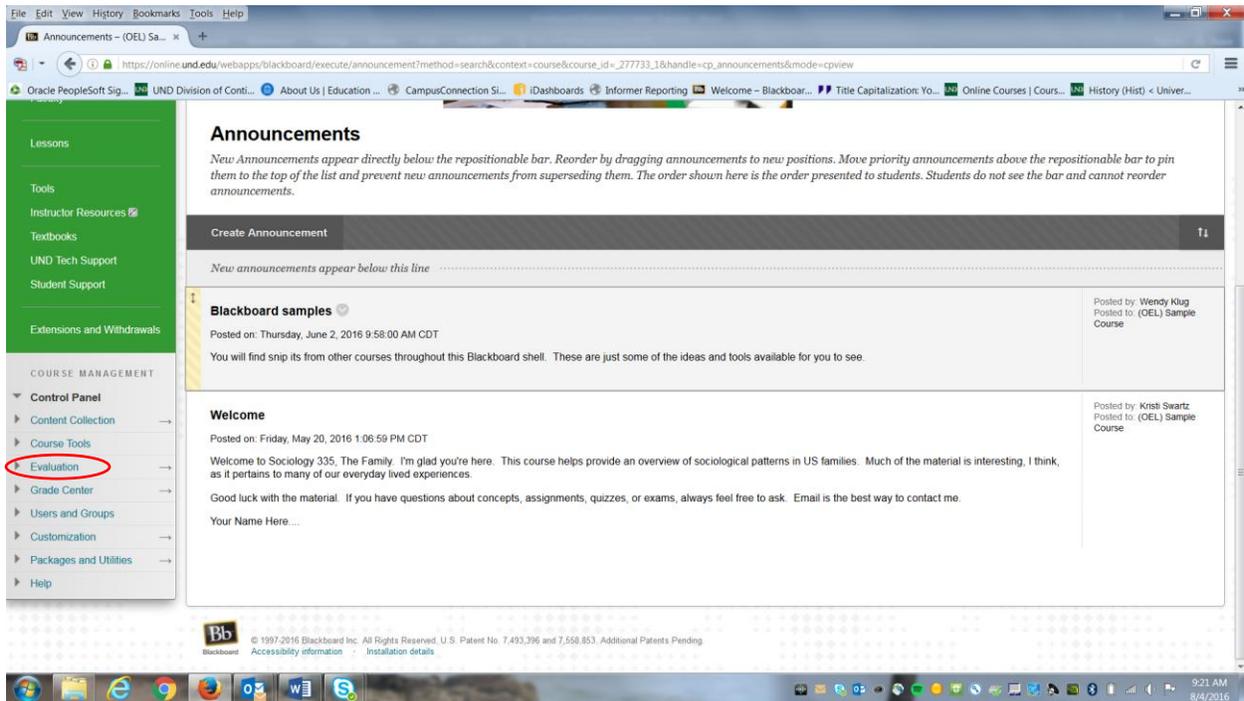


Retention Center

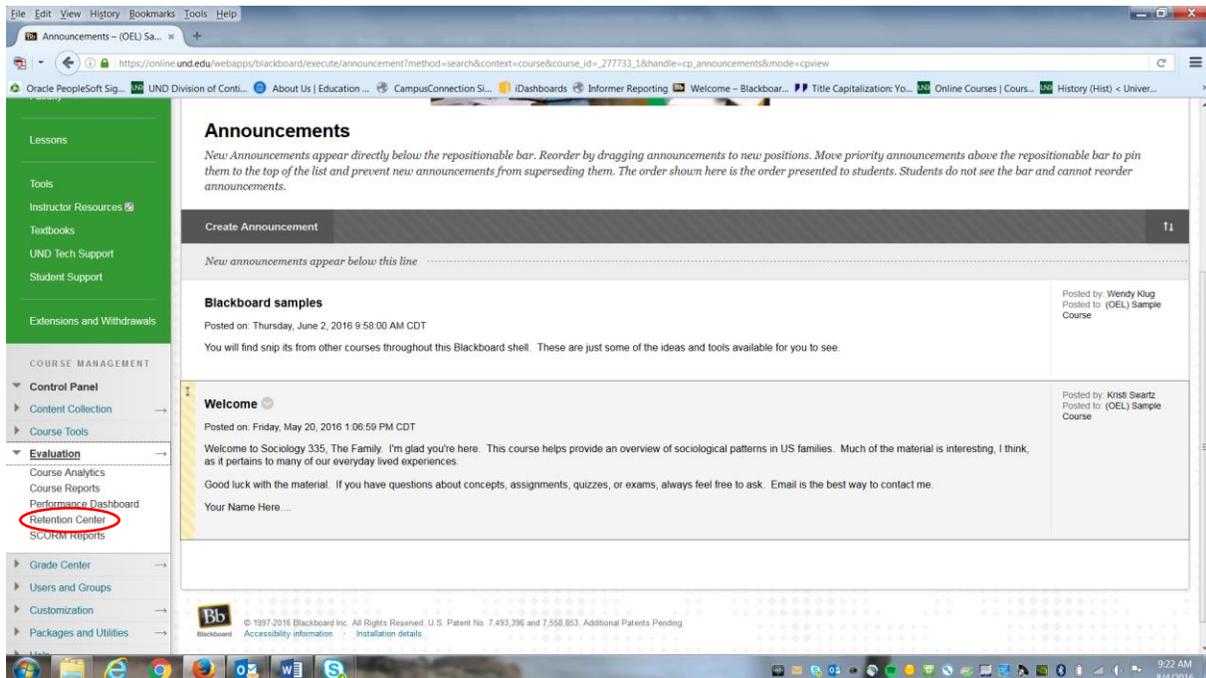
Student 30 day no course access notice: The Office of Extended Learning will send out 28-day and 56-day notifications to students that have not completed any work. As per your contract, you will need to send out an email to a student that has not been active in your course for 30 days. We suggest you 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 Retention Center dashboard for a course. A red bar at the top indicates 3 students currently at risk. Below this is a table with the following columns: STUDENT, MISSED DEADLINES, GRADES ALERT, ACTIVITY ALERT, and ACCESS ALERT. The ACCESS ALERT column contains a red dot for each of the three students listed: Practice01 Student, Practice02 Student, and Practice03 Student. The 'ACCESS ALERT' column header is circled in red.

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 Retention Center dashboard. The table of students at risk is the same, with a red dot in the 'ACCESS ALERT' column for each student. The 'ACCESS ALERT' column header is circled in red.

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. At the top, there's a navigation bar with various links. Below that, the main content area is titled "Retention Center" and includes a description: "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".

There are two main sections: "Students currently at risk" and "Students you are monitoring". The "Students currently at risk" section features a table with the following columns: STUDENT, MISSED DEADLINES, GRADES ALERT, ACTIVITY ALERT, and ACCESS ALERT. The "ACCESS ALERT" column contains red dots for each student listed: Practice01 Student, Practice02 Student, and Practice03 Student. A red circle highlights the red dot for Practice01 Student.

Below the table, there's a "Your course activity" section with sub-sections for ASSESSMENT, INTERACTION & COLLABORATION, and LEARNER SUPPORT. The ASSESSMENT section shows "Sample Questions" (19 hour(s) pending) and "Lesson 1" (2).

On the right side, 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".

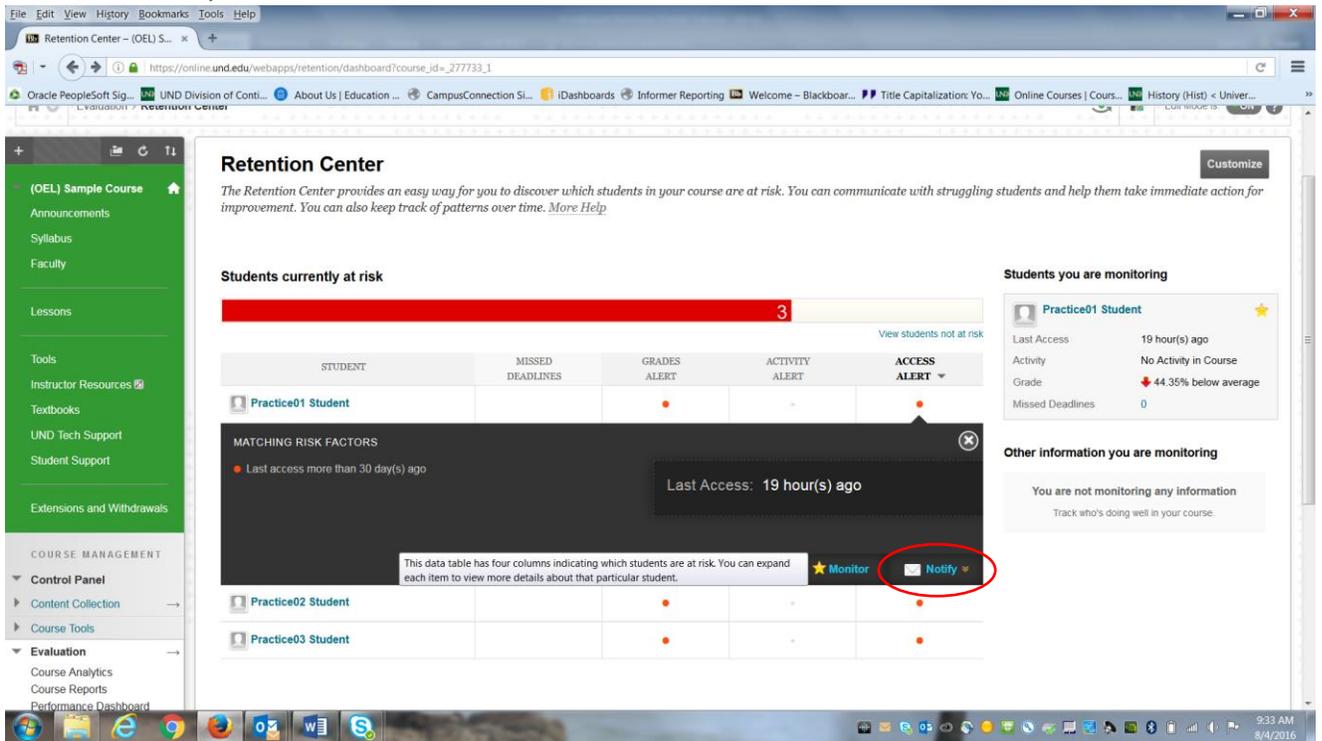
2. This will bring up a black box with specific information on how long it has been since the student accessed the course.

This screenshot shows the same Retention Center dashboard as the previous one, but with a tooltip displayed over the red dot in the "ACCESS ALERT" column for "Practice01 Student". The tooltip is a dark grey box with the following content:

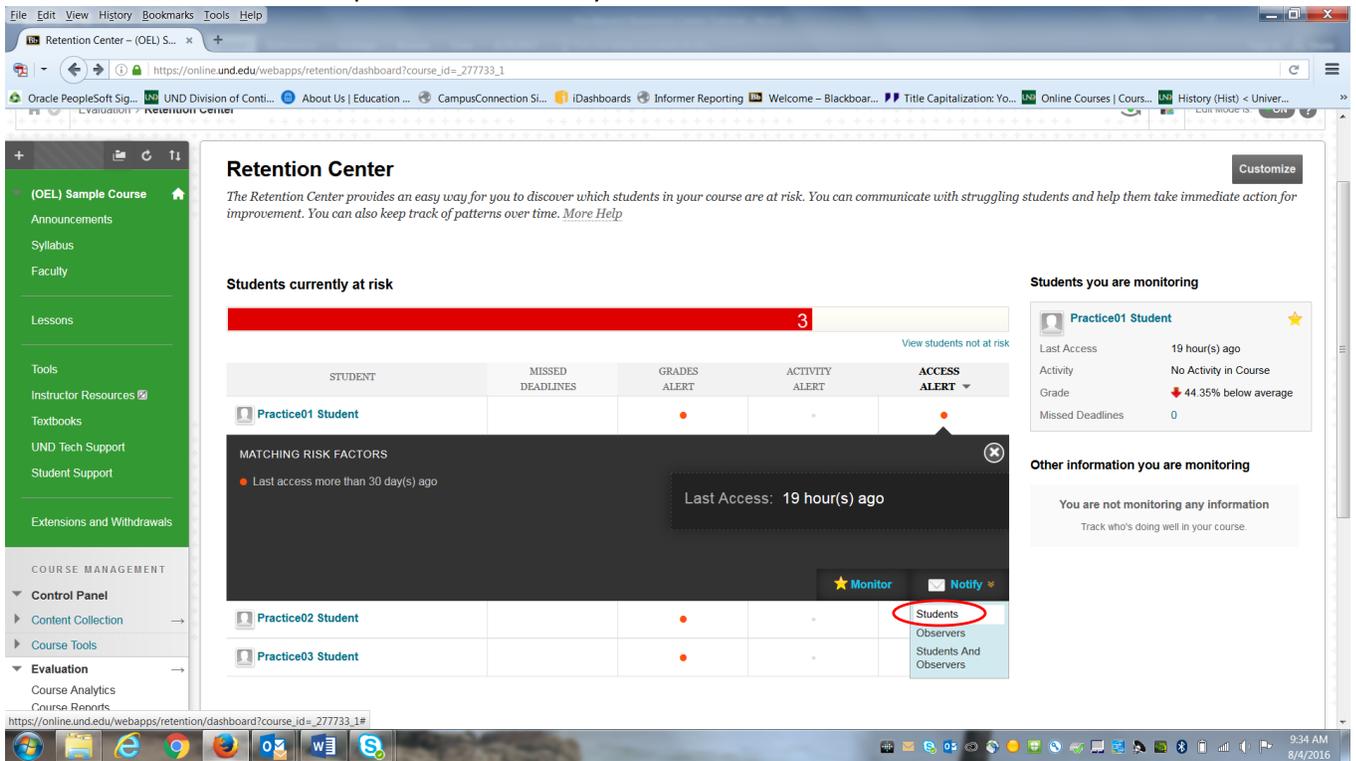
- MATCHING RISK FACTORS**
- Last access more than 30 day(s) ago
- Last Access: 19 hour(s) ago (circled in red)
- Buttons: Monitor (star icon), Notify (envelope icon)

The rest of the dashboard remains the same, including the table of students at risk and the "Students you are monitoring" section.

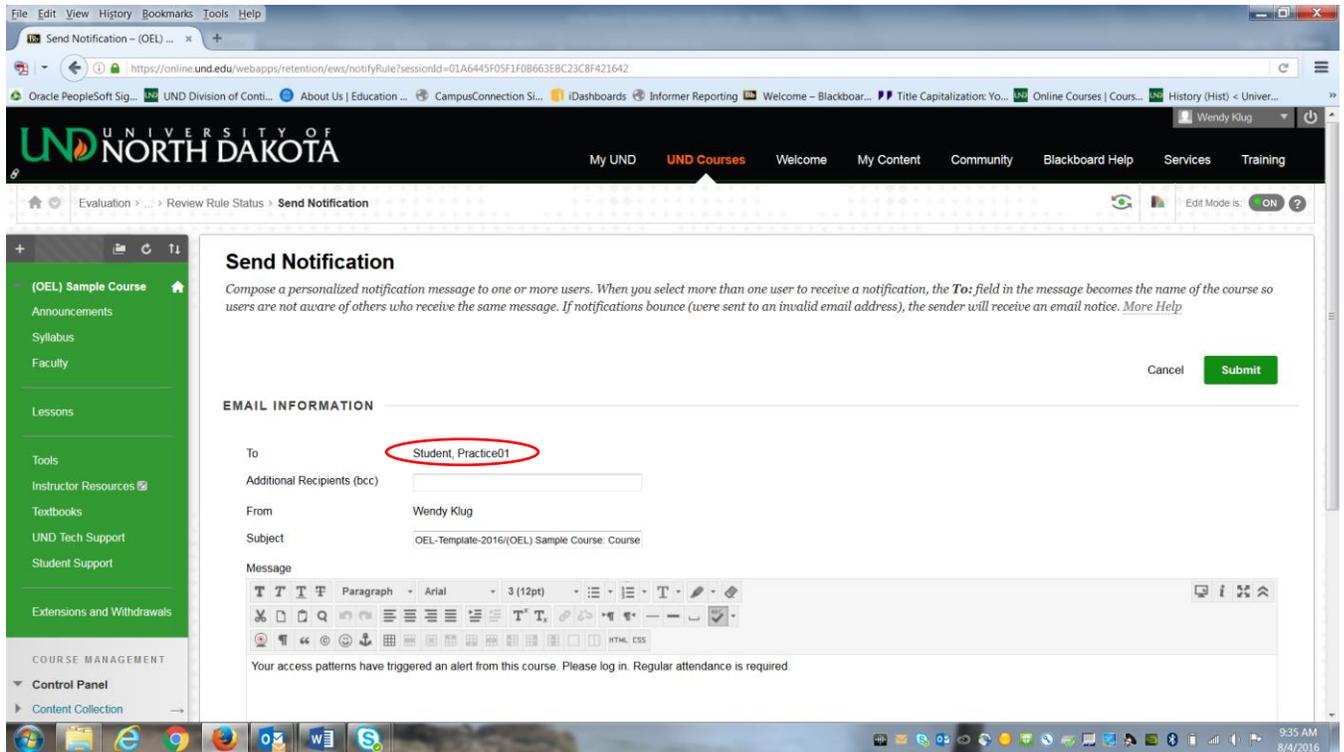
3. Click on the notify button.



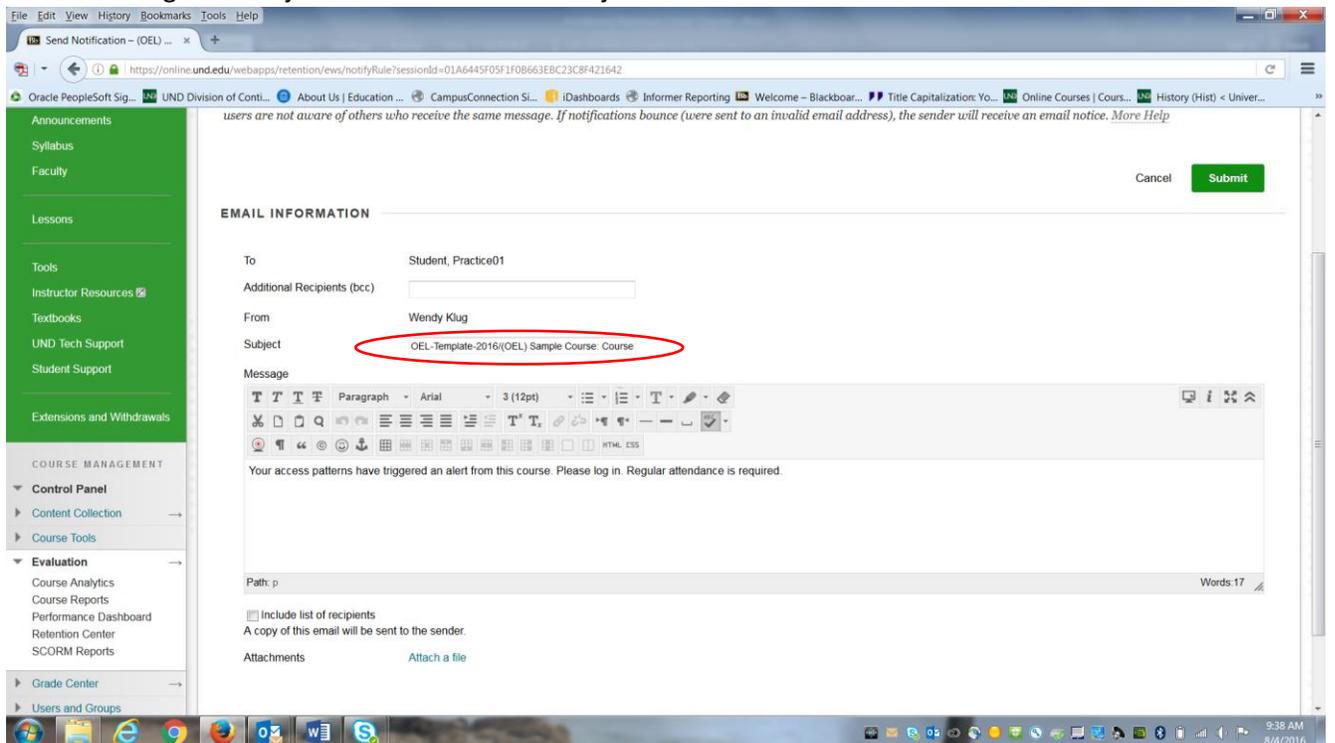
4. Click on "students" in the drop box from the notify tab.



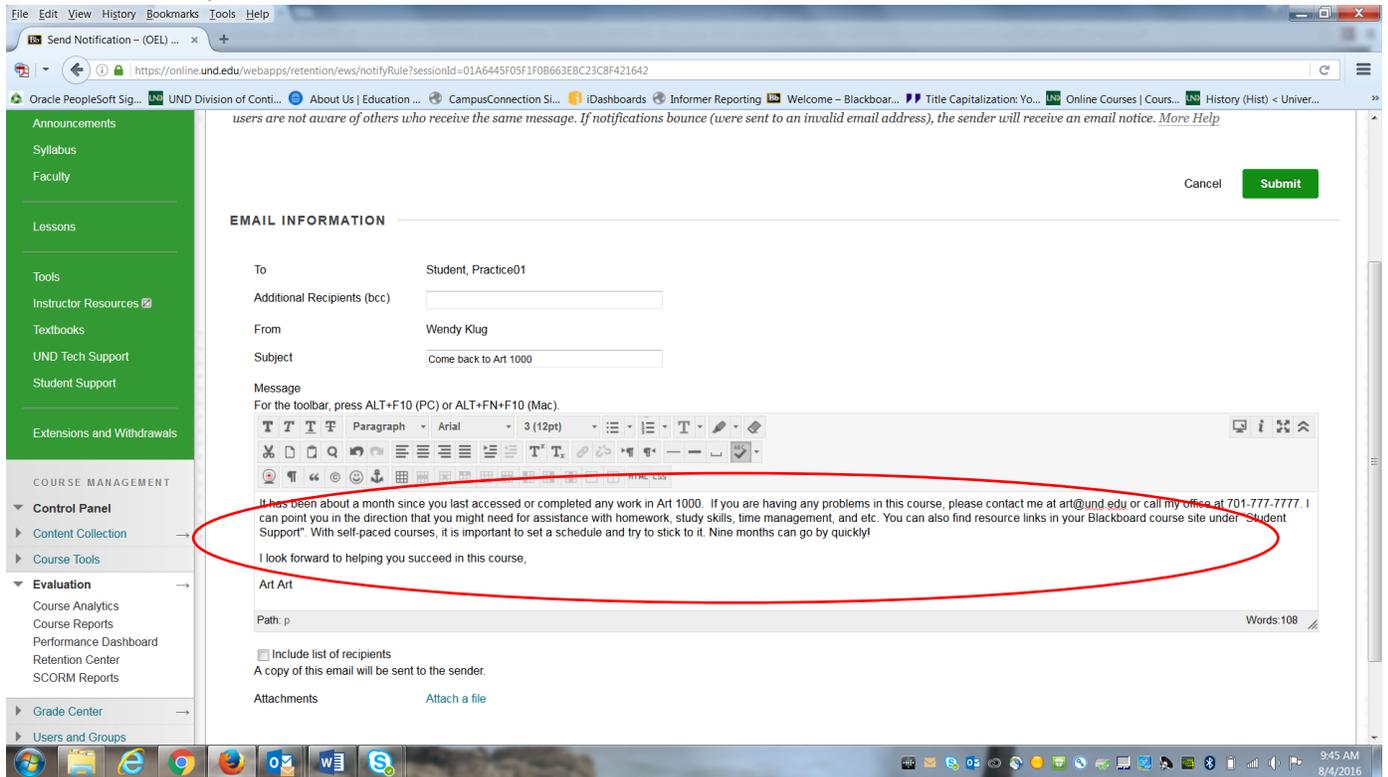
5. This will bring you to a new screen where you will be able to send your 30 days no work email message from. This screen will have the students name that correlates to the student that you selected. This email will be sent to the student's UND email address.



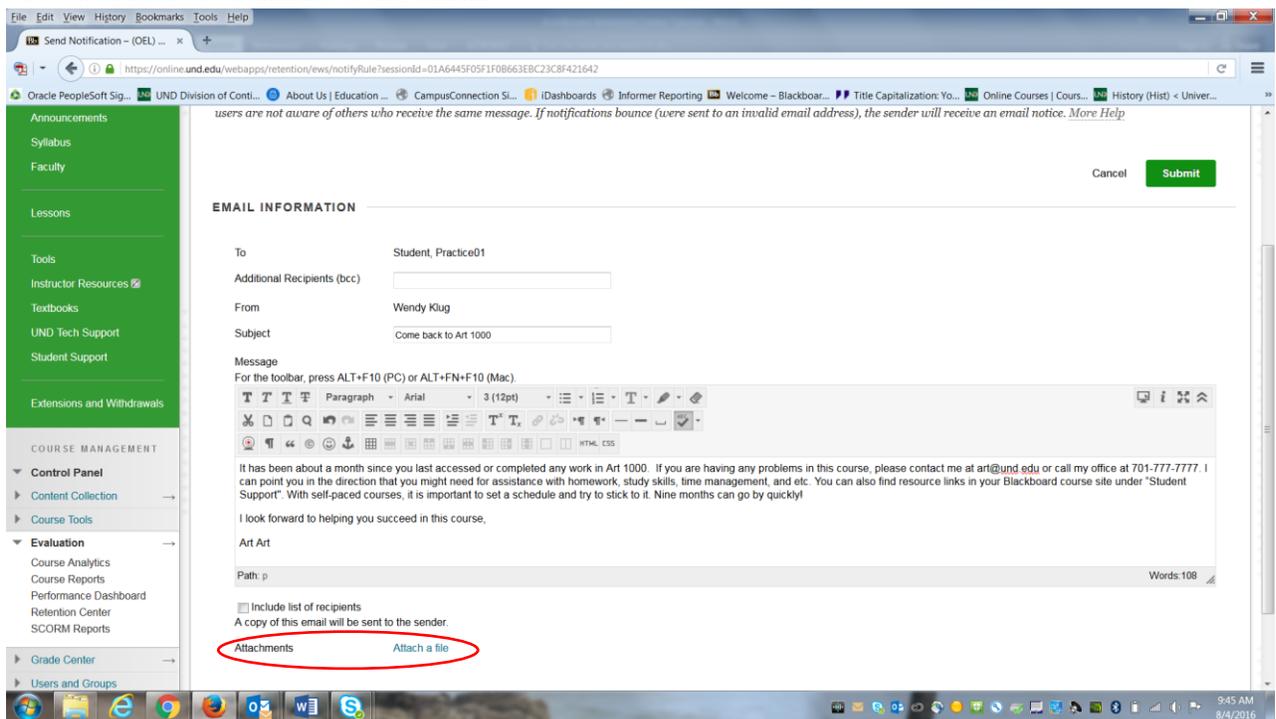
6. You can change the subject of the email in the subject box.



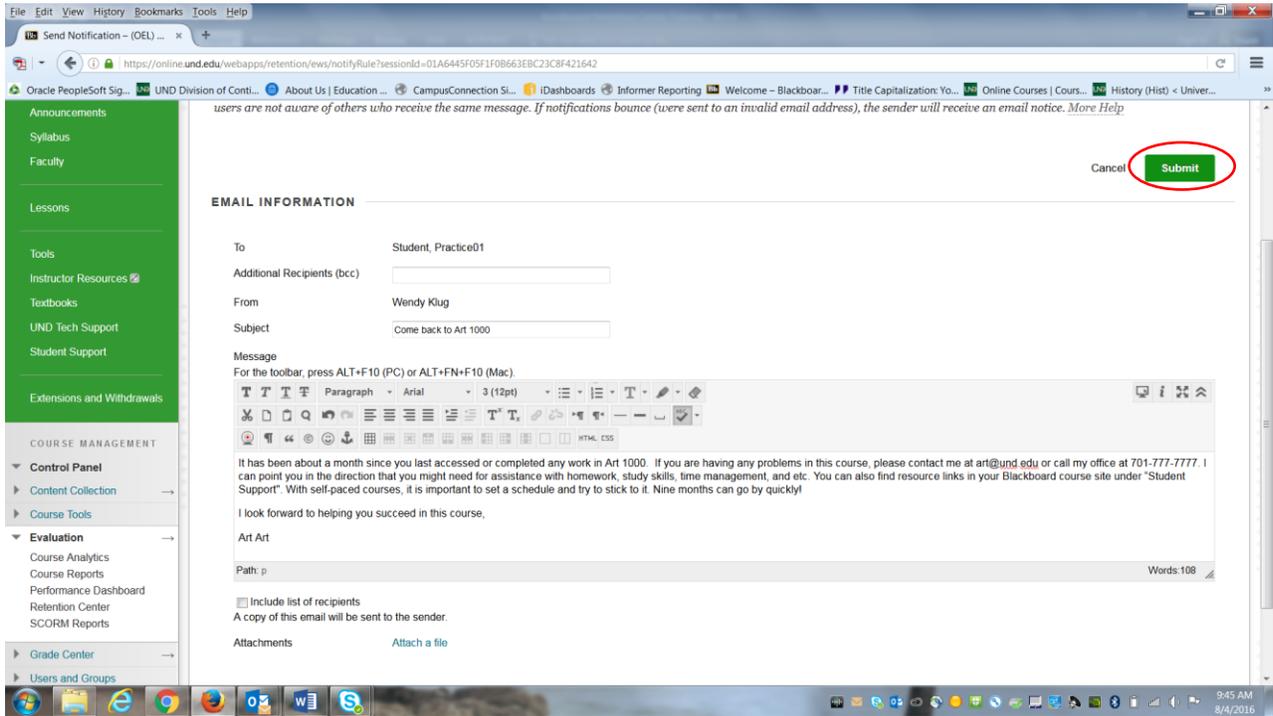
7. You can add a personal message in the message box. We do have provided you with a sample email titled “Student 30 Day Gap in Course Email Template.” This can be found under the Instructors Resources tab on the left hand side of your course shell.



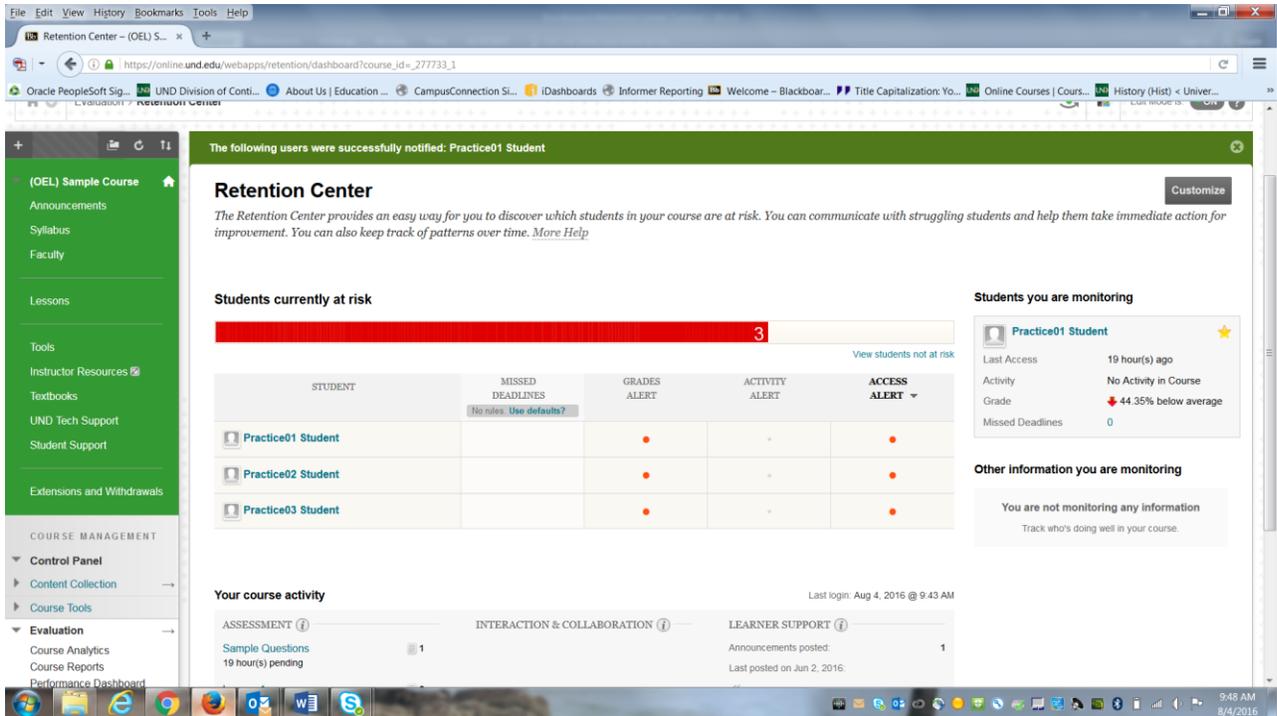
8. You can add an attachment to the email.



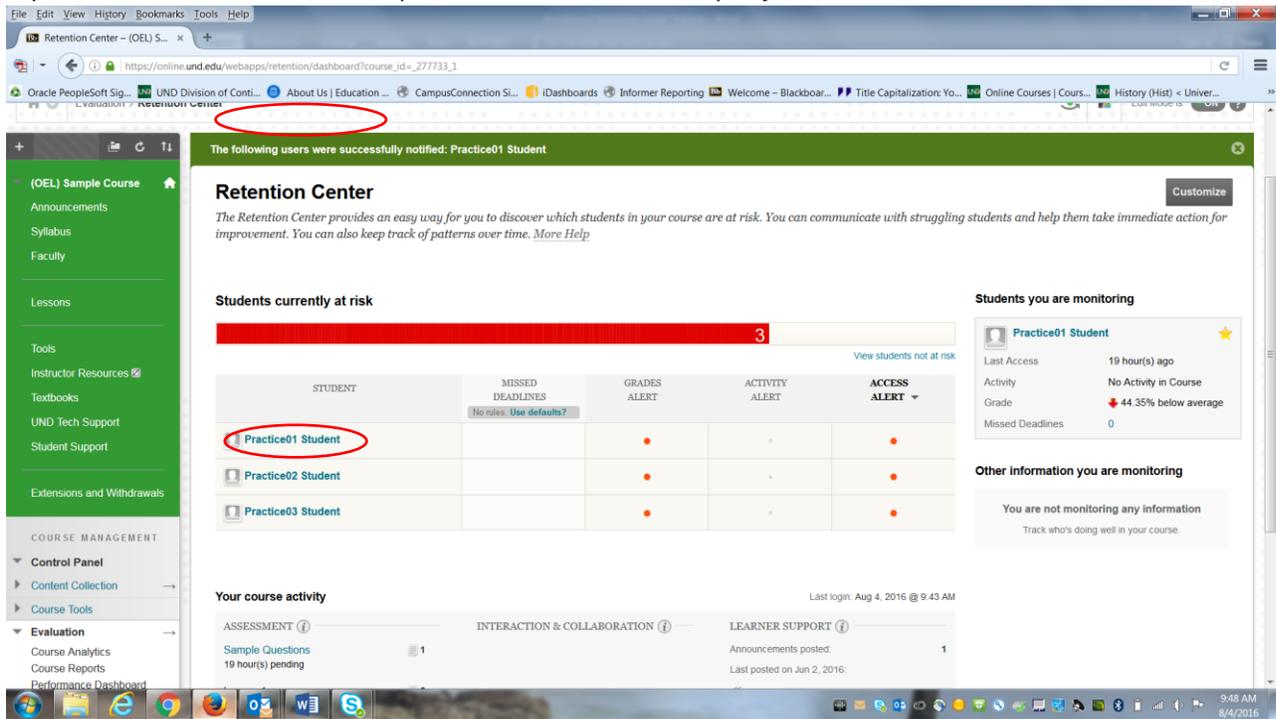
9. After you have entered all your information, don't forget to hit the "Submit" button.



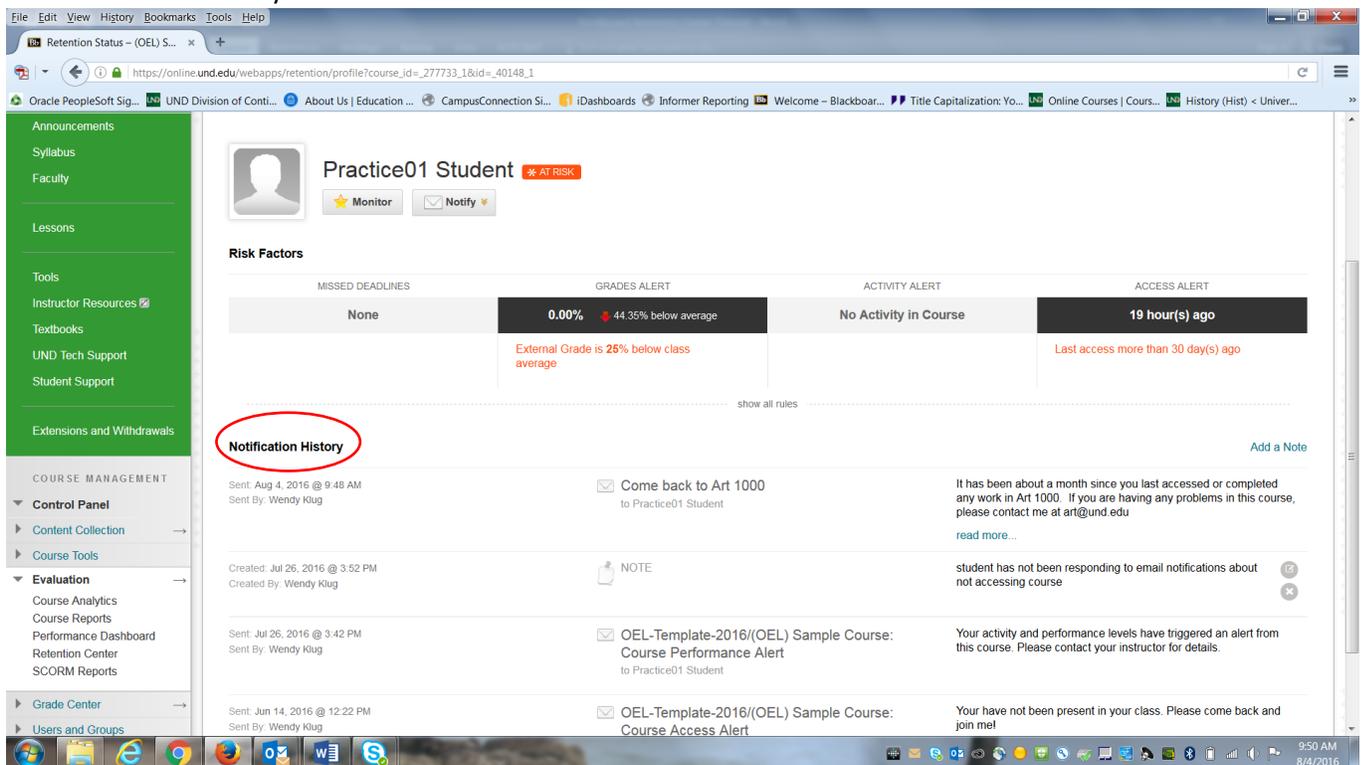
10. It will bring you back to this screen after you have sent the email.



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



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.



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 page is divided into several sections:

- Risk Factors:** 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).
- Notification History:** A list of notifications. The 'Add a Note' button is circled in red.

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 to Practice01 Student
You have not been present in your class. Please come back and join me!

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

The screenshot shows the 'Retention Status' page for a student. The 'Monitor' button is circled in red.

Retention Status

Practice01 Student * AT RISK

Monitor Notify

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
OEL-Template-2016/(OEL) Sample Course: Your activity and performance levels have triggered an alert from

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.

The screenshot displays the Retention Center interface for a course. The main heading is 'Retention Center' with a 'Customize' button. Below it, a description states: '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](#)'.

The 'Students currently at risk' section features a red bar with the number '3' and a link to 'View students not at risk'. Below this is a table with the following data:

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

To the right of the table, a red circle highlights the 'Students you are monitoring' section. It shows details for 'Practice01 Student':

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

Below this, the 'Other information you are monitoring' section states: 'You are not monitoring any information. Track who's doing well in your course.'

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)