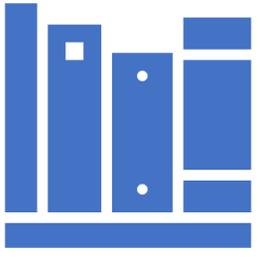




Blackboard



Retention Center

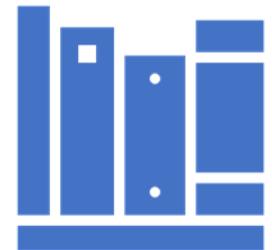


*Prepared by Sandra Lomena
Distance Learning Department
August 28, 2018*



Agenda

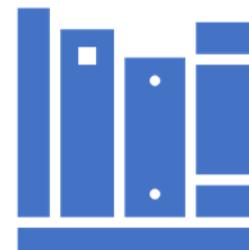
- Introduction Online Retention
- Blackboard Retention Center
 - Definition
 - How it Works
 - Where to Access it
- Components:
 - At-risk Table & Categories
 - Right Side Panel
 - Your Course Activity
- Customization



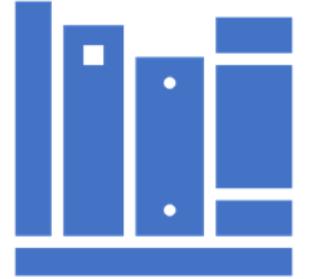


Agenda

- Results Center
 - Grading
 - Columns
- Blackboard Faculty Support webpage



Increasing Online Retention



The online education is increasing significantly

Retention causes:

- Students misunderstand difficulty of online courses
- Staying motivated is a challenge
- Lack of support
- Complex digital systems (LMS)



Strategies to Increase Retention



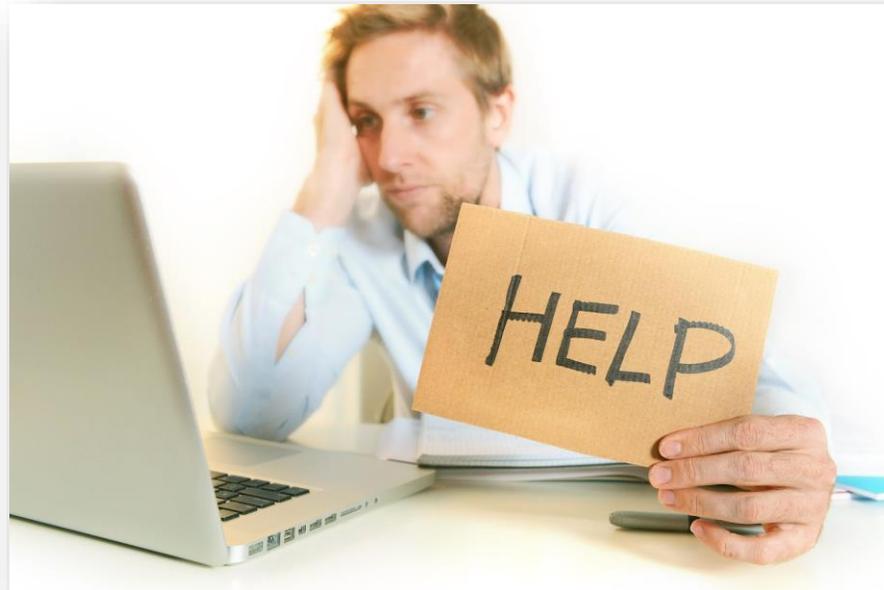
- Communication
- Early intervention strategy
- Promote support services



Retention Center: What is it?



- Which students are at risk
- Based on default rules and rules you create
- Quickly alerting you about potential students risk
- You can communicate with struggling students and help them take immediate action for improvement
- No setup required



Retention Center: How it Works?

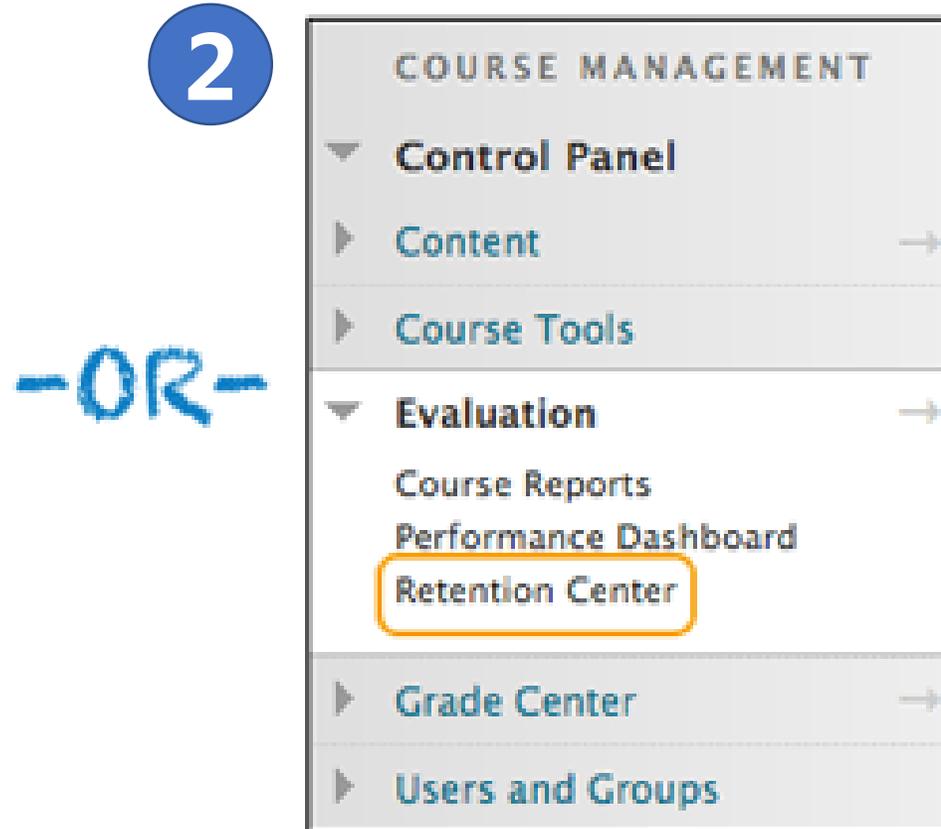
- It is a table
- Contact at-risk students immediately
- Monitor closely
- Send emails & track those communications
- Make notes
- Tailor the default rules to suit your teaching needs



Retention Center: Access

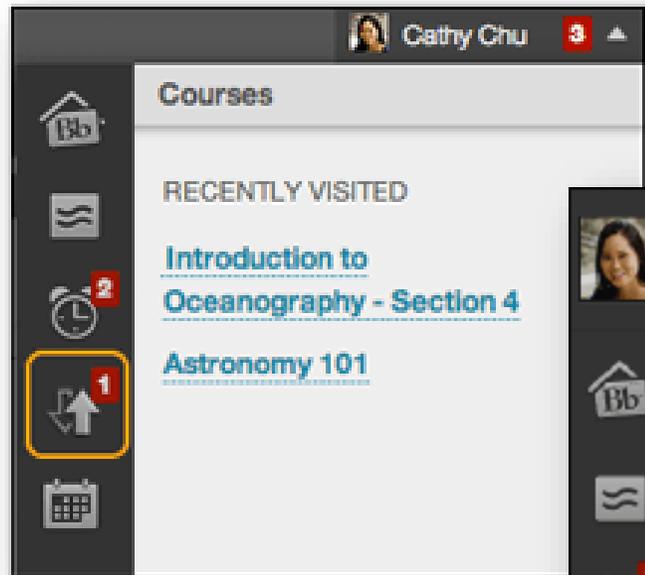


1. Blackboard Global Navigation Menu



2. Course's Control Panel under the *Evaluation* section

Retention Center: Access



Select a course link in the left panel

A screenshot of the Blackboard Retention Center interface. The main heading is 'Retention Center'. Below it, a list of courses is shown with exclamation marks indicating retention issues. The first course, 'Introduction to Oceanography', is highlighted with a blue arrow. The right-hand panel displays details for 'OCEAN-101 Introduction to Oceanography', including a 'Stop tracking this course' button, a 'RISK BREAKDOWN' bar chart, and a 'GRADES ALERT' for 'External Grade is below 25%' with 3 students affected.

OCEAN-101
Introduction to Oceanography
Last refreshed: Mar 25, 2013 5:45 AM [See Details](#)
[Stop tracking this course](#)

RISK BREAKDOWN
3 student(...) 8 student(s) did not log in

GRADES ALERT
External Grade is below 25% 3
[See more details](#)

Retention Center: Access

Retention Center

Students currently at risk

LEARNER	MISSED DEADLINES	RESULTS ALERT	ACTIVITY ALERT	ACCESS ALERT
Blackboard Administrator_PreviewUser	●			●

Select the colored bar above the table to display a summary of the at-risk students in your course.

Your course activity

ASSESSMENT ⓘ

INTERACTION & COLLABORATION ⓘ

- Discussion Board
Last activity 120 day(s) 1
- Blogs
No activity yet 0 0
- Journals
No activity yet 0 0
- Groups
Create a group none

LEARNER SUPPORT

- Announcements p
- Last posted on Ap
- “ Hello,
- Submit assign
- Post an announc

COURSE DESIGN

- Last content creat
- First Week Rese

Retention Center

Students currently at risk 4 student(s) have low grades

15	4	15	11
----	---	----	----

← Back to Overview

STUDENT	MISSED DEADLINES	RESULTS ALERT	ACTIVITY ALERT	ACCESS ALERT
Jeremy Jones	●	●	●	●
Cindy Cruz	●	●	●	●

GRADES ALERT

External Grade Is below 25%

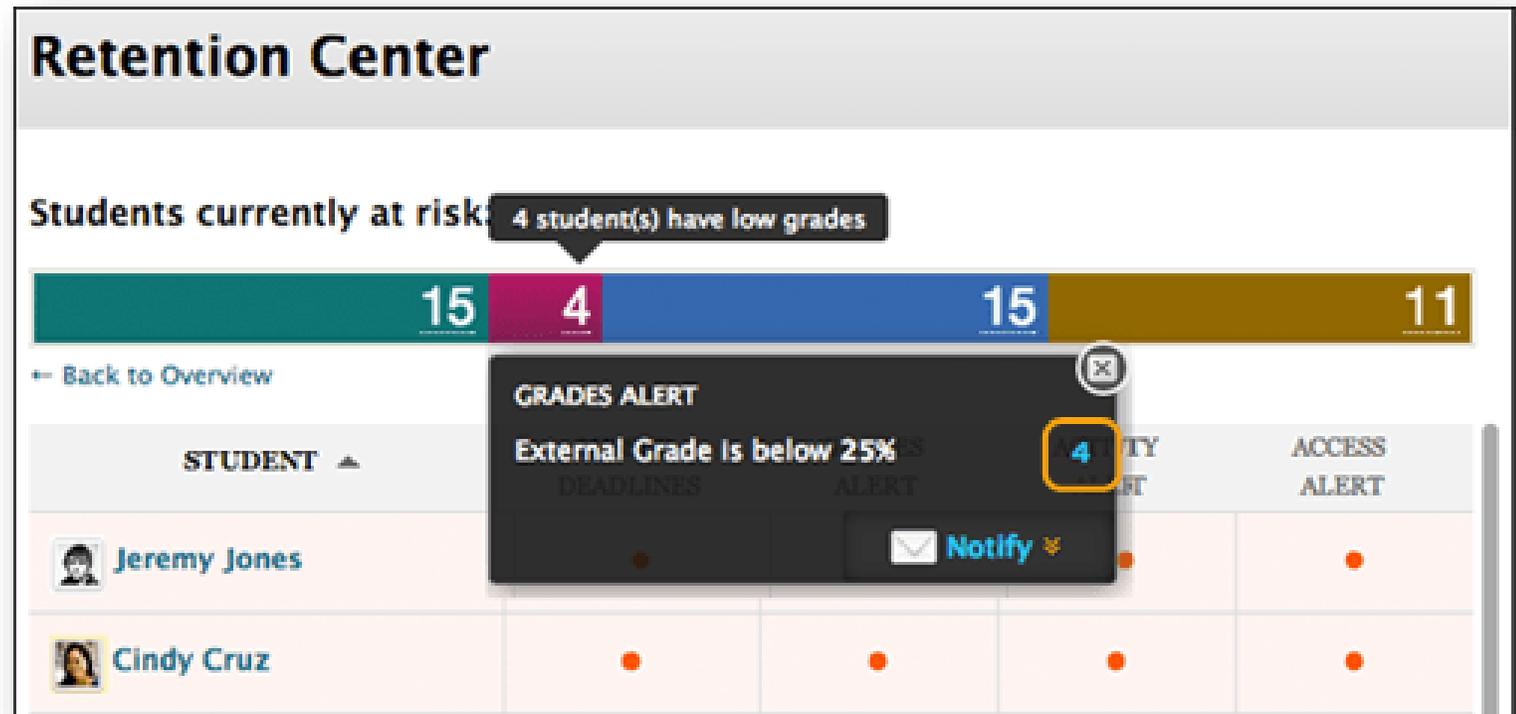
4

Notify

Retention Center: At-risk Table & Categories

The main table displays which students are at risk in one or more of four categories:

- Missed Deadlines
- Grades
- Course Activity
- Course Access



Retention Center: At-risk Table & Categories

- Students' cell: monitor and send an email

The screenshot displays the 'Retention Center' interface. At the top, there's a breadcrumb 'Evaluation > Retention Center' and an 'Edit Mode Is: ON' toggle. The main heading is 'Retention Center' with a 'Customize' button. Below this, a bar chart shows 'Students currently at risk' with segments for 18, 20, 4, and 6. A tooltip indicates '4 students didn't contribute'. A 'Back to Overview' link is present. The main table has columns for 'MISSED DEADLINES', 'GRADES ALERT', 'ACTIVITY ALERT', and 'ACCESS ALERT'. A row for 'Jerry Westley' is highlighted, with a tooltip showing 'MATCHING RISK FACTORS': '1 deadline has been missed by more than 5 days', '3 deadlines have been missed by more than 2 days', and 'Midterm Test has been missed by more than 2 days'. The tooltip also shows 'Missed Deadlines: 3' and a 'View late submissions' link. Below the table, there are 'Monitor' and 'Notify' buttons. On the right, 'Students you are monitoring' lists 'Kerry Kwok', 'Jerry Westley', and 'Hillary Lopez' with their last access and activity/grade averages. 'Other information you are monitoring' includes 'GRADE RULE' (Overall Course Grade 15% > Class Average, 3 students meeting rule) and 'MISSED DEADLINES' (Weekly Discussion 15).

	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Jerry Westley	●	●	●	●
Kerry Kwok	●	●	●	●
Hilary Lopez	●	-	●	●
Ray Gonzalez	-	●	●	●
Roberto Frank	-	-	-	-

Retention Center: At-risk Table & Categories

- Students' names: Retention Status.

Retention Status



Michelle Monestina * AT RISK

★ Monitor ✉ Notify

Risk Factors

MISSED DEADLINES	RESULTS ALERT	ACTIVITY ALERT	ACCESS ALERT
9 item(s)	0.00% ↓ 71.63% below average	No Activity in Course	57 day(s) ago
2 deadlines have been missed by more than 2 day(s)	External Result is 25% below class average	Activity in the last 4 week(s) is 30% below course average	Last access more than 5 day(s) ago

[show all rules](#)

Notification History

No communications yet...
Notifications to students and notes will appear here.

Add a Note

*

Retention Center: Right Side Panel

Students currently at risk

28

LEARNER	MISSED DEADLINES	RESULTS ALERT	ACTIVITY ALERT	ACCESS ALERT
Jessica Abreu	●	●	●	●
Lucila Carrillo	●	●	●	●
Michelle Monestina	●	●	●	●
Lilianet Rojas	●	●	●	●
Zimri Alvarez	●	●	●	●
Lazara Alvarez Siles	●	●	●	●
Yania Ballesteros Orive	●	●	●	●
Jason Correa	●	●	●	●
Jannye De Luelmo De Armas	●	●	●	●
Dayana Dominguez	●	●	●	●
Pablo Fernandez	●	●	●	●
Madeline Garcia	●	●	●	●
Brenda Hernandez	●	●	●	●
Rosabel Izquierdo	●	●	●	●

Learners 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 course.

Students you are monitoring

 Kerry Kwok 

Last Access 3 days ago

Activity average  10% below

Grade average  10% above

Missed Deadlines None

 Jerry Westley 

 Hillary Lopez 

Other information you are monitoring

GRADE RULE

Overall Course Grade  3 students meeting rule
15% > Class Average

MISSED DEADLINES

Weekly Discussion  15

View two types of information:

- *Students you are monitoring*
- *Other information you are monitoring*

Retention Center: Right Side Panel

Students you are monitoring

The screenshot shows the 'Retention Center' interface. At the top, there's a breadcrumb 'Evaluation > Retention Center' and an 'Edit Mode' toggle set to 'ON'. The main heading is 'Retention Center' with a 'Customize' button. Below this, a section titled 'Students currently at risk' features a horizontal bar chart with four segments: 18 (green), 20 (pink), 4 (blue), and 6 (yellow). A tooltip above the blue segment indicates '4 students didn't contribute'. A 'Back to Overview' link is present. Below the chart is a table with columns for 'MISSED DEADLINES', 'GRADES ALERT', 'ACTIVITY ALERT', and 'ACCESS ALERT'. The first row is for 'Jerry Westley', who has red dots in all four columns. A tooltip for Jerry Westley is open, showing 'MATCHING RISK FACTORS': '1 deadline has been missed by more than 5 days', '3 deadlines have been missed by more than 2 days', and 'Midterm Test has been missed by more than 2 days'. It also displays 'Missed Deadlines: 3' with a link to 'View late submissions' and a 'Monitor' button (circled in red) and a 'Notify' button. To the right, the 'Students you are monitoring' panel lists 'Kerry Kwok', 'Jerry Westley' (circled in red), and 'Hillary Lopez'. Below this, 'Other information you are monitoring' shows 'GRADE RULE' (Overall Course Grade 15% > Class Average, 3 students meeting rule) and 'MISSED DEADLINES' (Weekly Discussion 15).

Retention Center: Your Course Activity

You can view this information:

- Your last login
- Time lag for grading student submissions
- Your participation in the interactive components of your course (Discussions, blogs, groups)
- Recent announcements
- Fresh course content
- Links to take appropriate action.

The screenshot shows a user interface for a course activity dashboard. At the top, the user's name "Sally Smith" is displayed next to a profile picture. Below this, the dashboard is divided into three main sections: "ASSESSMENT", "INTERACTION & COLLABORATION", and "LEARNER SUPPORT".

ASSESSMENT (1 icon):

- Chapter 1 Assignment: 8 day(s) pending, 1 icon
- Chapter 2 Peer Assessment: 2 day(s) pending, 1 icon
- Bio Blog: 1 day(s) pending, 1 icon
- Journal Assignment 2: The Unifying Principles of Biology: 5 icons

INTERACTION & COLLABORATION (1 icon):

- Discussion Board: Last activity 1 day(s), 12 icons
- Blogs: Last activity 1 day(s), 5 icons, 2 chat icons
- Journals: No activity yet, 0 icons, 0 chat icons
- Groups: 8 icons, "Create a group" link

LEARNER SUPPORT (1 icon):

- Announcements posted: 1 icon
- Last posted on Feb 4, 2013:
- Post an announcement link
- COURSE DESIGN (1 icon):
- Last content created on Jan 23, 2013:
- Advanced Quiz

At the top right, a box indicates "Last login: Feb 4, 2013 @ 9:12 AM". A blue arrow points from the "Your course activity" header to the "ASSESSMENT" section, and another blue arrow points from the "Links to take appropriate action" text to the "Chapter 1 Assignment" item.

Customize the Retention Center: Rules

- Use the four default rules
- Create rules or edit
- Decide which appear in the risk table

The screenshot displays the 'Retention Center' interface. On the left, a table titled 'Students currently at risk' shows 28 students. The table has columns for various metrics, with red dots indicating risk levels. A red bar at the top of the table indicates 28 students are currently at risk. On the right, a 'Customize Retention Center' dialog box is open, showing a 'Create Rule' button and a list of default rules. A blue arrow points from the 'Customize' button in the top right of the main interface to the dialog box.

Retention Center

Students currently at risk 28

Student Name	Metric 1	Metric 2	Metric 3	Metric 4	Metric 5
Jessica Abreu
Lucila Carrillo
Michelle Monestina
Lilianet Rojas
Zimri Alvarez
Lazara Alvarez Siles
Yania Ballesteros Orive
Jason Correa
Jannye De Luelmo De Armas
Dayana Dominguez
Pablo Fernandez
Madeline Garcia
Brenda Hernandez
Rosabel Izquierdo
Kathleen Louis
Elsa Martinez
Laura Nunez Lopez
Leonela Perez
Natalie Portela
Marcos Rodrigues Shimizu
Lizandra Rodriguez

Customize Retention Center

Create Rule ▾

Actions ▾ Delete

Included in Risk Table	Name
<input checked="" type="checkbox"/> Yes	Default Activity Rule (Modified) ▾
<input type="checkbox"/> Yes	Default Course Access Rule ▾
<input type="checkbox"/> Yes	Default Missed Deadline Rule (Modified) ▾
<input type="checkbox"/> Yes	Default Result Rule ▾

Actions ▾ Delete

Customize the Retention Center:

Creating Rules:

The image shows a screenshot of the Retention Center interface. The main window has a header 'Retention Center' with a 'Customize' button on the right. Below the header, there are two sections: 'Students currently at risk' with a red bar and the number '28', and 'Learners you are monitoring' with a message 'You are not monitoring anyone yet' and a star icon. A table below shows a learner named 'Jessica Abreu' with columns for 'MISSED DEADLINES', 'RESULTS ALERT', 'ACTIVITY ALERT', and 'ACCESS ALERT', each with a red dot. A blue arrow points from the 'Customize' button to a 'Customize Retention Center' dialog box.

Retention Center Customize

Students currently at risk 28

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

LEARNER ▲	MISSED DEADLINES	RESULTS ALERT	ACTIVITY ALERT	ACCESS ALERT
Jessica Abreu	●	●	●	●

Customize Retention Center

Create Rule ▼

- Course Access Rule
- Course Activity Rule
- Result Rule
- Missed Deadline Rule

	Name ▲	Type
<input type="checkbox"/> Yes	Default Activity Rule (Modified) ▼	Course Activity
<input type="checkbox"/> Yes	Default Course Access Rule ▼	Course Access
<input type="checkbox"/> Yes	Default Missed Deadline Rule (Modified) ▼	Missed Deadline
<input type="checkbox"/> Yes	Default Result Rule ▼	Result

→ Actions ▼ Delete

Customize the Retention Center: Rule Categories

- *Course Activity*: Alert is based on students' overall activity within your course. Students below a defined level of activity trigger the alert
- *Grade*: 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:
 - *Set Grade Value*
 - *Use Average Grades*

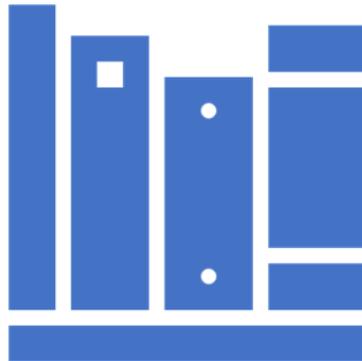
Customize the Retention Center: Rule Categories

- *Course Access*: Alert is based on the date users last accessed your course. Students who haven't logged in for a defined number of days trigger an alert
- *Missed Deadline*: Alert is based on a defined due date for an assignment, test, or survey. Students who don't complete an assignment, test, or survey by the due date trigger an alert based on the option you choose:
 - *Monitor all course deadlines*
 - *Monitor Specific Deadline*

Customize the Retention Center: Parameters

(examples):

- *Course Access: 5 days without login into their course*
- *Missed Deadline: 2-3 deadline missed by more the 2 days*
- *Course Activity: below 50% in the last 4 weeks*
- *Grade: Depends on your grading schema*



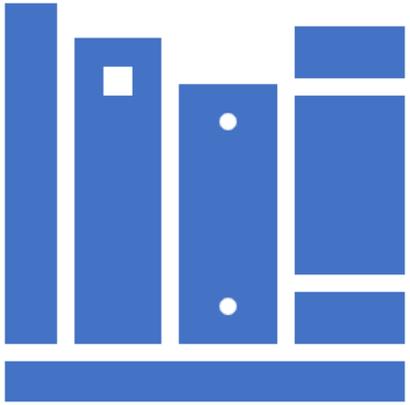
Customize the Retention Center:

Delete rules and restore default rules.

When you delete a rule, all your course content and data remains intact

The screenshot displays the 'Customize Retention Center' interface. At the top, there is a 'Create Rule' dropdown menu. Below it, a table lists several rules. The first rule, 'Default Activity Rule (Modified)', is highlighted in yellow and has its 'Included in Risk Table' checkbox checked. The 'Delete' button in the bottom right corner of the table is circled in red.

Included in Risk Table	Name
<input checked="" type="checkbox"/>	Default Activity Rule (Modified)
<input type="checkbox"/>	Default Course Access Rule
<input type="checkbox"/>	Default Missed Deadline Rule (Modified)
<input type="checkbox"/>	Default Result Rule (Modified)

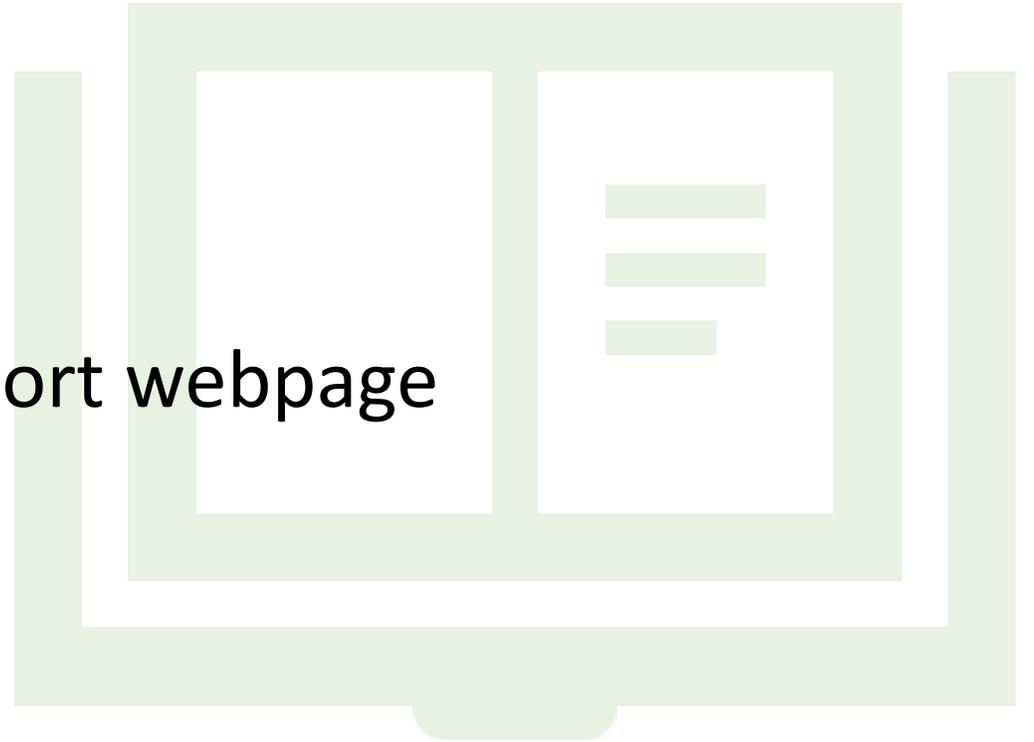


Retention Center Demo

Results Center & Faculty Support



- Grading
- Columns
- Blackboard Faculty Support webpage



Questions?

