UNIVERSITY OF HARTFORD
FACULTY CENTER FOR LEARNING DEVELOPMENT

Blackboard Retention Center Quick Guide

The Retention Center replaces the Early Warning System and provides an easy way for instructors to discover which students in a course are at risk. The instructor can communicate with struggling students and help them take immediate action for improvement. The current strategic plan calls for improved retention rates and this tool is one of several Blackboard tools that can help. Other Blackboard tools that aid in retention are the Grade Center, Course Reports and Performance Dashboard.
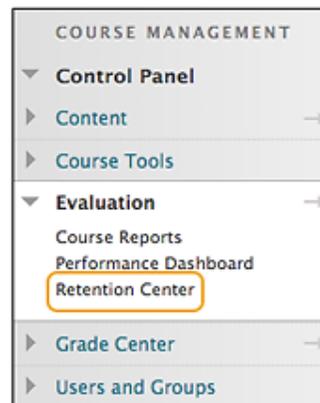
More detailed information on the Retention Center can be found at:
https://help.blackboard.com/Learn/Instructor/Performance/Retention_Center

Accessing the Retention Center

The Retention Center is accessible in the *Evaluation* section of a course's *Control Panel*. The information in the Retention Center is for instructors only and is not seen by your students.

You can turn the Retention Center on or off in your course from the **Control Panel → Customization → Tool Availability**. If you teach a course with another instructor, and turn off the Retention Center, you are turning it off for the both of you.

When you access the Retention Center, the data is refreshed. However, the data for the course activity rule is recorded once a day.

The Retention Center Page

Select the colored bar above the table to display a summary of the at-risk students in your course. Select a colored section to access more information. Select links in the pop-up boxes to drill in further. For example, in a grade alert box, you can select the displayed number to access a list of students who trigger the alert.
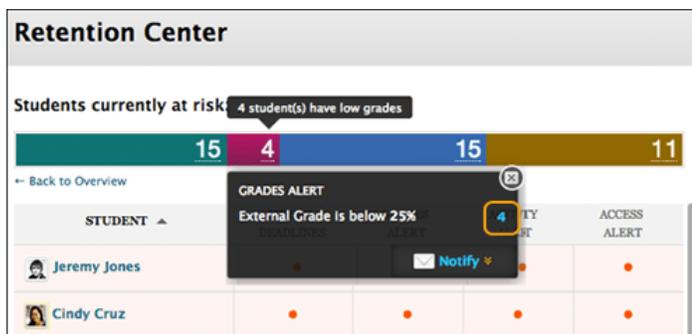
At-Risk Table

The main table displays which students are at risk in one or more of four categories:

- Missed Deadlines
- Grades
- Course Activity
- Course Access

Sort columns by clicking the heading title. The table is sorted by most at-risk students and then alphabetically.

Click the red dot indicator in a student's cell for more information, to include the student in the monitoring section in the right panel, or to send an email.

Click students' names to access their Retention Status pages. View their risk factors and the notification emails sent.

At-Risk Table in the Retention Center
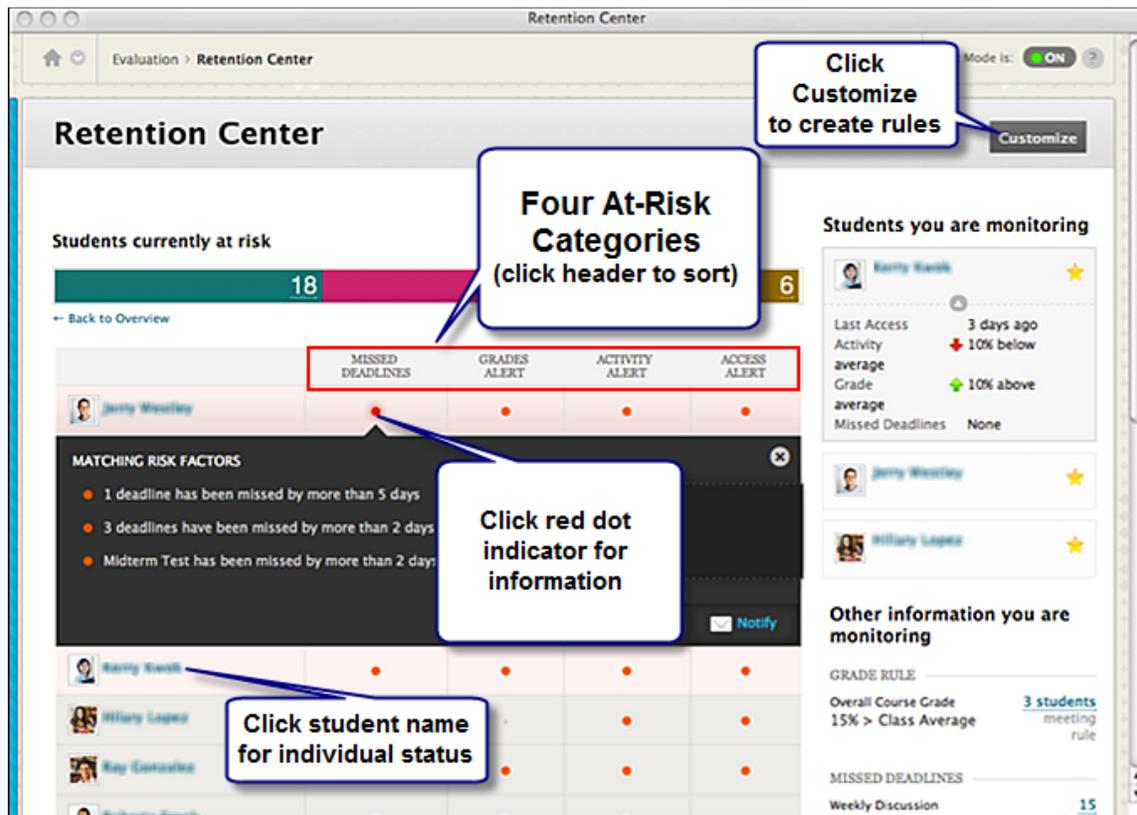
Navigating the Retention Center

Four At-Risk Categories

Create Rules

Instructors can create new rules, edit existing rules, and delete rules by clicking *Customize* on the action bar. Instructors can create as many rules as you need in each category.

***NOTE:** Only one rule from each category (above) will be displayed at a time, so you must deactivate rules that you do not want to show.

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.
Phone: (860) 768-4661   **Email:** fcld@hartford.edu
Website: http://www.hartford.edu/fcld

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).
Phone: (860) 768-4636   **Email:** bbsupport@hartford.edu
FAQ/Submit a Ticket: http://www.hartford.edu/studentbbsupport

Information Technology Services (ITS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).
Phone: (860) 768-4357   **Email:** helpdesk@hartford.edu
Website: http://hartford.edu/ots

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.
Phone: (860) 768-4357   **Website:** http://www.hartford.edu/mts