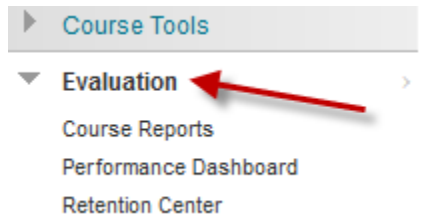


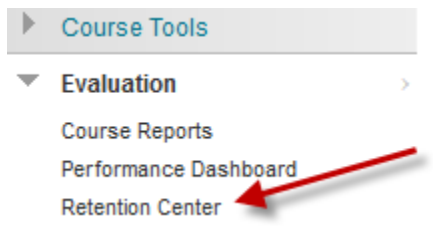
Using Blackboard Retention Center

The Retention Center provides an easier way to keep up with your Students' progress, identify the Students at risk, communicate with the Students at risk, and tracking their progress over the semester, so you can take immediate action to improve the Students' performance.

1. After logging into Blackboard, enter your Course. Once in your course, click on **Evaluation** link located in the **Control Panel** under **Course Management**.



2. Click on **Retention Center** located in the **Evaluation** link to view **Students currently at risk**.



3. In the Currently at risk section, you should see **Student's Name, Missed Deadlines, Grades Alert, Activity Alert, and Access Alert**. If the Student is at risk, you will see an **orange dot** in the area that is at risk.

Students currently at risk

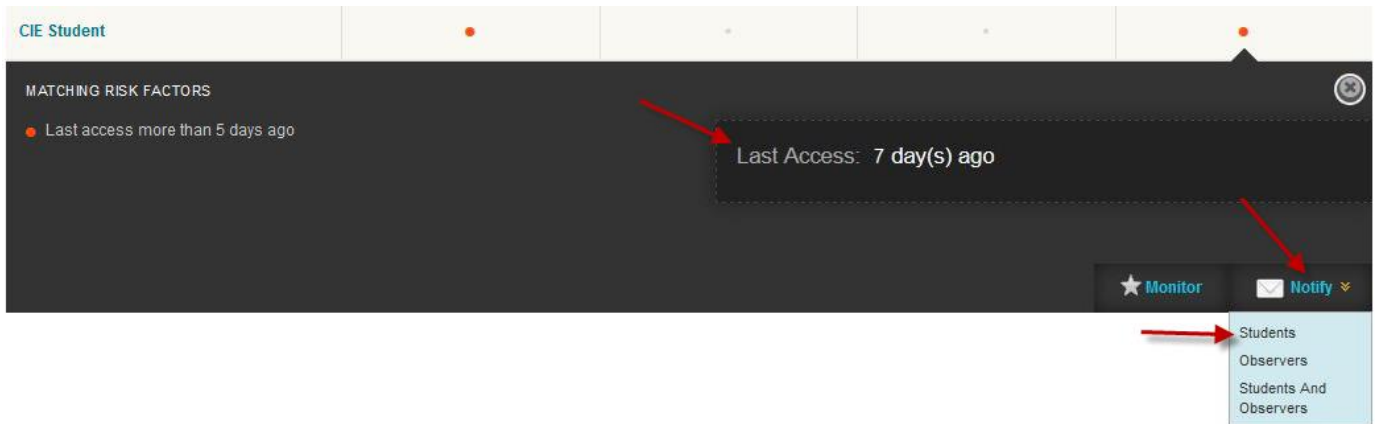
2				
STUDENT ▲	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
John Doe	•	•	•	•
CIE Student	•	•	•	•

4. If you want to check when the Student last access the Course, click on the **orange dot** located on the far right of the Student's name under **Access Alert**. For example, you can click on the **orange dot** under **Access Alert** for **CIE Student**.



Using Blackboard Retention Center

- Once you have clicked on the **orange dot** for **Access Alert**, you will see the amount of days that the Student **Last Access**:. For example, CIE Student **Last Access: 7 days ago**.



- To **Notify the Student** do the following:

- Click on **Notify**.
- Click on **Students**.

- You will see **Send Notification**. The information will show up in the **To**;, **From**;, **Subject**;, and **Message** automatically,

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](#)

Cancel Submit

1. Email Information

To Student, CIE
Additional Recipients (bcc)
From Instructor
Subject ENG 090 Practice Template: Course Missed Deadlines Alert

Message

Rich text editor toolbar with options for text formatting, alignment, and linking.

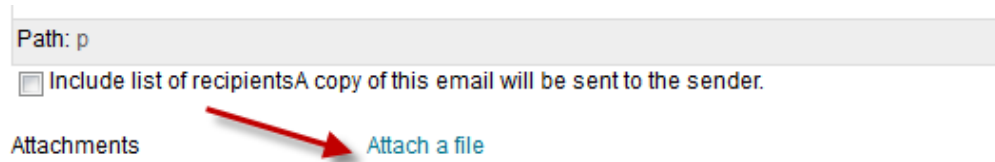
Missed deadlines have triggered an alert from this course. You have outstanding items to be submitted.



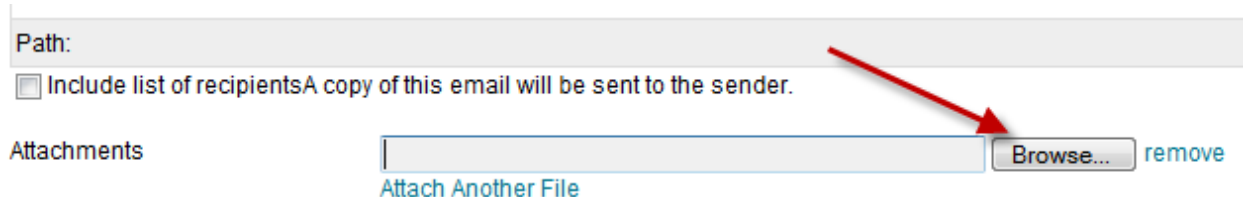
Using Blackboard Retention Center

8. To **edit** the information in the **Additional Recipients (bcc)**, **Subject**, and **Message** do the following:
 - a. Click in the **Additional Recipients (bcc)** text box and type the e-mail address you want to add. For example, you could type **Instructor@wallace.edu** in the **Additional Recipients (bcc)** text box. If you are **adding more than one e-mail address**, use the semicolon symbol (;) between each e-mail address. For example, if you had a Course that had **multiple Instructors**, you would add John Doe and Sally Doe as follows: **jdoo@wallace.edu;sdoe@wallace.edu**.
 - b. Click in **Subject** text box to edit the **Subject** information.
 - c. Click in the **Message** text box to edit information. For example, you can **add a brief description** letting the Student know of your concern and offer assistance to help them achieve their goals.

9. To add Attachments, click on **Attach a file** link.



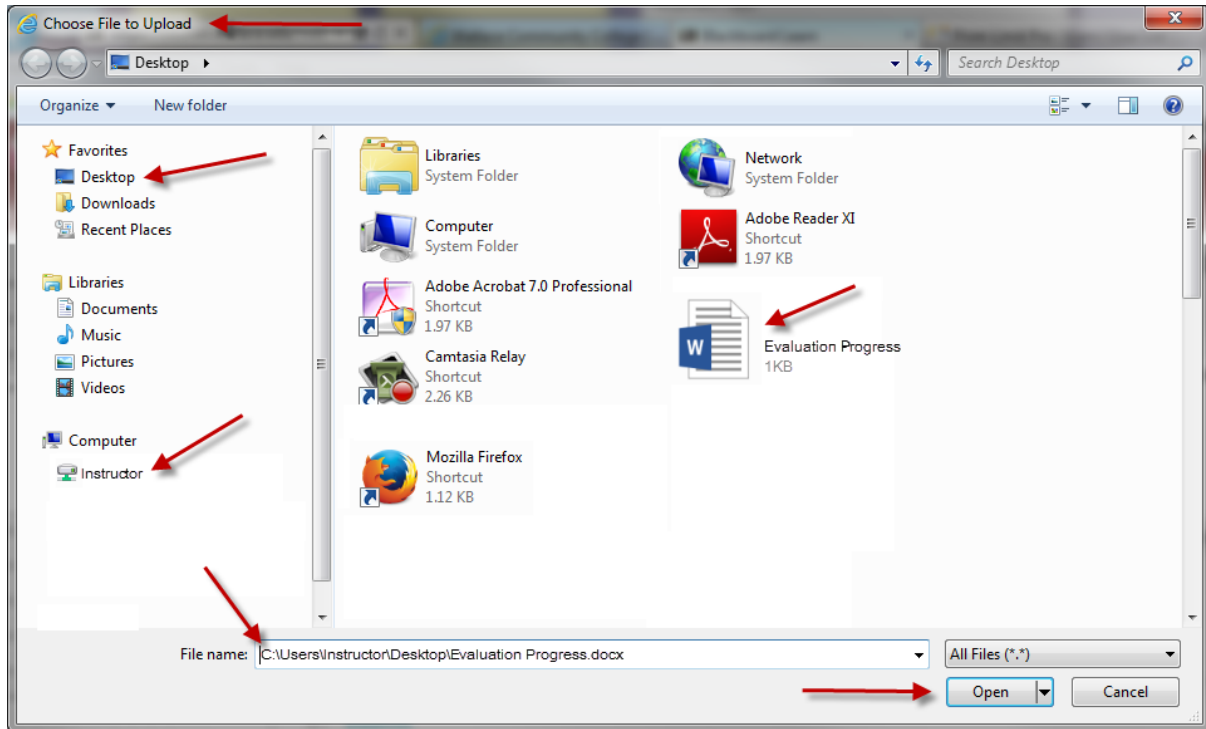
10. Click on **Browse...** button.



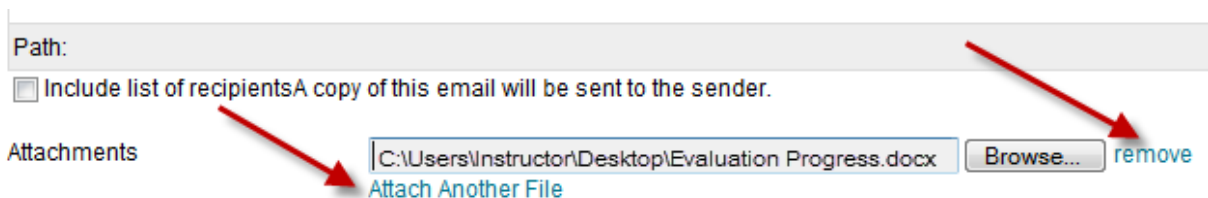
11. Once you click on **Browse...**, you should receive a **Chose File to Upload** dialog box.



Using Blackboard Retention Center



12. Click on the files location. For example, you can click on **Instructor** or **Desktop**.
13. Click on the file you want to **Attach**. For example, you can click on **Evaluation Progress** shown in the diagram above.
14. Once you see the file in the **File name:** box, click on **Open** button.



15. Click on **Attach Another File** if you want to add another file, or click on **remove** if you want to remove the current file that you attached.

Once you have made the changes needed to the information or attached a file, you can click on **Submit**. The **Student** and **Additional Recipients (bcc)** will receive an e-mail in their E-mail Account and not in Blackboard.

2. Submit

Click Submit to proceed. Click Cancel to quit.



Using Blackboard Retention Center

16. Once you have clicked on **Submit**, you will see **The Following users were successfully notified**. For example, if you were sending a notification to CIE Student and Instructor, you would see **The following users were successfully notified: CIE Student, Instructor@wallace.edu**. You should be back at the **Students currently at risk** information, so you can continue checking Students currently at risk.

The following users were successfully notified: CIE Student, Instructor@wallace.edu

Retention Center

The Retention Center provides an easy way for you to discover which students in your course are at risk. You can communicate with struggling students and help them improve. You can also keep track of patterns over time. [More Help](#)

Students currently at risk 2

STUDENT ▲	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
CIE Student	●	●	●	●

17. If you want to **exit the Retention Center**, just click on your **Home Page** or any other link in the **Course Menu**.

ENG090

- Home Page
- Getting Started
- Content

18. For more information regarding the **Retention Center** please go to :

<https://help.blackboard.com/en-us/Learn/9.1 SP 10 and SP 11/Instructor/O40 Student Course Experience/Student Performance/Using the Retention Center>

