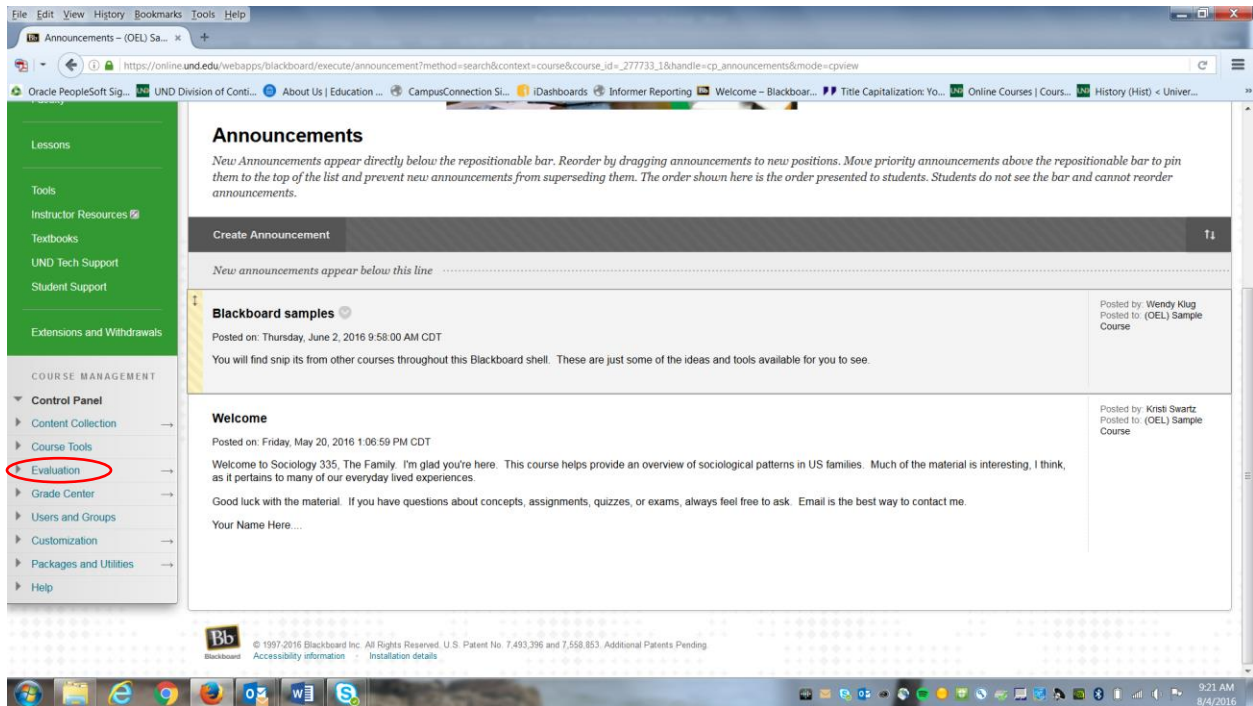


Retention Center

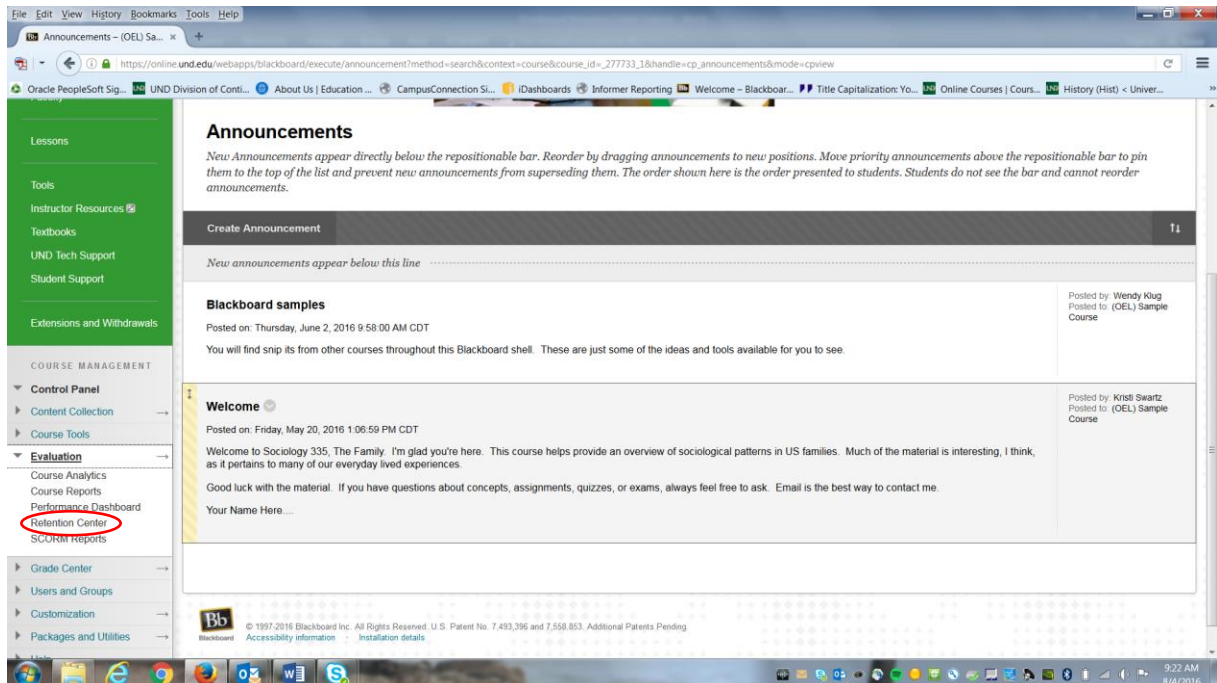
Student 30 day no course access notice: The Office of Extended Learning will send out 28-day and 56-day notifications to students that have not completed any work. As per your contract, you will need to send out an email to a student that has not been active in your course for 30 days. We suggest you do this only once a month so your emails don't overlap and get duplicated for students.

View Students Who Have Not Accessed Course for 30 Days

1. Log into Blackboard.
2. Click on "Evaluation" tab.



3. Click on "Retention Center" tab.



4. Click on the “Access Alert” link in order to see the students that have not accessed their course at the top of this list.

The screenshot shows the Blackboard Retention Center dashboard. On the left is a green sidebar with navigation links. The main content area is titled "Retention Center" and includes a description. Below this, there's a section "Students currently at risk" with a red bar indicating 3 students. A table lists three students: Practice01, Practice02, and Practice03. The "ACCESS ALERT" column for each student has a red dot. A red circle highlights the "ACCESS ALERT" header in the table. To the right, there's a "Students you are monitoring" section for Practice01 Student, showing last access, activity, grade, and missed deadlines. Below that is "Other information you are monitoring". At the bottom, there's a "Your course activity" section with tabs for ASSESSMENT, INTERACTION & COLLABORATION, and LEARNER SUPPORT.

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Practice01 Student		•	-	•
Practice02 Student		•	-	•
Practice03 Student		•	-	•

5. Students that have a red dot under the “Access Alert” tab have not accessed their course for 30 days or more.

This screenshot is identical to the one above, showing the Blackboard Retention Center dashboard. It highlights the "ACCESS ALERT" column in the table, which contains red dots for Practice01, Practice02, and Practice03 students, indicating they have not accessed the course for 30 days or more.

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Practice01 Student		•	-	•
Practice02 Student		•	-	•
Practice03 Student		•	-	•

6. The red dot will not go away just by sending the student an email. The student has to access the course for the red dot to disappear. It will reappear if a student has another 30-day gap in their course access. Read below on how to email the student and how to tell if you have sent the student an email in the past.

Send an Email to Student:

1. To email a specific student, click on the red dot in the row of the student's name under the "Access Alert" column.

The screenshot shows the Retention Center dashboard. On the left is a green sidebar with navigation links. The main content area has a header "Retention Center" with a description. Below it, a red bar indicates "3 Students currently at risk". A table lists three students: Practice01 Student, Practice02 Student, and Practice03 Student. The table has columns for STUDENT, MISSED DEADLINES, GRADES ALERT, ACTIVITY ALERT, and ACCESS ALERT. In the ACCESS ALERT column for Practice01 Student, there is a red dot circled in red. To the right of the table, a tooltip explains the data table columns. Further right, a panel for "Practice01 Student" shows details like "Last Access: 19 hour(s) ago", "Activity: No Activity in Course", "Grade: 44.35% below average", and "Missed Deadlines: 0". At the bottom, there's a "Your course activity" section with tabs for ASSESSMENT, INTERACTION & COLLABORATION, and LEARNER SUPPORT.

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Practice01 Student				
Practice02 Student				
Practice03 Student				

2. This will bring up a black box with specific information on how long it has been since the student accessed the course.

This screenshot is similar to the first one, but a black box overlay is present over the table. The box is titled "MATCHING RISK FACTORS" and lists "Last access more than 30 day(s) ago". A red circle highlights the text "Last Access: 19 hour(s) ago" within the box. The box also contains "Monitor" and "Notify" buttons. The rest of the dashboard, including the sidebar, header, and other panels, remains the same as in the first screenshot.

3. Click on the notify button.

The screenshot shows the Retention Center dashboard. On the left is a green sidebar with navigation links. The main content area has a header 'Retention Center' and a description. Below this is a section 'Students currently at risk' with a red bar indicating 3 students. A table lists students with columns for Student, Missed Deadlines, Grades Alert, Activity Alert, and Access Alert. A modal window for 'Practice01 Student' is open, showing 'MATCHING RISK FACTORS' and 'Last Access: 19 hour(s) ago'. At the bottom of the modal, the 'Notify' button is circled in red. To the right, there's a section 'Students you are monitoring' for 'Practice01 Student' and 'Other information you are monitoring'.

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 take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)

Students currently at risk

3

View students not at risk

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Practice01 Student				
Practice02 Student				
Practice03 Student				

Practice01 Student

MATCHING RISK FACTORS

- Last access more than 30 day(s) ago

Last Access: 19 hour(s) ago

This data table has four columns indicating which students are at risk. You can expand each item to view more details about that particular student.

Monitor Notify

Students you are monitoring

Practice01 Student

Last Access: 19 hour(s) ago

Activity: No Activity in Course

Grade: 44.35% below average

Missed Deadlines: 0

Other information you are monitoring

You are not monitoring any information

Track who's doing well in your course.

4. Click on "students" in the drop box from the notify tab.

This screenshot is similar to the previous one, but the 'Notify' button in the modal window has been clicked, and the dropdown menu is open. The 'Students' option is highlighted with a red circle. The other options are 'Observers' and 'Students And Observers'.

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 take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)

Students currently at risk

3

View students not at risk

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Practice01 Student				
Practice02 Student				
Practice03 Student				

Practice01 Student

MATCHING RISK FACTORS

- Last access more than 30 day(s) ago

Last Access: 19 hour(s) ago

Monitor Notify

Students
Observers
Students And Observers

Students you are monitoring

Practice01 Student

Last Access: 19 hour(s) ago

Activity: No Activity in Course

Grade: 44.35% below average

Missed Deadlines: 0

Other information you are monitoring

You are not monitoring any information

Track who's doing well in your course.

5. This will bring you to a new screen where you will be able to send your 30 days no work email message from. This screen will have the students name that correlates to the student that you selected. This email will be sent to the student's UND email address.

The screenshot shows the 'Send Notification' interface in a web browser. The browser's address bar displays the URL: <https://online.und.edu/webapps/retention/ews/notifyRule?sessionId=01A6445F05F1F0B663EBC23C8F421642>. The page header includes the University of North Dakota logo and navigation links like 'My UND', 'UND Courses', 'Welcome', 'My Content', 'Community', 'Blackboard Help', 'Services', and 'Training'. The left sidebar contains a 'Control Panel' with links to 'Announcements', 'Syllabus', 'Faculty', 'Lessons', 'Tools', 'Instructor Resources', 'Textbooks', 'UND Tech Support', 'Student Support', 'Extensions and Withdrawals', 'Course Management', 'Content Collection', and 'Course Tools'. The main content area is titled 'Send Notification' and includes a description: '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'. Below this is the 'EMAIL INFORMATION' section with fields for 'To' (highlighted with a red circle and containing 'Student, Practice01'), 'Additional Recipients (bcc)', 'From' (Wendy Klug), and 'Subject' (OEL-Template-2016(OEL) Sample Course: Course). A rich text editor for the 'Message' is also present, containing the text: 'Your access patterns have triggered an alert from this course. Please log in. Regular attendance is required.' The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 9:35 AM on 8/4/2016.

6. You can change the subject of the email in the subject box.

This screenshot shows the same 'Send Notification' interface as the previous one, but with the 'Subject' field highlighted by a red circle. The 'Subject' field now contains the text 'OEL-Template-2016(OEL) Sample Course: Course:'. The 'To' field still contains 'Student, Practice01'. The 'Message' field contains the same text: 'Your access patterns have triggered an alert from this course. Please log in. Regular attendance is required.' The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 9:38 AM on 8/4/2016.

7. You can add a personal message in the message box. We do have provided you with a sample email titled “Student 30 Day Gap in Course Email Template.” This can be found under the Instructors Resources tab on the left hand side of your course shell.

Send Notification – (OEL) ...

https://online.und.edu/webapps/retention/ews/notifyRule?sessionId=01A6445F05F1F0B663EBC23C8F421642

Oracle PeopleSoft Sig... UND Division of Conti... About Us | Education ... CampusConnection Si... IDashboards Informer Reporting Welcome – Blackboard... Title Capitalization: Yo... Online Courses | Cours... History (Hist) < Univer...

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

EMAIL INFORMATION

To Student, Practice01

Additional Recipients (bcc)

From Wendy Klug

Subject Come back to Art 1000

Message

For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

It has been about a month since you last accessed or completed any work in Art 1000. If you are having any problems in this course, please contact me at art@und.edu or call my office at 701-777-7777. I can point you in the direction that you might need for assistance with homework, study skills, time management, and etc. You can also find resource links in your Blackboard course site under “Student Support”. With self-paced courses, it is important to set a schedule and try to stick to it. Nine months can go by quickly!

I look forward to helping you succeed in this course,

Art Art

Path: p Words: 108

☐ Include list of recipients
A copy of this email will be sent to the sender.

Attachments [Attach a file](#)

8. You can add an attachment to the email.

Send Notification – (OEL) ...

https://online.und.edu/webapps/retention/ews/notifyRule?sessionId=01A6445F05F1F0B663EBC23C8F421642

Oracle PeopleSoft Sig... UND Division of Conti... About Us | Education ... CampusConnection Si... IDashboards Informer Reporting Welcome – Blackboard... Title Capitalization: Yo... Online Courses | Cours... History (Hist) < Univer...

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

EMAIL INFORMATION

To Student, Practice01

Additional Recipients (bcc)

From Wendy Klug

Subject Come back to Art 1000

Message

For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

It has been about a month since you last accessed or completed any work in Art 1000. If you are having any problems in this course, please contact me at art@und.edu or call my office at 701-777-7777. I can point you in the direction that you might need for assistance with homework, study skills, time management, and etc. You can also find resource links in your Blackboard course site under “Student Support”. With self-paced courses, it is important to set a schedule and try to stick to it. Nine months can go by quickly!

I look forward to helping you succeed in this course,

Art Art

Path: p Words: 108

☐ Include list of recipients
A copy of this email will be sent to the sender.

Attachments [Attach a file](#)

9. After you have entered all your information, don't forget to hit the "Submit" button.

The screenshot shows the 'Send Notification' form in Blackboard. The left sidebar contains navigation links for Announcements, Syllabus, Faculty, Lessons, Tools, Instructor Resources, Textbooks, UND Tech Support, Student Support, and Extensions and Withdrawals. The main content area is titled 'EMAIL INFORMATION' and includes fields for 'To' (Student, Practice01), 'Additional Recipients (bcc)', 'From' (Wendy Klug), and 'Subject' (Come back to Art 1000). Below these fields is a rich text editor for the message body. The message text reads: 'It has been about a month since you last accessed or completed any work in Art 1000. If you are having any problems in this course, please contact me at art@und.edu or call my office at 701-777-7777. I can point you in the direction that you might need for assistance with homework, study skills, time management, and etc. You can also find resource links in your Blackboard course site under "Student Support". With self-paced courses, it is important to set a schedule and try to stick to it. Nine months can go by quickly! I look forward to helping you succeed in this course.' Below the message body is a 'Path' field and a checkbox for 'Include list of recipients'. At the bottom right, there are 'Cancel' and 'Submit' buttons. The 'Submit' button is circled in red.

10. It will bring you back to this screen after you have sent the email.

The screenshot shows the 'Retention Center' dashboard in Blackboard. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Retention Center' and includes a sub-header 'The following users were successfully notified: Practice01 Student'. Below this is a section 'Students currently at risk' with a red bar indicating 3 students. A table lists the students: Practice01 Student, Practice02 Student, and Practice03 Student, with columns for 'MISSED DEADLINES', 'GRADES ALERT', 'ACTIVITY ALERT', and 'ACCESS ALERT'. To the right of the table is a section 'Students you are monitoring' for 'Practice01 Student', showing 'Last Access' (19 hour(s) ago), 'Activity' (No Activity in Course), 'Grade' (44.35% below average), and 'Missed Deadlines' (0). Below this is a section 'Other information you are monitoring' with the text 'You are not monitoring any information'. At the bottom, there is a 'Your course activity' section with three tabs: 'ASSESSMENT' (Sample Questions, 19 hour(s) pending), 'INTERACTION & COLLABORATION' (Announcements posted, Last posted on Jun 2, 2016), and 'LEARNER SUPPORT' (1).

11. If you want to view information specific to the student that you just emailed, click on that student's name.

The screenshot shows the 'Retention Center' dashboard. A green banner at the top states 'The following users were successfully notified: Practice01 Student'. Below this, the 'Students currently at risk' section features a red bar with the number '3'. A table lists three students: Practice01 Student, Practice02 Student, and Practice03 Student. The 'Practice01 Student' entry is circled in red. To the right, the 'Students you are monitoring' section shows details for Practice01 Student, including 'Last Access: 19 hour(s) ago', 'Activity: No Activity in Course', 'Grade: 44.35% below average', and 'Missed Deadlines: 0'. The 'Other information you are monitoring' section states 'You are not monitoring any information'.

STUDENT	MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Practice01 Student	No rules. Use defaults?	●	●	●
Practice02 Student		●	●	●
Practice03 Student		●	●	●

12. This will bring you to another page specific to that students' information. You will find your notification history for that student on this page. It will tell you what day, what time, and what message you sent to that student in the Notification History.

The screenshot shows the 'Retention Status' page for 'Practice01 Student', who is marked as 'AT RISK'. The 'Risk Factors' section includes a table with four categories: MISSED DEADLINES (None), GRADES ALERT (0.00%, 44.35% below average), ACTIVITY ALERT (No Activity in Course), and ACCESS ALERT (19 hour(s) ago). Below this, the 'Notification History' section is circled in red. It lists four notifications: a message to 'Come back to Art 1000' sent on Aug 4, 2016; a note created on Jul 26, 2016; a 'Course Performance Alert' sent on Jul 26, 2016; and a 'Course Access Alert' sent on Jun 14, 2016.

MISSED DEADLINES	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
None	0.00% 44.35% below average External Grade is 25% below class average	No Activity in Course	19 hour(s) ago Last access more than 30 day(s) ago

Notification History

- Sent: Aug 4, 2016 @ 9:48 AM
Sent By: Wendy Klug
Come back to Art 1000 to Practice01 Student
It has been about a month since you last accessed or completed any work in Art 1000. If you are having any problems in this course, please contact me at art@und.edu
- Created: Jul 26, 2016 @ 3:52 PM
Created By: Wendy Klug
NOTE
student has not been responding to email notifications about not accessing course
- Sent: Jul 26, 2016 @ 3:42 PM
Sent By: Wendy Klug
OEL-Template-2016/(OEL) Sample Course: Course Performance Alert to Practice01 Student
Your activity and performance levels have triggered an alert from this course. Please contact your instructor for details.
- Sent: Jun 14, 2016 @ 12:22 PM
Sent By: Wendy Klug
OEL-Template-2016/(OEL) Sample Course: Course Access Alert
Your have not been present in your class. Please come back and join me!

13. You can add notes to the student's record here by clicking on the "notes" tab.

The screenshot shows the 'Retention Status' page for a student. The left sidebar contains navigation links for Lessons, Tools, Instructor Resources, Textbooks, UND Tech Support, Student Support, Extensions and Withdrawals, and COURSE MANAGEMENT. The main content area is divided into two sections: 'Risk Factors' and 'Notification History'. The 'Risk Factors' section includes a table with four columns: MISSED DEADLINES (None), GRADES ALERT (0.00%, 44.35% below average, External Grade is 25% below class average), ACTIVITY ALERT (No Activity in Course), and ACCESS ALERT (19 hour(s) ago, Last access more than 30 day(s) ago). The 'Notification History' section lists several notifications, including 'Come back to Art 1000' and 'OEL-Template-2016/(OEL) Sample Course: Course Performance Alert'. A red circle highlights the 'Add a Note' button in the top right corner of the 'Notification History' section.

14. You can also monitor students. Do this by selecting the monitor button.

The screenshot shows the 'Retention Status' page for a student. The left sidebar contains navigation links for (OEL) Sample Course, Announcements, Syllabus, Faculty, Lessons, Tools, Instructor Resources, Textbooks, UND Tech Support, Student Support, Extensions and Withdrawals, and COURSE MANAGEMENT. The main content area is divided into two sections: 'Risk Factors' and 'Notification History'. The 'Risk Factors' section includes a table with four columns: MISSED DEADLINES (None), GRADES ALERT (0.00%, 44.35% below average, External Grade is 25% below class average), ACTIVITY ALERT (No Activity in Course), and ACCESS ALERT (19 hour(s) ago, Last access more than 30 day(s) ago). The 'Notification History' section lists several notifications, including 'Come back to Art 1000' and 'OEL-Template-2016/(OEL) Sample Course: Course Performance Alert'. A red circle highlights the 'Monitor' button in the top left corner of the 'Notification History' section.

15. This will place that student on the risk table that you first see when you log into the Retention Center. This will allow you pay special attention to specific students you feel are at high risk.

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 take immediate action for improvement. You can also keep track of patterns over time. [More Help](#)

Students currently at risk

3

[View students not at risk](#)

STUDENT	MISSED DEADLINES <small>No rules. Use defaults?</small>	GRADES ALERT	ACTIVITY ALERT	ACCESS ALERT
Practice01 Student		•	•	•
Practice02 Student		•	•	•
Practice03 Student		•	•	•

Students you are monitoring

Practice01 Student

Last Access: 19 hour(s) ago
Activity: No Activity in Course
Grade: 44.35% below average
Missed Deadlines: 0

Other information you are monitoring

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

Your course activity

Last login: Aug 4, 2016 @ 9:55 AM

ASSESSMENT | INTERACTION & COLLABORATION | LEARNER SUPPORT

Are you interested in using other Retention Center alerts for recognizing and notifying at-risk students? If so, your course has been set up with these additional alerts:

Activity Alert: Activity in the last 30 days is 25% above course average

Grades Alert: Grade is 25% below class average

Missed Deadline: this does not apply to Self-Paced courses (unfortunately there is no way to remove this alert from the risk table)