Retention Center

Retention Center helps you 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.

To access the Retention Center:
- Go to the Course Management Module on your course page
- Click on Evaluation
- Choose Retention Center

Default Rules

1. **Deadline Rule**—1 Deadline missed by more than 0 days
2. **Grade Rule**—External Grade is 25% below class average
3. **Activity Rule**—Activity in the last week is 20% below course average
4. **Course Access Rule**—Last access more than 5 days ago
### Monitoring Individual Students

1. In the Retention Center, click on the specified student’s name in the Risk Table.
2. Next, click on the star symbol next to Monitor, directly below the student’s name.
   - Risk factors for Students you are monitoring will appear on the right-hand side of the Retention Center next to the Risk Table.
   - When students are selected for individual monitoring, information will be provided regardless of whether or not they meet the risk factors criteria.

### Notifying a student at-risk

1. From the At-Risk table, select the student by clicking on the student’s name.
2. From Retention Status, click on Notify.
3. Select Students.
4. From Send Notification page, complete the information with a personalized message.
5. Click the Submit button.

### Creating a Customized Rule

1. On the Retention Center page, click Customize.
2. From the Customize page, point to Create Rule and select one of the four rule types.
3. Name the Rule.
4. Define the Alert and select preferred criteria.
5. Click the Submit button.

### What is a rule?

You determine which rule alerts appear in your risk table. Rules define the criteria which will trigger an alert. For instance, course activity rules are based on the students’ overall activity within a course. If students fall below the criteria determined by the rule, an alert will be triggered. Rules can be very useful in teaching efficiency.