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.

<table>
<thead>
<tr>
<th>Included in Risk Table</th>
<th>Name</th>
<th>Type</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Default Activity Rule</td>
<td>Course Activity</td>
<td>Activity in the last 1 week(s) is 20% below course average</td>
</tr>
<tr>
<td>Yes</td>
<td>Default Course Access Rule</td>
<td>Course Access</td>
<td>Last access more than 5 days ago</td>
</tr>
<tr>
<td>Yes</td>
<td>Default Grade Rule</td>
<td>Grade</td>
<td>External Grade is 25% below class average</td>
</tr>
<tr>
<td>Yes</td>
<td>Default Missed Deadline Rule</td>
<td>Missed Deadline</td>
<td>1 deadline(s) have been missed by more than 6 days</td>
</tr>
</tbody>
</table>

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).

Step 4

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

Step 9

Click the Submit button to send the email.