TUTORIAL

BLACKBOARD RETENTION CENTER

Detailed steps on methods to access the retention center

1. Open the Global Navigation Menu.
2. Go into a specific course, expand **Evaluation** in left panel and click on **Retention Center. There are three main areas in the Retention Center.**
    1. Risk table.
    2. Monitoring area (right panel).
        - Students you are monitoring.
        - Information you are monitoring (rules excluded from the risk table).
    3. Your (instructor) activity (below the risk table).

Creating/editing/deleting rules

1. There are four default alert areas.

Name	Type	Criteria
Default Activity Rule	Course Activity	Activity in the last 1 week(s) is 20% below course average
Default Course Access Rule	Course Access	Last access more than 5 day(s) ago
Default Grade Rule	Grade	External Grade is 25% below class average
Default Missed Deadline Rule	Missed Deadline	1 deadline(s) have been missed by more than 0 days

2. Click on the **Customize** button, then **Create Rule** (and drop-down menu) to create/edit/delete rules.
3. Default rules can be edited or deleted. When doing so, however, it's probably a good idea to change the name to avoid confusion.
4. New, additional rules can be created.
5. In order to go back to the default rules, it's easiest to simply delete all the current rules. Then when going back to the retention center,
   You have not set any risk rules yet.
   Use Default Settings
   will be displayed.

Acadtech@pace.edu
www.pace.edu/digitaltoolkit
914 773 3664 (PLV)
212 346 1661 (NYC)

6. Be careful to distinguish between the types of scores in the “Rule Criteria” section. Often it is “average” activity, not discrete values.
7. Rules NOT displayed in the Risk Table are displayed in the right panel.
8. Rule violations
   a. If a student is violating more than one rule in a specific type, the separate rules will not be displayed in the retention center. Therefore, if a student violates a rule, it is not known which rule(s) is(are) violated. Clicking on the student name will reveal all rules, and clicking on the rule column will reveal all rules of that specific column type.
   b. Students may be monitored for violations by clicking the student’s name and then the Monitor button. The student will be displayed in the right-side panel. Clicking the button again toggles off the monitoring.
   c. Remember that a rule violation does not have to be a negative event. Rules can be set up to identify students who are performing well.

Communicating with students who have violated a rule.

1. First select a specific student by clicking the student’s name.
2. Using the Notify button allows for emailing a student. An email is also sent to the instructor.
3. Using, **Add a Note** only creates a note for the instructor.
4. To notify ALL students who violate a specific rule:
   a. Click, **Customize.**
   b. Check the checkbox related to the specific rule.
   c. Click, **Actions** and then **Exclude from Risk Table.**
   d. Go back to the Retention Center. The rule will be in the monitoring area.
   e. Click on the students indicated as violating the rule.
   f. Check the checkboxes for the appropriate students and then click, **Notify Selected** and then **Students** to open the email dialog window.

Change settings.

1. Click the, **My Resource Page** tab.
2. Click the, **Notifications Dashboard** tab.
3. In the **Alerts** window, click the, **Edit Notification Settings** button.
4. Select the appropriate course Tips(s) or organization.
5. Uncheck the checkboxes as desired and hit the, **Submit** button.