE DATES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Ashby Cooper	-	●	-	●
Porter Durand	-	●	-	●
Linda Herrera	-	●	-	●
Ryan Johnson	-	●	-	●

MATCHING RISK FACTORS

- Grade for Weighted Essay Total[up to 50] is below 50% 42.00%

Total Grade: 64.17%
2.84% lower than site average of 67.00%

Monitor | Notify

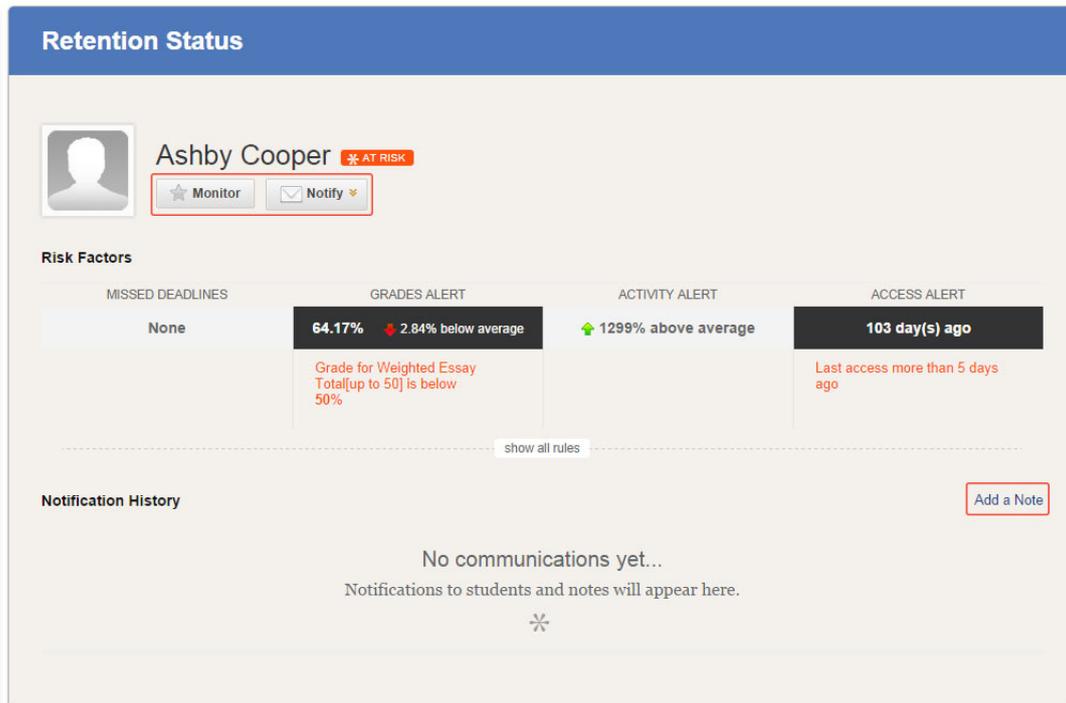
Students you are monitoring

You are not monitoring anyone yet
Monitor your students to gain insights to their academic progress.

Other information you are monitoring

You are not monitoring any information
Track who's doing well in your site.

Clicking on a student's name in the **Students at risk** table displays the **Retention Status** page for that student, providing detailed information regarding their performance. This includes the student's performance against each risk factor, the rule that has resulted in the generation of an alert and a history of notifications made to that student. Personal notifications to the student can be made here, as well as enabling monitoring for the student. You can also add a note regarding the student here for your reference.



The screenshot shows the 'Retention Status' page for a student named Ashby Cooper, who is marked as 'AT RISK'. The page includes a profile picture, a 'Monitor' button, and a 'Notify' dropdown menu. Below this, the 'Risk Factors' section is displayed in a grid format:

MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
None	64.17% ↓ 2.84% below average <small>Grade for Weighted Essay Total [up to 50] is below 50%</small>	1299% above average ↑	103 day(s) ago <small>Last access more than 5 days ago</small>

A 'show all rules' link is located below the grid. The 'Notification History' section at the bottom shows 'No communications yet...' and 'Notifications to students and notes will appear here.' with an 'Add a Note' button.

Students and Other information you are monitoring

If you enable monitoring for a specific student by selecting **Monitor** on either their **Retention Status** page or on one of their alert summaries, the student's name appears on the right-hand side of the **Retention Centre** page under the heading **Students you are monitoring**. This enables you to quickly find the student when using the Retention Centre. Multiple students can be monitored in this way. The student's performance will be summarised under their name and clicking on their name will open their **Retention Status** page.

When defining your own Retention Centre rules, you can set rules that do not display in the **Students currently at risk** table. For example, you may want to know which students are performing best and engaging most with your Learning Site or you may want to analyse participation in a particular task, but not necessarily have that analysis contribute towards the generation of an alert. Rules that are created but not set to display in the risk table appear on the right-hand side of the **Retention Centre** page under the heading **Other information you are monitoring**.

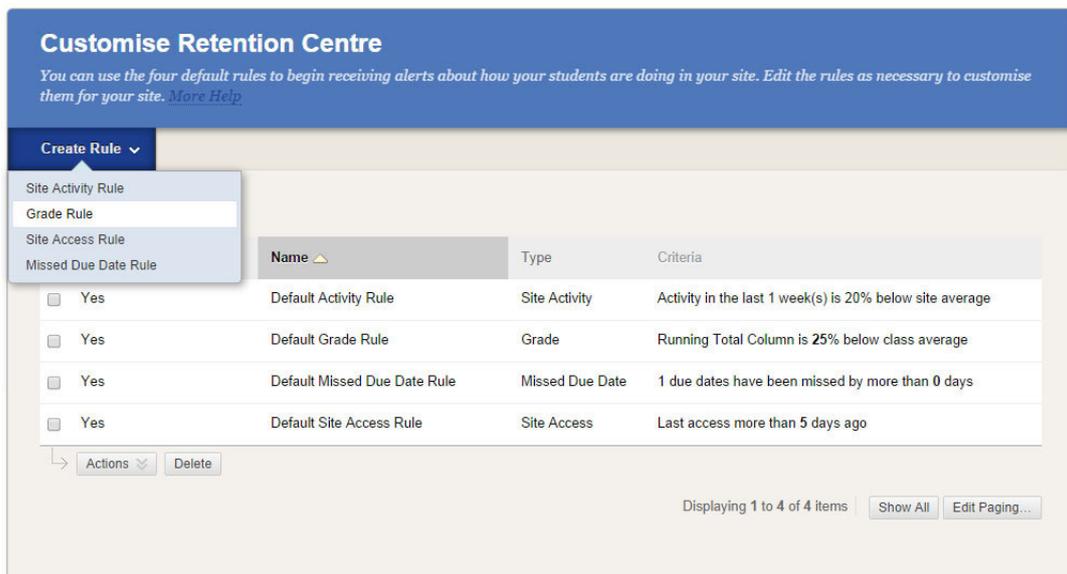
Your site activity

The **Your site activity** section on the bottom of the **Retention Centre** page shows a summary of your activity in your Learning Site. This information is useful as it shows how recently you engaged with different parts of your Learning Site. You can see when last logged into your Learning Site, how long unmarked assessment attempts have been outstanding, your level of participation with the interactive tools on your Learning Site, recent announcements you have made and your latest created content.

Only you have access to the Your Site Activity information. You can use it to help you determine which parts of your Learning Site require your attention.

Customising rules

Rules for each Retention Centre risk factor can be customised, either by editing or deleting existing rules, or creating new rules. Rules created do not need to be included in the risk table (though they can be added to the risk table after creation). To customise a rule, open the **Customise Retention Centre** page by clicking on the **Customise Rule** button on the **Retention Centre** page. Each rule is listed on this page, along with its risk factor type, its criteria and whether the rule is included in the risk table. Existing rules can be edited by clicking on the downward arrow that appears next to the rule's name when you pass your mouse over it, and then selecting **Edit**. New rules can be created by Clicking on **Create Rule** and selecting the type of rule you would like to create.



Customise Retention Centre

You can use the four default rules to begin receiving alerts about how your students are doing in your site. Edit the rules as necessary to customise them for your site. [More Help](#)

Create Rule ▾

- Site Activity Rule
- Grade Rule
- Site Access Rule
- Missed Due Date Rule

	Name ▲	Type	Criteria
<input type="checkbox"/>	Yes Default Activity Rule	Site Activity	Activity in the last 1 week(s) is 20% below site average
<input type="checkbox"/>	Yes Default Grade Rule	Grade	Running Total Column is 25% below class average
<input type="checkbox"/>	Yes Default Missed Due Date Rule	Missed Due Date	1 due dates have been missed by more than 0 days
<input type="checkbox"/>	Yes Default Site Access Rule	Site Access	Last access more than 5 days ago

Displaying 1 to 4 of 4 items

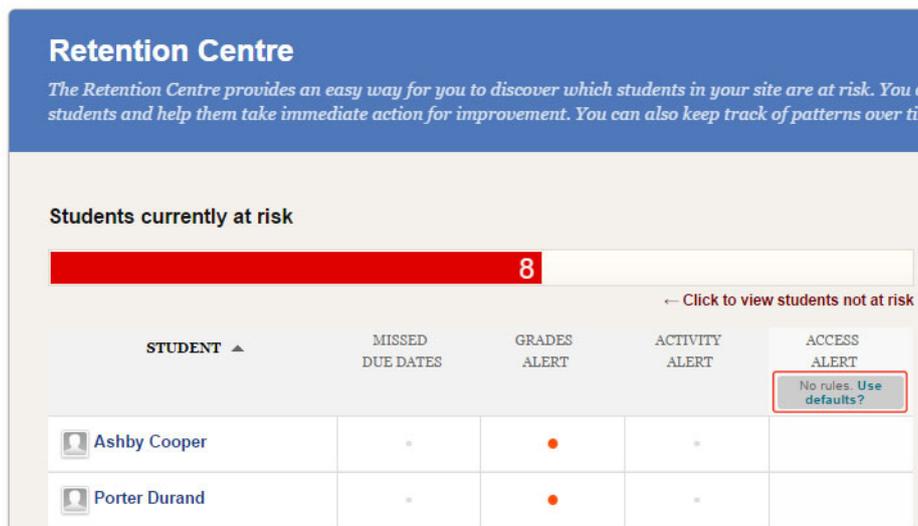
A page will then display, allowing you to name and define the rule, with options specific to the type of rule selected. The options available are summarised in the table below.

Rule Type	Description
Site Activity	<p>Alert is based on students' overall activity within your course. Students who are below a defined level of activity trigger the alert.</p> <p>MySCU measures the time a student works in a course using the data generated from his 'clicks'. A student is assumed to be working with a course from the time he clicks on something in the course until the time he clicks something outside the course or logs out. If a login session is timed out, MySCU only counts the time until the last click within the Learning Site. The time is not counted between the last click within the Learning Site and the timeout.</p> <p>No weighting of clicks is assigned to any areas.</p> <p>Adaptive rules are not taken into account.</p>
Grade	<p>Alert is based on a defined score for any grade or calculated column in the Grade Center. Students who score above or below the defined threshold for a specific grade item trigger an alert. Determine when a grade triggers an alert:</p> <ul style="list-style-type: none"> • Set Grade Value: Use the drop-down lists to select above or below –AND – points or percentage. Type a value in the field. • Use Average Grades: Type the percentage in the field and select above or below the average grade from the drop-down list.
Site Access	<p>Alert is based on the date users last accessed your Learning Site. Students who have not logged in for a defined number of days trigger an alert.</p>
Missed Due Date	<p>Alert is based on a defined due date for an assignment, test, or survey. Students who do not complete an assignment, test, or survey by the due date trigger an alert based on the option you choose:</p> <ul style="list-style-type: none"> • Monitor all site due dates: Determine how many due dates must be missed and by how many days before an alert is triggered. From the drop-down list, select More Than or Less Than the number of days you chose. • Monitor Specific Due Date: Make a selection in the Select Site Item drop-down list. The due date for each item appears in parentheses. Then, select More Than or Less Than from the drop-down list and type the number of days to trigger an alert. <p>If you enter zero (0) for how many days, you are asking to be alerted if an item was not submitted before or on the due date. No lateness is acceptable.</p>

You can create missed due date rules for Grade Center columns you create manually, but if you do not grade properly submitted items by the due date, a 'false' alert is triggered. For manually created columns, students can submit items by the due date, but you must also grade them by the due date.

Deleting rules and restoring default rules

Rules can be deleted from the **Customise Retention Centre** page by clicking on the downward arrow that appears next to the rule's name when you pass your mouse over it, then selecting **Delete**. If all rules for a risk factor type have been deleted, that risk factor type will not provide any alerts. In this situation, return to the **Retention Centre** page and click on the **Use defaults** link that appears under the risk factor type heading. This will restore the default rule for that risk factor type.



STUDENT ▲	MISSED DUE DATES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
 Ashby Cooper	-	●	-	No rules. Use defaults?
 Porter Durand	-	●	-	No rules. Use defaults?

Remember that adding, deleting or editing Retention Centre rules will not change any data or content in your Learning Site, so experimenting with your Retention Centre on a live Learning Site with active student data is a useful way to learn about its capabilities. Take care, however, not to send inappropriate notifications to real students.

Further information

[Using the Retention Centre](#) from Blackboard Help.

Blackboard Learn Quick Hit: Retention Center – Blackboard Video from YouTube: [Watch Video](#)

The Retention Center in Blackboard – Blackboard Video from YouTube: [Watch Video](#)