The Retention Centre

What is it?

The Retention centre provides an easy way to identify and communicate with students at risk.

Why should I use it?

Early and targeted feedback to students with poor performance can improve retention rates, student satisfaction and pass rates. This tool facilitates the process and is particularly useful with large classes.

How do I find it?

Via the double arrow icon on the left side of the Global Navigation bar (Image 1), or under Evaluation in the Control Panel (Image 2).

![Image 1](image1.png)

![Image 2](image2.png)

What is important in the output?

The default alerts are for missed deadlines, poor grades, no recent activity and no recent access. You can change these if you wish.

With small classes you can use the alerts identified by a red dot to see more details of individual student activity.

For large classes the bar across the top of the output is of more use. It gives the number with each type of problem, and the drop down box allows you to email these students. The email notifications have a default subject and message that you can edit. If there is more than one recipient, it sends as bcc so individuals do not see the full list.

Where can I find more information?

Full functional details are available at the Blackboard Help site [https://help.blackboard.com/en-us/Learn/9.1_SP_10_and_SP_11/Instructor/040_Student_Course_Experience/Student_Performance/Using_the_Retention_Center](https://help.blackboard.com/en-us/Learn/9.1_SP_10_and_SP_11/Instructor/040_Student_Course_Experience/Student_Performance/Using_the_Retention_Center)

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