

Notify Students through the Retention Center

Overview

This tutorial will explain how to notify students through the **Retention Center**. The Retention Center is a wonderful tool to use if you need to monitor student progress for your online course.

Quick Steps

Global Navigation > Retention Center > Select Course > See Details > Students at risk > Notify

Step 1

The Retention Center is accessed from the Global Navigation menu. Click on the Retention Center icon (two opposing vertical arrows).



Step 2

There are several types of criteria to choose from when determining how you want to monitor your students.

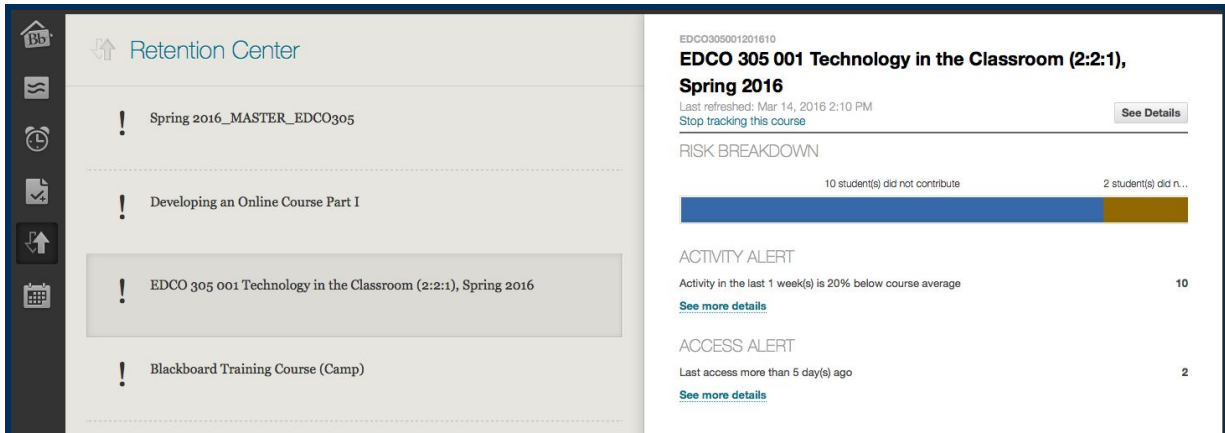
- **Course Activity** - Monitors each student's interactions within the course and compares that student to the overall level of interaction in the course.
- **Course Access** - Measures the length of time since the student last logged into the course.
- **Grade** - Measures the student's grade in the course and compares it to the class average.
- **Missed Deadline** - Monitors if the student has missed one or several deadlines set in the course

Your course will use Blackboard's default settings to alert you when students might be at risk in your course. The chart below lists the default rules for each retention criteria.

Included in Risk Table	Name	Type	Criteria
<input type="checkbox"/> Yes	Default Activity Rule	Course Activity	Activity in the last 1 week(s) is 20% below course average
<input type="checkbox"/> Yes	Default Course Access Rule	Course Access	Last access more than 5 day(s) ago
<input type="checkbox"/> Yes	Default Grade Rule	Grade	External Grade is 25% below class average
<input type="checkbox"/> Yes	Default Missed Deadline Rule	Missed Deadline	1 deadline(s) have been missed by more than 0 days

Step 3

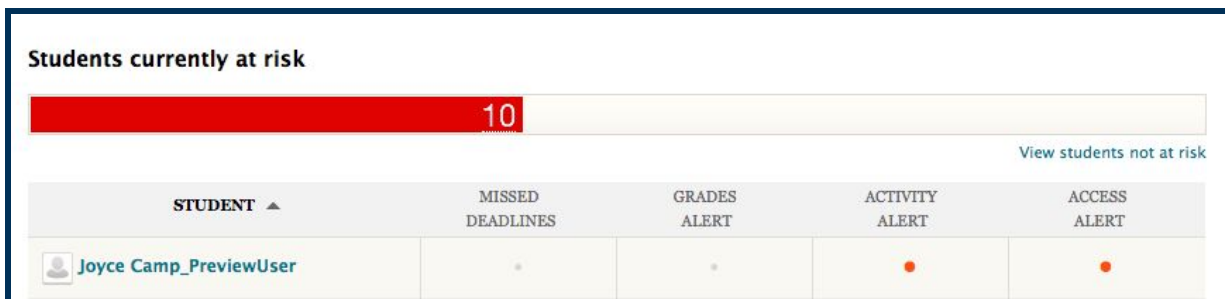
In order to view alerts, click on a class from the Retention Center menu. An overview of current risks will appear in the Details Summary (the right side of your screen).



The screenshot shows the Retention Center interface. On the left, a list of courses is displayed with warning icons. The selected course is "EDCO 305 001 Technology in the Classroom (2:2:1), Spring 2016". The right-hand pane shows the course details, including the course ID (EDCO305001201610), the course name, and the semester. Below this, a "RISK BREAKDOWN" section shows a horizontal bar chart with 10 students in red (did not contribute) and 2 students in blue (did not contribute). Two alerts are shown: an "ACTIVITY ALERT" for 10 students and an "ACCESS ALERT" for 2 students. Each alert includes a "See more details" link.

Step 4

Click the *See Details* button to open the Retention Center page and see a detailed chart of Students currently at risk

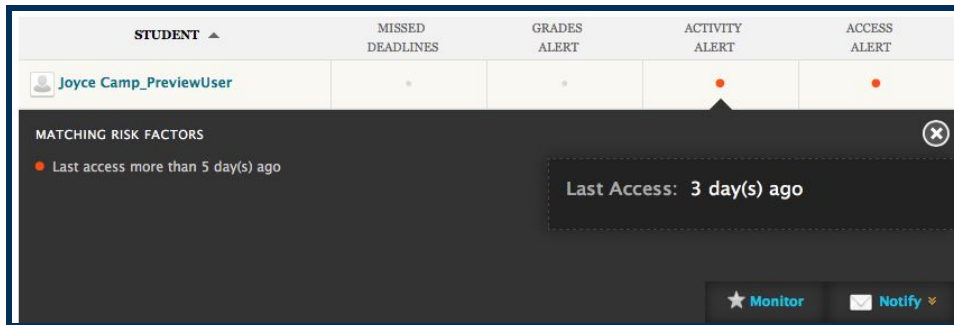


The screenshot shows the "Students currently at risk" section. At the top, a red bar chart indicates that 10 students are currently at risk. Below the chart is a link to "View students not at risk". A table below the chart lists the details for the students at risk. The table has five columns: STUDENT, MISSED DEADLINES, GRADES ALERT, ACTIVITY ALERT, and ACCESS ALERT. The first row shows a student named "Joyce Camp_PreviewUser" with no missed deadlines or grade alerts, but with both activity and access alerts.

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Joyce Camp_PreviewUser

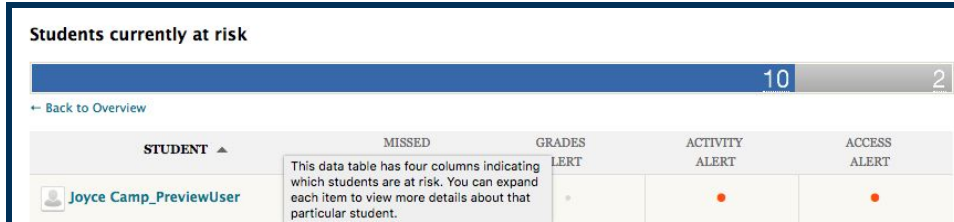
Step 5

Click on a cell (red dot) in any column to expand that section and see more information about a specific student. You can then click the *Notify* button to email the student directly.



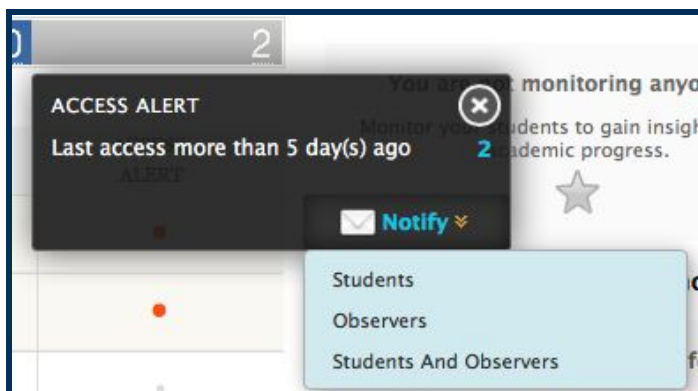
Step 6

To view information on multiple students in the same category, click on the Student(s) at Risk bar. This action will change the Student(s) at Risk bar to a detailed view, separating it into four categories of risk. Clicking a category displays all users in that category.



Step 7

From each section of the detailed Student(s) at Risk bar, a tooltip will appear with a *Notify* drop-down menu. Select "Students" from this menu to email all students at risk for the criteria.



Step 8

The Send Notification screen will open and allow you to send the email. Blackboard automatically creates a standard email for you, but you can modify the text before sending. You can also attach a file using the *Attachments* option, if desired.

Send Notification

Compose a personalized notification message to one or more users. When you select more than one user to receive a notification, the **To:** field in the message becomes the name of the course so users are not aware of others who receive the same message. If notifications bounce (were sent to an invalid email address), the sender will receive an email notice. [More Help](#)

EMAIL INFORMATION

To: [Redacted]

Additional Recipients (bcc):

From: Ryan Loyst

Subject: BBTRAINING_1_r/Blackboard Training Course (Loyst): Course

Message

Rich text editor toolbar: Bold, Italic, Paragraph, Arial, 3 (12pt), Bulleted List, Numbered List, Indent, Decrease Indent, Undo, Redo, Link, Unlink, Text Color, Background Color, Table, Table of Contents, Print, Help, RTML, CSS.

Missed deadlines have triggered an alert from this course. You have outstanding items to be submitted.

Path: p Words: 16

Include list of recipients
A copy of this email will be sent to the sender.

Attachments [Attach a file](#)

Step 9

Click the *Submit* button to send the email.

