Intelligent Agents Tool

Communicating with at-risk students

Intelligent Agents (IA) tool allows monitoring a course and finding activity that matches certain criteria set up by an instructor.
IA sends an automated email to students ***outside of the learning environment*** (to the external student email address: GSW Radar accounts) when it finds users/students who match its criteria.

The criteria that the agents search for are:
- Login activity
- Course activity
- Release conditions in course environment

Intelligent Agents examples:
- Monitoring student activity:
  - Check for and email students that have not logged in within a specific number of days
  - Check for students with grades above or below a certain level
  - Check for students who have or have not viewed a specific content topic
  - Notify instructors of students completed tasks
- Automating some of instructor's standard communication:
 - Recognition of student success in some course areas

Accessing the Intelligent Agents tool

You can access IA tool in three ways:
1. From the course **navbar**:
   - Click **Edit Course** link
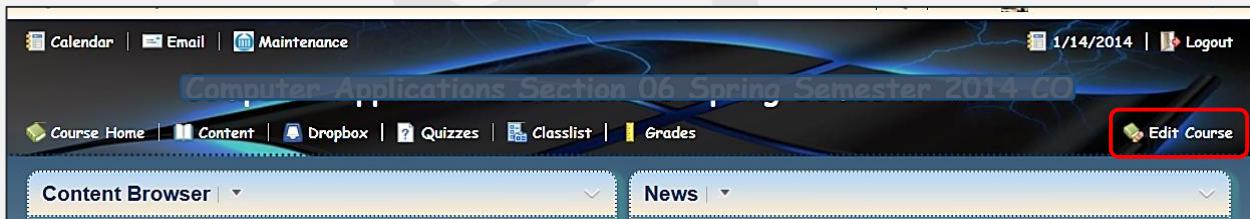
- On the Course Administration page, In the Communication area, click **Intelligent Agents**
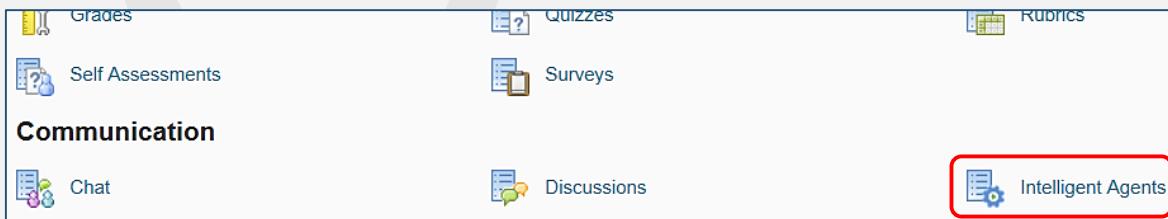
## Creating an Intelligent Agent

When you create a new agent, you need to determine:
- Purpose:
  - Identify students who are at academic risk
  - Recognize successful students

- What criteria will trigger the IA: for example, students have not logged in for 5 days; student got a grade below 70, etc.
- Audience: students, auditors, instructors
- When should it be sent:
  - Automatic with schedule or send manually
  - How often
  - Sep up start/end dates
  - Repetition

To create an IA:

1. On the Agent List page, click the **New** button.

Agent List

New

2. Enter an agent name (required) and description (optional)
   - Use naming conventions that make sense
   - Include detailed description for yourself
   - Make sure that the agent is enabled

Agent Details

* Agent Name: Login Reminder

Description: Identify students who haven't logged in for 5 days

Status: ☑ Agent is enabled

3. Determine agent's criteria:
   - Based on Login Activity
   - Based on Course Activity

Agent Criteria

Login Activity

☑ Take action when the following login criteria are satisfied:

Login Activity: ⦿ User has not logged in for at least 5 day(s)
○ User has logged in during the past ☐ day(s)

Course Activity

☐ Take action when the following course activity criteria are satisfied

Course Activity: ⦿ User has not accessed course for at least ☐ day(s)
○ User has accessed course during the past ☐ day(s)

For example, if you want the agent to send an email to students who have not logged in recently, select "Take action when the following login criteria are satisfied" and enter a number of days.

4. In the Release Conditions area, click the Create and Attach tab, if you want the agent to send an email when a student views or interacts with a specific piece of course content. Choose a condition type that must be met, such as "Grade Value on a Grade item" (meaning the student has taken a quiz with a specific grade), that will trigger the agent. Click Create.
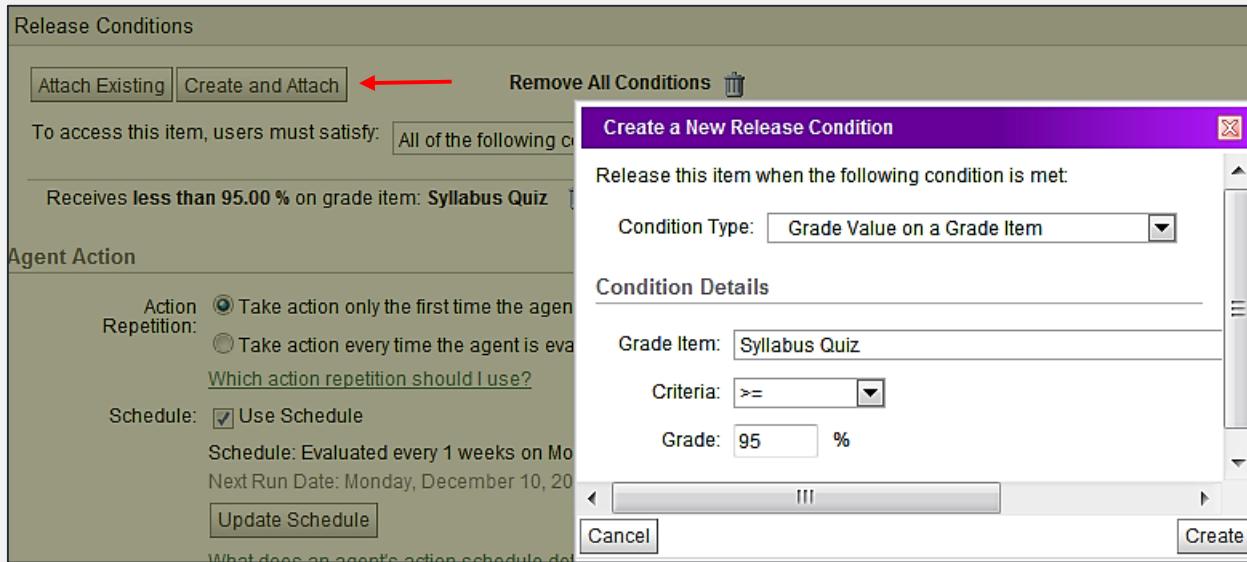
NOTE: Release conditions are based on positive conditions, such as completion of a Quiz or Dropbox submission. They do not work with negative conditions, such as "Quiz not completed".

5. In the Agent Action area, determine how the agent sends email when its conditions are met:
    - Select one of the "Action Repetition" radio buttons to set whether the agent sends email once or any time the conditions are met.
    - If you want the agent to run automatically on scheduled days, select Use Schedule, and then click the Update Schedule button. Set the schedule in the "Update Agent Schedule" dialog box, click Update to save it.

NOTE: If you have questions about any action, use the on-screen tips presented as green links, for example: *Which action repetition should I use?*
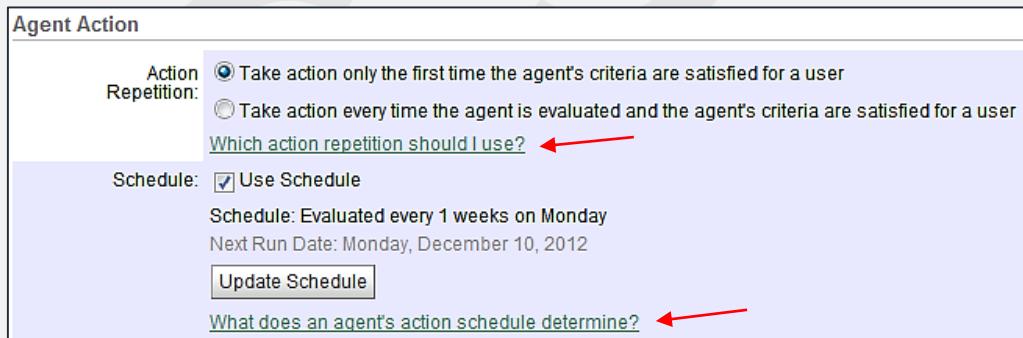
6. Now you are ready to set up an email options.
    - In the "To:" field, enter the replacement string "{InitiatingUser}".

NOTE: Replacement strings are placeholders that allow adding dynamic information to the Intelligent Agents tool (see information below to learn more):
   - Always enclosed them in curly braces { }:
   - {FirstName} replacement string is replaced by the user's first name

- Rather than typing student's names and email addresses, in the "To:" field, type {InitiatingUser}
- Click the *"What special email addresses can I use?"* green link to learn more about using replacement strings for this particular area.
- Enter a subject in the Email Subject field. It is a good practice to enter the {OrgUnitName} replacement string in the Email Subject field to designate a course name. Click the *"What replace strings can I use in the subject and message?"* to learn more.
- Enter a message. You can use special replacement strings in this field as well. Click the Save button at the top or bottom of the page.

To: *

{InitiatingUser}

Cc:

Bcc:

What special email addresses can I use?

Email Subject: *

{OrgUnitName} login reminder

What replace strings can I use in the subject and message?

Message:

| Basic | Advanced |

B *I* U | ≡ ≡ ≡ ≡ | ≔ ≔ | ⁺☰ ⁇ ⁝ ⅔{}

Dear {InitiatingUserFirstName},

You have not logged into the {OrgUnitName} course site in the last week. Remember that regular participation in course activities is essential for success in this course. Please log in to the course site as soon as possible, read the Syllabus, and take the Syllabus Quiz by January 22, 11:59 pm.

Please do not reply to this email. If you have questions please email me at:
alla.yemelyanov@gsw.edu.

Best regards.

Professor

Editing an Intelligent Agent

1. On the Agent List page, click the name of the agent you want to edit
2. Make your changes and click Save.

Running an Intelligent Agent Manually

If your agent is not set up to run on a schedule, you will need to **run it manually** every time you want the agent to check for students who meet the criteria and send out a message.

- On the Agent List, click a small arrow next to the agent's name
- Click **Run Now** on the drop-down menu

Agent List

New

View: [All agents ∨] Apply

Agent ▲		Last Run Date
Login tracking	▼	-
	Run Now	
	🗑 Delete	

Replacement Strings for Intelligent Agents

Replacement strings allow adding dynamic information to the Intelligent Agents tool. Using them, you can personalize your message without need to enter information that might change from student to student. **Replacement strings must always be enclosed in curly braces { }**.

Here are replacement strings examples:

Replacement String	Represents
{InitiatingUserFirstName}	First Name of Student
{InitiatingUserLastName}	Last name of Student
{InitiatingUser}	The user who performs the actions necessary to satisfy the agent's criteria
{OrgUnitName}	Course Title
{OrgUnit}	University name
{OrgUnitStartDate}	Course start date
{OrgUnitEndDate}	Course end date
{CurrentDate}	Today's date
{FirstName}/{LastName}	First/Last name of a user

Some Important Notes

1. An IA message will be sent to a student's GSW Radar email address. If the student will attempt to reply to the message it will result in a bounced mail message back to the student, and the reply will be lost in cyberspace.
2. Students must not reply to an IA message. IA messages are usually sent for their information only or ask them to take some actions in GaVIEW.

   That is why it would be a good idea to type a warning sentence in the body of the message, for example:
   "**Please do not reply to this email. If you have questions, email me at your.professor@gsw.edu**".

IA examples:

1. **Course Login Reminder:**

   Dear {InitiatingUserFirstName},

   You have not logged into the {OrgUnitName} course site in the last week. Remember that regular participation in course activities is essential for success in this course.
   Please log in to the course site as soon as possible.

Do not reply to this email. If you have questions please email me at art@university.edu.

See you in class,
Dr. Claude Monet

2. **Course News** (using Release Conditions)**:**

Hi {FirstName},

I am glad to see that you have completed Quiz # 1 with the grade 90 or higher.
You will see the grade for that assignment on the Grades link on the navigation bar at the top of this course.
Now, you have access to the rest of the course quizzes.
Good luck!

Please do not reply to this email. If you have questions, email me at math@abc.edu.

Your math teacher