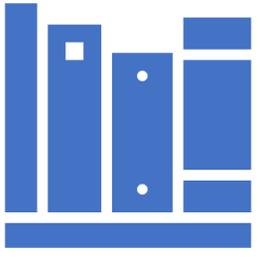# Retention Center

Prepared by Sandra Lomena

Distance Learning Department

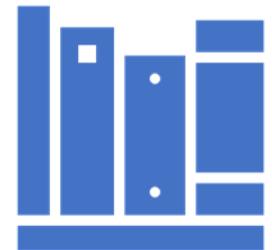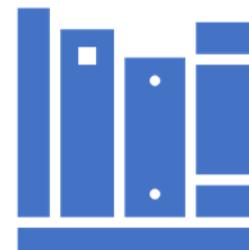*August 28, 2018*

Agenda

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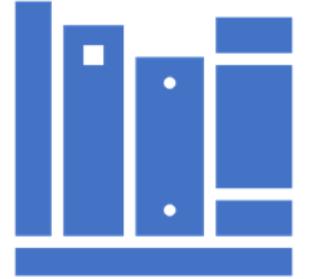 - Your Course Activity
- Customization

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
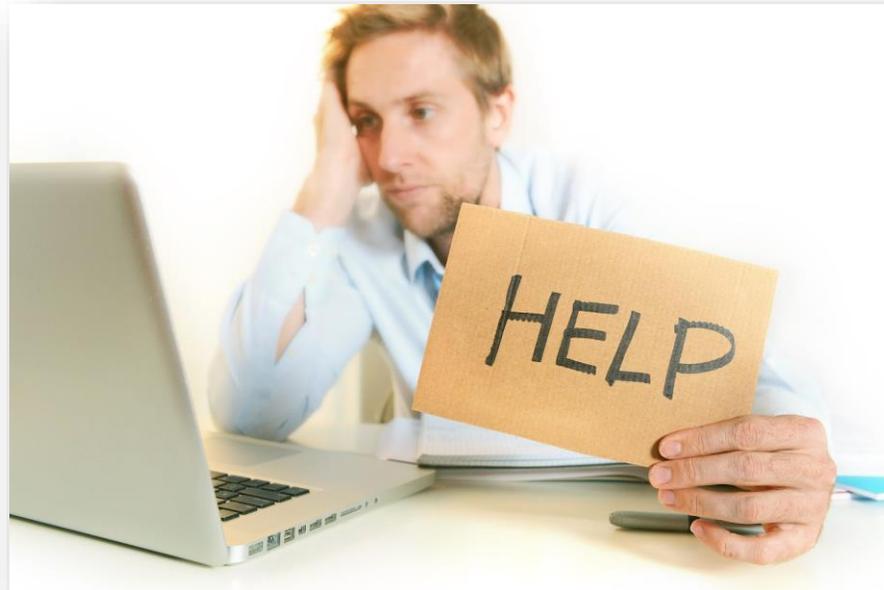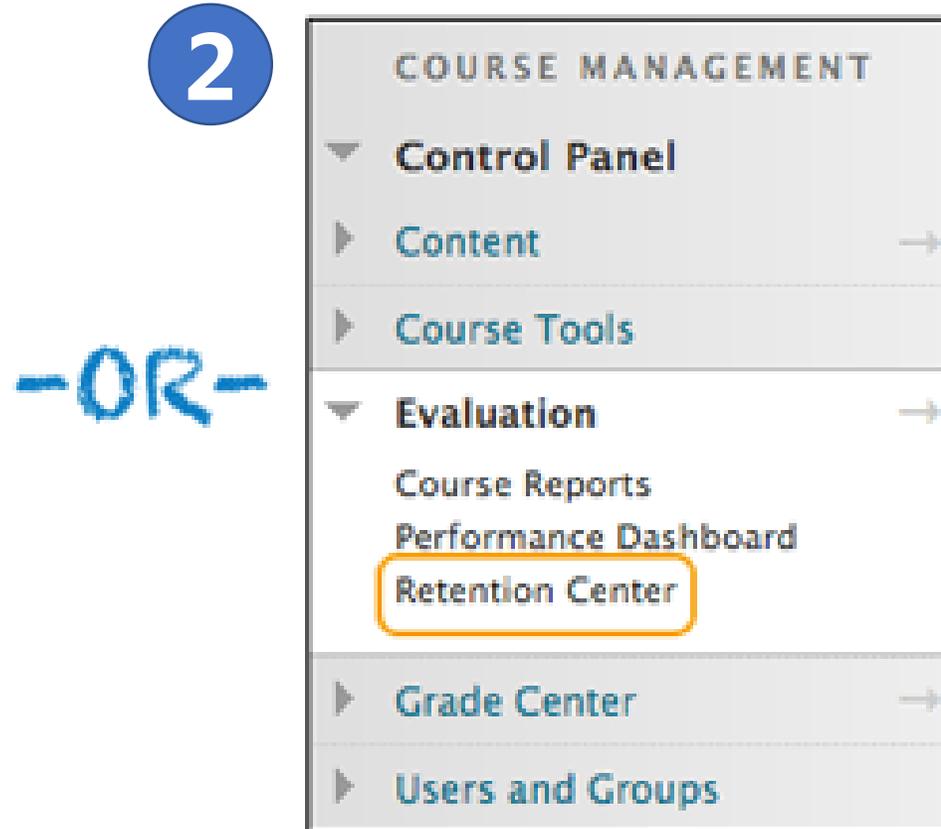
Retention Center: How it Works?

- 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

-OR-

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

Retention Center: Access
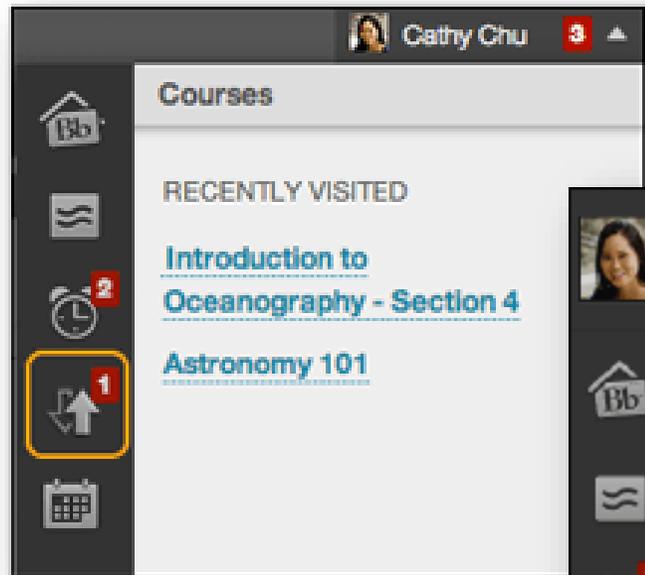
Select a course link in the left panel

Retention Center: Access

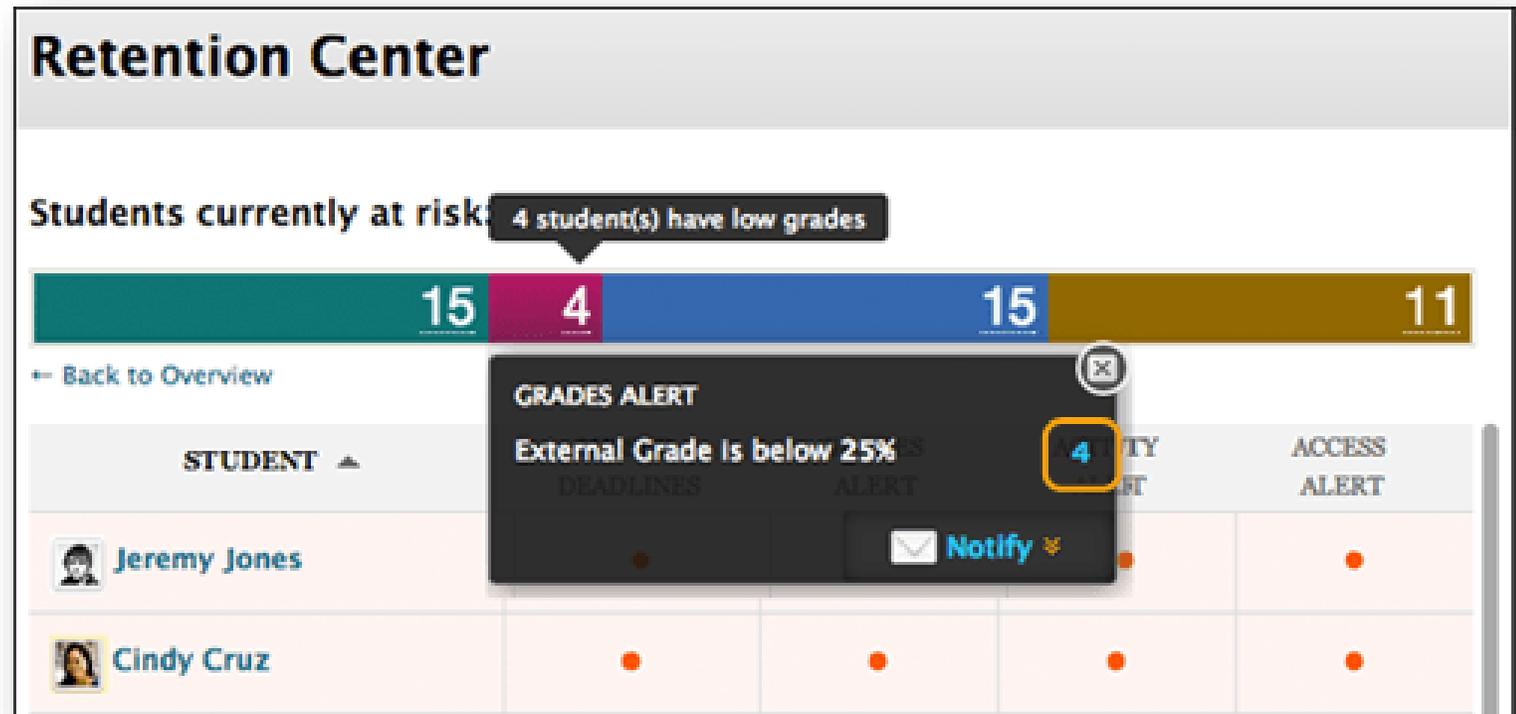Select the colored bar above the table to display a summary of the at-risk students in your course.

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

Retention Center: At-risk Table & Categories

- Students' names: Retention Status.

Retention Center: Right Side Panel

View two types of information:
- *Students you are monitoring*
- *Other information you are monitoring*

Retention Center: Right Side Panel

Students you are monitoring

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.

Customize the Retention Center: Rules

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

Customize the Retention Center:

Creating Rules:

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*
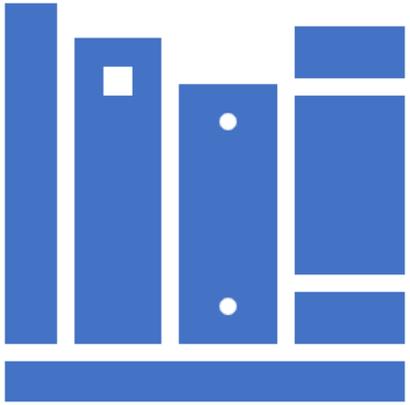- *Grade: Depends on your grading schema*
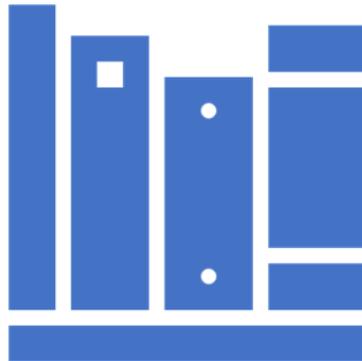
Customize the Retention Center:

Delete rules and restore default rules.
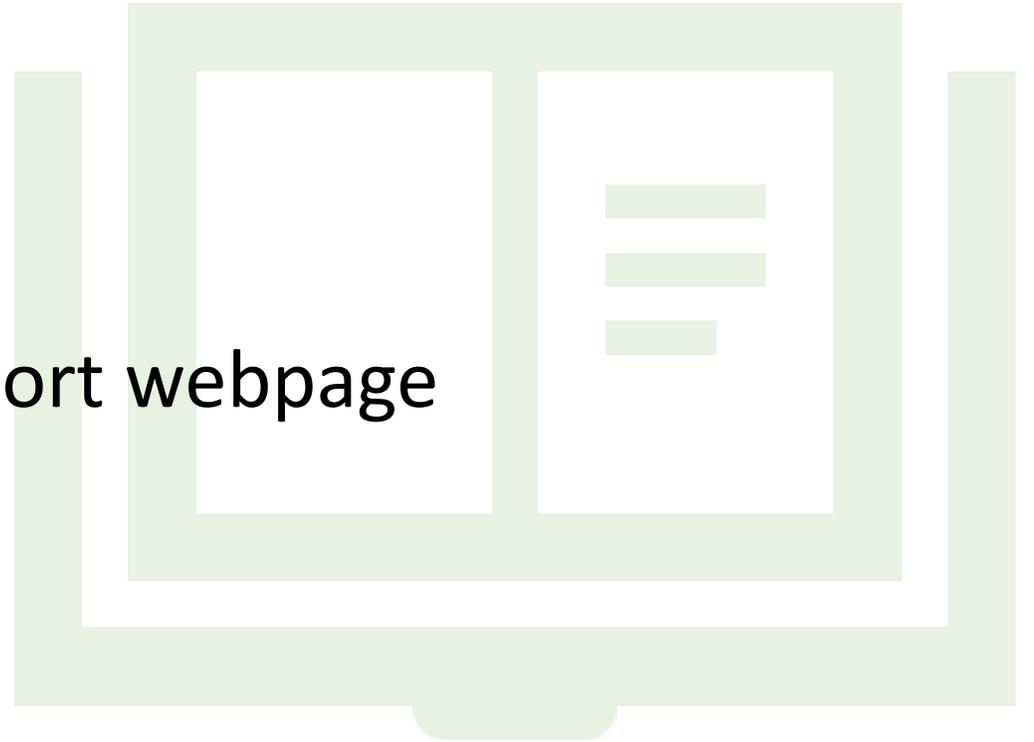When you delete a rule, all your course content and data remains intact

Retention Center Demo

Results Center & Faculty Support

- Grading
- Columns
- Blackboard Faculty Support webpage

Questions?