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: [http://help.blackboard.com](http://help.blackboard.com)

**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 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.

**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.
### Students currently at risk

<table>
<thead>
<tr>
<th>STUDENT</th>
<th>MISSED DEADLINES</th>
<th>GRADES ALERT</th>
<th>ACTIVITY ALERT</th>
<th>ACCESS ALERT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eileen Emmons</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Danielle Donelson</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Carl Carter</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Francine Franco</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Barbara Billingsgate</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Andrew Anderson</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Your course activity

- **ASSESSMENT**: Assignment to Test online Grading 2 (due in 4 hours)
- **INTERACTION & COLLABORATION**: Discussion Board (no activity yet)
- **LEARNER SUPPORT**: No activity yet, Post an announcement
- **COURSE DESIGN**: Assignment to Test online Grading 2

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### At-Risk Table in the Retention Center

**Students you are monitoring**

<table>
<thead>
<tr>
<th>STUDENT</th>
<th>Last Access</th>
<th>Activity</th>
<th>Grade</th>
<th>Missed Deadlines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Anderson</td>
<td>4 hours ago</td>
<td>40% below average</td>
<td>3.55</td>
<td>0</td>
</tr>
<tr>
<td>Francine Franco</td>
<td>Never</td>
<td>No Activity in Course</td>
<td>3.5</td>
<td>0</td>
</tr>
<tr>
<td>Barbara Billingsgate</td>
<td>Never</td>
<td>No Activity in Course</td>
<td>3.55</td>
<td>0</td>
</tr>
</tbody>
</table>

**Other information you are monitoring**

- You are not monitoring any information.
- Track who's doing well in your course.

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### Navigating the Retention Center

**Four At-Risk Categories** (click header to sort)

- MISSED DEADLINES
- GRADES ALERT
- ACTIVITY ALERT
- ACCESS ALERT

**Click red dot indicator for information**

**Click student name for individual status**
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.

Getting Help with Technology at the University of Hartford

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

Office of Technology Services (OTS) 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 (on campus) or (844) 292-3213 (off campus)
Email: ots@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) 768-4643 (Main) or (860) 768-4662 (Tech Line)
Website: http://www.hartford.edu/mts