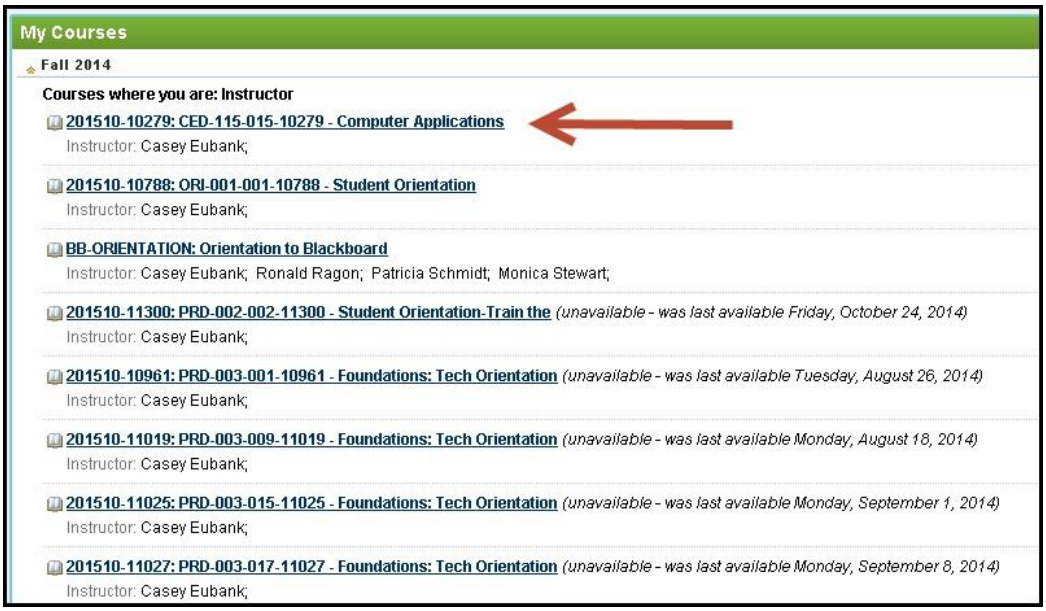
WATC ONLINE LEARNING

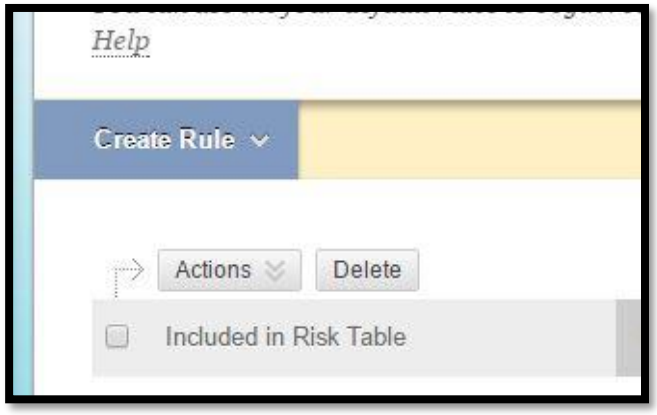
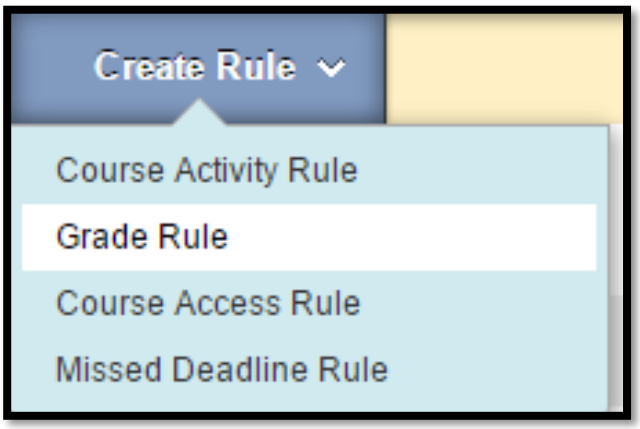
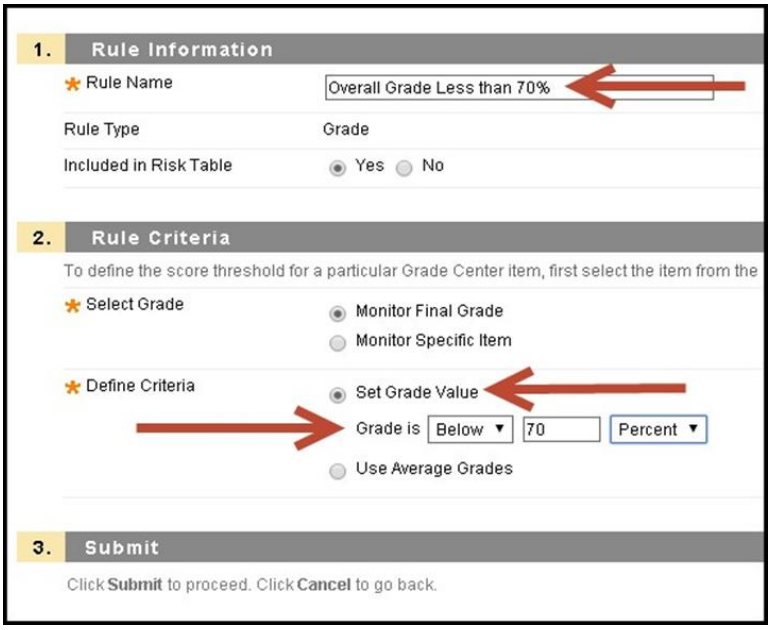
Using the Retention Center in Blackboard

- **Steps 1-9 in this document demonstrate how to set up Retention Center Rules**
- **Steps 10-19 in this document demonstrate how to send Retention Center Reports (RCR). Start on Step #10 if you have previously set up Retention Center Rules**

1. Click on the title of the course in Blackboard that you wish to setup retention center alerts.

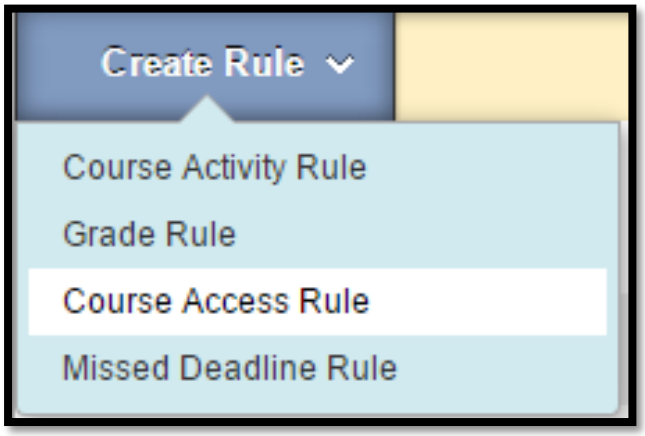


2. Once inside the course, select **Evaluation > Retention Center** under the Control Panel that is on the left hand side of the course.

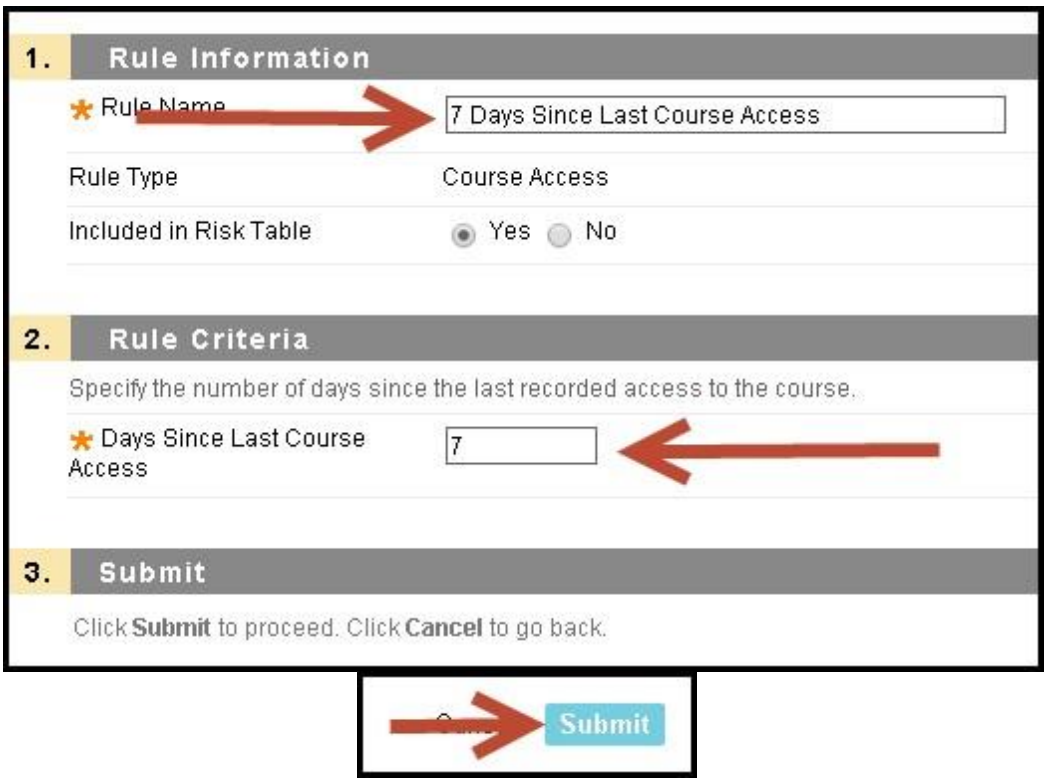
3. To begin setting up Retention Center alerts, click on the dark gray **Customize** button in the upper right hand corner of the Retention Center.	
4. Then click on the **Create Rule** chevron to see the rules options.	
5. Click on the **Grade Rule** in the **Create Rule** options.	
6. Change the Rule Name to say **Overall Grade Less than 70%** and then select **Set Grade Value** and change the following: a. In the dropdown change from Above to **Below**. b. In the empty box, type **70**. c. In the dropdown change from Points to **Percentage**. d. Then click on **Submit**.	

7. Click on the **Course Access Rule** the **Create Rule** options:

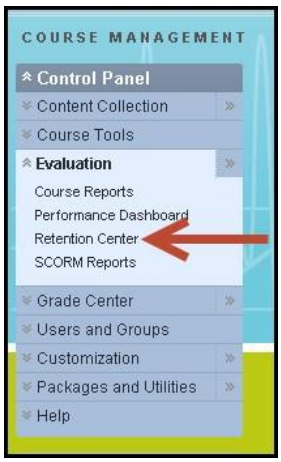
   This rule is designed for instructors teaching hybrid and online courses to give alerts when students have not logged in to the course for more than 7 days.



8. Type in the Rule Name to **say 7 Days Since Last Course Access** and in the box next to *Days Since Last Course Access, change it to 7. Then click on **Submit**.



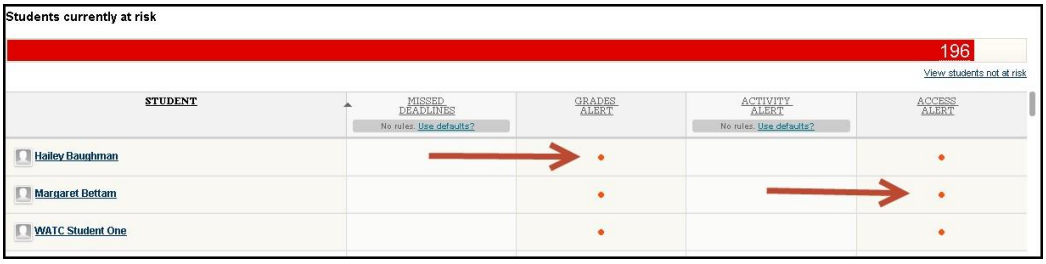
9. After clicking submit. Go back to the **Control Panel** and select **Evaluation > Retention Center**.



10. A red dot will show for any students at risk for the grade alert or activity alert.

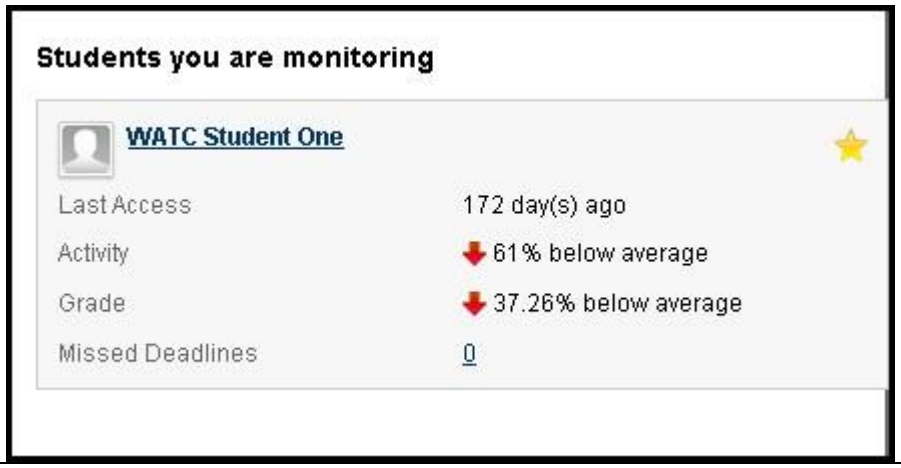
a. All courses should send out notifications students with grade alerts during the RCR dates provided by Student Services in myWATC.

b. Hybrid and Online courses should send notifications for students with access alerts during the RCR dates

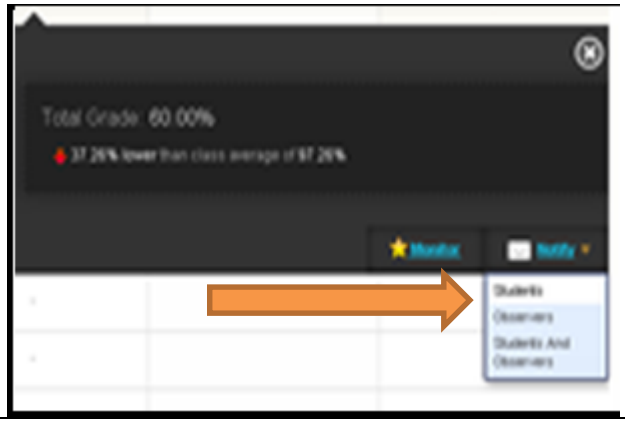


11. To send a notification, click on the **red dot** for the student you wish to send. You can click on **Monitor** to monitor the student activity on the Retention Center Dashboard (upper right hand corner)

To Notify a student, see the next step (step #12)



12. Click on **Notify** and then **Students**



13. In the email information do the following:

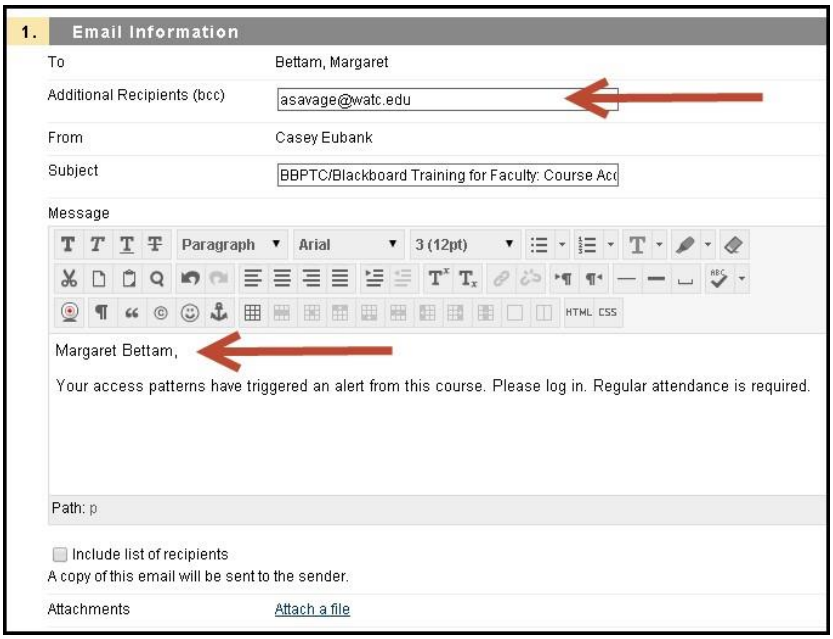
a. In **Additional Recipients (bcc)** type the **email address of the student's academic advisor**.
To see Academic Advisors email contacts, click this link:
http://watc.edu/admissions/contactan-advisor/
You may also add other email addresses for those you would like to receive the notification (such as Lead instructor, Dean, etc.). **When you add multiple additional email recipients separate the addresses with only a comma, no space** (for example:cnelson7@watc.edu,ceubank@watc.edu). You will also receive a copy sent to your WATC email account.

b. In the **Message, add the students full name to the top**

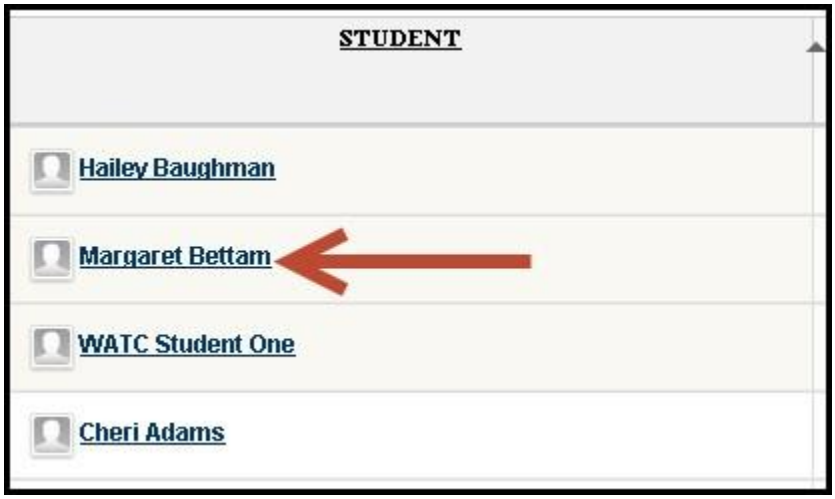
c. You may change the message to be more personal if you like

d. Click on **Submit**

e. You will receive a message at the top of the page that you successfully notified the student and academic advisor.



14. Click on the **student's name** in the list of students currently at risk to view notifications you have sent to the student and also to add additional notes that only you as the instructor can see.

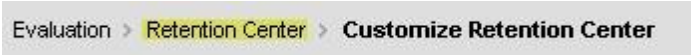


15. In the **Notification History**, you can see the dates, times and message you sent to the student

16. To add a private note that only you as the instructor can see, click on **Add a Note** in the Notification History area

17. Type the note and click on **Save**. It will then appear in the Notification History.

18. Click on **Retention Center** in the breadcrumbs.



19. If you scroll down below the list of students currently at risk, you can see **Your course activity** which will help you know the following that you may need to take action on to be more active in the course:

a. Assignments that need grading.

b. Your level of interaction and collaboration with students via discussion forums, wikis, blogs, etc.

c. Recent announcements you have posted.

d. Last time you have added or created content in the course.

e. Your last login to the course.