Blackboard Help

Performance Dashboard

The Performance Dashboard provides you with a view into all types of user activity in your course or organization. All users enrolled in your course are listed, including instructors, students, teaching assistants, graders, observers, and guests, with pertinent information about each user's progress and activity.

The Performance Dashboard Page

On the **Control Panel**, expand the **Evaluation** section and click **Performance Dashboard**.

Performance Dashboard

Last Name	First Name ▲	Username	Role	Last Course Access	Days Since Last Course Access	Review Status	Adaptive Release	Discussion Board	Customize Retention Center	View Grades
Dubois	Alyssa	adubois	Student	Feb 15, 2013 12:01:31 PM	4	0	📁	3	3/5	📧
Farrell	Andy	afarrell	Student	Feb 18, 2013 1:26:48 PM	1	0	📁	3	1/5	📧
Cooper	Ashby	acooper	Student	Feb 19, 2013 9:21:39 AM	0	0	📁	0	1/5	📧
Lopez	Bruce	blopez	Student	Feb 19, 2013 9:23:47 AM	0	0	📁	1	1/5	📧

The **Performance Dashboard** page appears and displays a summary of information for your course:

- **Last Name**, **First Name**, and **Username**: The user's name and the username they use to log in to Blackboard Learn.

- **Role**: A user's defined role within your course. Examples of roles include instructor, student, grader, teaching assistant, guest, and observer. A user can have one role in a course, and a different role in another. To learn more, see Course Roles.

- **Last Course Access**: The date and time when a user last accessed your course.

- **Days Since Last Course Access**: The number of days that has elapsed since the last time a user accessed your course.

- **Review Status**: Displays how many items have been reviewed. For a detailed view, click the number shown. If the review status tool has not been enabled for your course, this column does not appear.

- **Adaptive Release**: Displayed only if adaptive release is enabled in your course. Clicking the icon opens a new window showing a directory tree overview of the entire course relative to a user and the access status. To learn more, see View Item Availability.

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- **Discussion Board**: Displayed only if the discussion board tool is enabled in your course. Clicking a number link opens the **Discussion Board** page listing all of the selected user's discussion board comments in your course.

- **Customize Retention Center**: Displayed only if the Retention Center tool is enabled in your course. This column shows the number of triggered rules and the number of total rules that may trigger a warning. For example, 2 / 6 would mean a user has triggered two rules out of six total. Clicking the data in this column will display a page showing the Retention Center status for the user.

- **View Grades**: Displayed only if the **Grade Center** is enabled. This column provides direct links to the **Full Grade Center**.

You can click **Print** to open the page in a new window in a printer-friendly format. You can sort all applicable columns.

The Review Status Indicator

The numbers provided in the **Review Status** column of the Performance Dashboard indicate the number of items that a student has marked as **Reviewed**.

Using adaptive release rules in your course creates multiple tracks for students to progress through. This allows for the possibility that each student will have a different requirement for marking certain items in your course as **Reviewed**. At any time, items in a student's track may or may not be visible to them. The Performance Dashboard provides an at-this-moment view of the item availability and a student's progress on reviewing items.

The **Review Status** number for each user links to a list of the items that a user sees as **Reviewed** and **Mark Reviewed** in your course.

The **Review Status** column is only visible if the review status tool has been enabled for your course.

Adaptive Release

The adaptive release indicator in the Performance Dashboard for each user opens a tree view of the course menu, showing all items in your course. Icons beside each item indicate the visibility of an item to that user, and the review status of any items with a review requirement, if applicable.

Adaptive Release and Review Status Icons	
	Visible: This item is visible to that user.
	Invisible: This item is not visible to that user.
	Reviewed: This item has been marked as **Reviewed** by the user.
	Mark Reviewed: This item is displayed as **Mark Reviewed** to the user, but has not yet been marked as reviewed.

> **Note:** The **Adaptive Release** column is visible only if adaptive release has been enabled for your course.

Performance Dashboard (Flash movie | 1m 40s)

Blackboard Help

Course Reports

You can run several types of course reports to view information about course usage and activity. You can view summaries of course usage including which course areas are used most frequently and course access patterns for specific students.

> **Note:** Report data is automatically refreshed in the system every 20 minutes for all reports except activity reports. Activity data is refreshed once per day at midnight. For example, when you align content to a goal, that alignment does not appear in goals-related reports until the refresh occurs at a 20-minute interval. Your institution can refresh the report data manually, if needed.

About Course Report Types

You can search the list of reports for keywords in the names or descriptions to find the report that generates the information you need. You can access the following reports:

- **All User Activity Inside Content Areas** displays a summary of all user activity inside content areas for a course. Use this report to determine which students are active in your course and which content areas they are using.

- **Course Activity Overview** displays overall activity within your course, sorted by student and date. Data includes the total and average time spent per user and the total amount of activity a user had in your course. You can also click an individual student's name to access the **Student Overview for Single Course** report. This report can help you determine which days of the week students are active in your course and see how much time overall students spend.

- **Course Coverage Report** displays data on course items that have been aligned to goals.

- **Course Performance** displays how a single course performs against a selected set of goals.

- **Overall Summary of User Activity** displays user activity for all areas of your course, as well as activity dates, times, and days of the week. Use this report to view student access as well as how often course tools are used.

- **Single Course User Participation Report** displays the number of user submissions in your course for assignments, tests, discussions, blogs, and journals within the chosen time frame. You do not need to grade an item for data to be included in the report. The data is provided in a Microsoft® Excel® spreadsheet (XLS).

> **Note:** If no activity exists for an item type, no column appears. For example, if no user submitted an assignment in the chosen time frame, no assignment column appears in the spreadsheet.

- **Student Overview for Single Course** displays an individual student's activity within your course, sorted by date. Data includes the total overall time a student spent in your course as well as detailed information about a student's activity, such as which items and content areas a student accessed and the time spent on each. Use this report to check a particular student's course activity.
- **User Activity in Forums** displays a summary of user activity in discussion board forums in your course. You can see which forums are used the most.
- **User Activity in Groups** displays a summary of user activity in groups for your course. You can see if students are active in their groups.

> **Note:** Depending on how your institution has licensed and configured Blackboard Learn, additional reports may be available. Contact your institution for assistance.

How to Generate Course Reports

> **Note:** If prompted, enable pop-ups for your browser.

1. On the **Control Panel**, expand the **Evaluation** section and click **Course Reports**.

2. On the **Course Reports** page, access a report's contextual menu and click **Run**.

3. On the **Run Reports** page, select the **Report Specifications**. Options vary depending on the type of report:

   - **Select Format:** Choose an output format from the drop-down list. Valid formats are PDF, HTML, Excel, or Word. Charts do not display in Excel format.

     > **Note:** The **Single Course User Participation Report** data is only provided in an Excel spreadsheet (XLS) format.

   - **Select a Start Date** and **Select an End Date:** For reports covering a specific period of time, select beginning and ending dates for the report.

     > **Note:** If you want to include data from today's date, select the end date for tomorrow. Statistics are returned based on a day that begins at midnight and ends at 11:59 PM. Statistics for the present day will not be accurate up to the minute of the request. There is a short time delay based on the time it takes the database to record the activity. If the data you are looking for is not in the report, wait a short while and run the report again.

- ◦ **Select Students**: For reports to be run on a single student, select the student name from the drop-down list.

- ◦ **Select Users**: Select one or more users for the report. For Windows, to select multiple users in a list, press the Shift key and click the first and last users. To select users out of sequence, press the Ctrl key and click each user needed. For Macs, press the Command key instead of the Ctrl key.

- ◦ **Average Range** and **Target Performance Level**: This is required for course performance reports. You can set these reports to **Show Unavailable Students** and/or **Show Unaligned Goals**.

4. Click **Submit**. If a course report includes a large number of users, it can take several minutes or longer for a report to generate. PDF and HTML formats open directly in a new window. Excel and Word prompt you to save the file first. To print reports, use the print function in the application window that the report opened in.

5. After a report is successfully run, you can perform the following tasks:

- ◦ **Save to Content Collection**: If your institution licenses content management, you can save the report to a folder in the Content Collection.

- ◦ **Download Report**: Save the report to your computer.

- ◦ **Run a New Report**: Return to the **Run Reports** page to run the report again with different criteria.

6. Click **OK** when finished.

Counting System Hits

When viewing reports that include hit or access statistics, a hit is tracked each time a request is sent to Blackboard Learn. For example, when tracking use of the discussion board, you can view the following information:

- A student accesses the discussion board (1 hit).
- Clicks a forum (2 hits total).
- Clicks a message to read it (3 hits total).

Retention Center

The Retention Center provides an easy way for you to discover which students in your course are at risk. Based on preconfigured rules and rules you create, students' engagement and participation are visually displayed, quickly alerting you to potential risk. From the Retention Center, you can communicate with struggling students and help them take immediate action for improvement.

You can begin using the Retention Center features immediately—no setup required.

The Retention Center replaces the Early Warning System feature with easy workflows, while retaining all existing Early Warning System data and rules.

The Retention Center in Action

As the new term begins, get early insight into student performance. Check the overall academic health of your class in the main table and see who is struggling. With just a glance, find out who needs your help and drill in to see their specific areas of difficulty. Contact the most at-risk students immediately and flag those you want to monitor closely. As you observe their progress and send emails, you can also keep track of this correspondence and make notes about each student right in the Retention Center.

Tailor the default rules to suit your teaching methodologies:

* Change the threshold for due dates to be more lenient.
* Create two or three new rules to track specific items that are good indicators of risk.
* Create rules to let you know which students are in the top five percent of your class and reward their work. You can use this information to discover student mentors, assign group membership, or find teaching assistants.

Use your course activity information to prioritize which areas of your course to attend to first.

The earlier you can discover and remedy problems, the more successful students become. They are more likely to finish your course and continue the program through to graduation—the ultimate retention goal for an institution.

Access the Retention Center

The Retention Center is automatically on and immediately visible in your My Blackboard menu, and also 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.
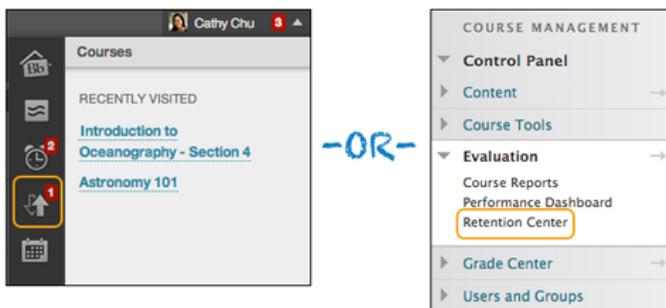
You can turn the Retention Center on or off in your course from the **Control Panel** > **Customization** > **Tool Availability**. If you teach a course with another instructor, and turn off the Retention Center, you are turning it off for both of you.

-OR-

You can stop or start tracking individual courses from My Blackboard. On the **Retention Center** page, click a course link in the left panel and use the tracking link in the right panel following the course name. Once disabled,

warnings will no longer be refreshed, and Retention Center is hidden in the **Evaluation** section of the **Control Panel** in the course.
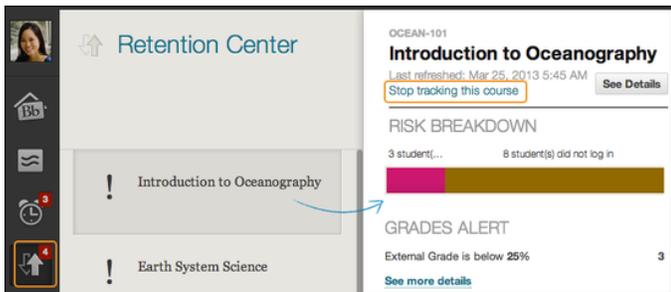
The Retention Center Page

Click the colored bar preceding the table to display a summary of the at-risk students in your course. Click a colored section to access more information. You can drill in further by clicking links in the pop-up boxes. For example, in a grade alert box, you can click the displayed number to access a list of students triggering the alert.

Note that you can access students and their observers from the **Notify** drop-down list from more than one spot in the tool. Observers are typically assigned to follow specific users in Blackboard Learn without interacting with the system, such as parents or counselors. Observers are able to view the course and track student progress.

Email notifications you send have a default subject and message that you can edit. If you are sending an email to more than one recipient, the list is not revealed to the group.
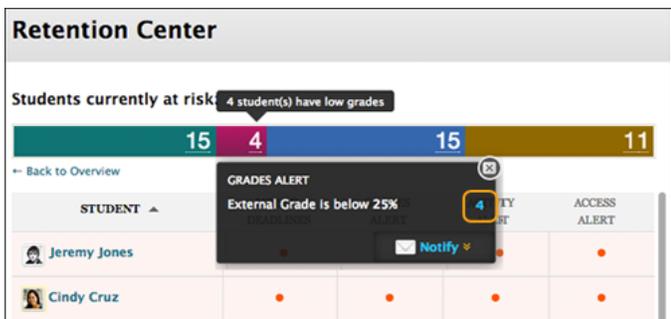
At-Risk Table

The main table displays which students are at risk in one or more of four categories:

- Missed Deadlines
- Grades
- Course Activity
- Course Access

You can create as many rules as you need in each category.

When you access the Retention Center, the data is refreshed. However, the data for the course activity rule is recorded once a day.

Sort columns by clicking the heading title. The table is sorted by most at-risk students and then alphabetically.
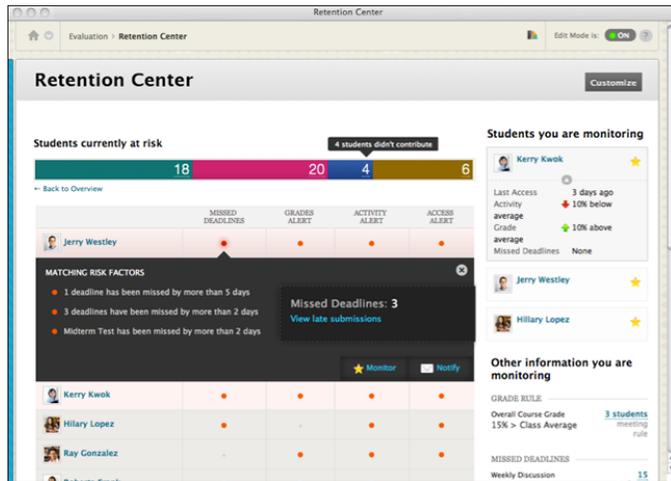
Click the red dot indicator in a student's cell for more information, to include the student in the monitoring section in the right panel, or to send an email.

Click students' names to access their **Retention Status** pages. View their risk factors and the notification emails you have sent. You can also add the following private notes about an individual student:

- Remedial activities or accelerated materials offered
- Special accommodations for disabilities or language barriers
- One-on-one meetings
- Extra attempts allowed on assignments or tests
- Who you assigned to help the student
- Possible teaching assistant or student mentor opportunities

You can create new rules, edit existing rules, and delete rules by clicking **Customize** on the action bar. You can create as many rules as you need.

Right Side Panel

In the right side panel, you can view two types of information:

- **Students you are monitoring**: Click a red dot indicator in the risk table to view a student's specific alert information. Then, click the star icon to place the student's information in this panel. This list allows you to easily check on the students who are most at risk in your course.

- **Other information you are monitoring**: All rules you exclude from the risk table appear here. For example, you can create a rule to display those users doing well in your course, for activity that does not relate to risk, or for participation that you only need to monitor occasionally.

> **Important:** When your system is updated to include the Retention Center, all existing Early Warning System rules are retained. These rules appear in the **Other information you are monitoring** section. You can edit these rules and determine whether or not to include them in your risk table.

Your Course Activity

The section following the risk table provides a one-stop collection of your activity, engagement, and participation in your course. This data helps you become more aware of how your behaviors are (or are not) contributing to student success.

If you teach a course with another instructor, this area is directed specifically to the instructor who is logged in and viewing his or her own individualized activity, such as responding to students using the interactive tools. This area is intended to give the individual instructor some insight into how his or her activity in the course may affect student risk factors. Your colleagues cannot view this same information, only their own activity.

You can view the following information:

- Your last login
- Time lag for grading student submissions
- Your participation in the interactive components of your course
  - For example, the numbers appearing for blogs shows how many times *you* have posted, not your students or co-instructors.
- Recent announcements
- Fresh course content

This information is only for you, and other users cannot access it. Each time you enter your course, you can use it to determine which course areas require your attention.

The links in this section allow you to quickly take appropriate action to further engage your students. For example, click an assignment link to begin grading and provide feedback. You can easily access communication tools to interact with students, or post an announcement.

Customize the Retention Center

You can use the four default rules to begin receiving alerts about how your students are doing in your course. Edit the rules as necessary to customize them for your content and expectations. When you create or edit rules, you determine which appear in the risk table on the Retention Center page.

- **Include in Risk Table**: The rule appears in the risk table which displays an alert for each student meeting the rule's criteria.
- **Exclude From Risk Table**: The rule appears in the right panel in the **Other information you are monitoring** section. Return to the **Customize** page if you want to include the rule in the risk table.

Create Rules

You can create as many rules as you want. For example, you can create individual grade rules that alert you when students score below a certain point value on each test. Next, you can create a grade rule that alerts you if a student's total grade for your course falls to a certain percentage.

On the **Retention Center** page, click **Customize** on the action bar. On the **Customize Retention Center** page, point to **Create Rule** on the action bar and select one of the four rule types described in the following table.

Rule Type	Description
Course Activity	Alert is based on students' overall activity within your course. Students who are below a defined level of activity trigger the alert. Blackboard measures the time a student works in a course using the data generated from his "clicks." A student is assumed to be working with a course from the time he clicks on something in the course until the time he clicks something outside the course or logs out. If a login session is timed out, Blackboard only counts the time until the last click within the course. The time is not counted between the last click within the course and the timeout. No weighting of clicks is assigned to any areas. Adaptive rules are not taken into account.
Grade	Alert is based on a defined score for any grade or calculated column in the Grade Center. Students who score above or below the defined threshold for a specific grade item trigger an alert. Determine when a grade triggers an alert: • **Set Grade Value**: Use the drop-down lists to select above or below -AND- points or percentage. Type a value in the field. • **Use Average Grades**: Type the percentage in the field and select above or below the average grade from the drop-down list.

Rule Type	Description
Course Access	Alert is based on the date users last accessed your course. Students who have not logged in for a defined number of days trigger an alert.
Missed Deadline	Alert is based on a defined due date for an assignment, test, or survey. Students who do not complete an assignment, test, or survey by the due date trigger an alert based on the option you choose: • **Monitor all course deadlines**: Determine how many deadlines must be missed and by how many days before an alert is triggered. From the drop-down list, select **More Than** or **Less Than** the number of days you chose. • **Monitor Specific Deadline**: Make a selection in the **Select Course Item** drop-down list. The due date for each item appears in parentheses. Then, select **More Than** or **Less Than** from the drop-down list and type the number of days to trigger an alert. > **Note:** If you enter zero (0) for how many days, you are asking to be alerted if an item was not submitted before or on the deadline. No lateness is acceptable.

Important: You can create missed deadline rules for Grade Center columns you create manually, but if you do not grade properly submitted items by the due date, a "false" alert is triggered. For manually created columns, students can submit items by the due date, but you must also grade them by the due date.

Delete Rules and Restore Default Rules

When you delete a rule, all your course content and data remains intact. If no rules exist in a category, return to the main Retention Center page and click **Use Defaults?** in the appropriate column heading. The default rule and criteria are added. You can use the rule as is or edit it.