



Intelligent uses of intelligent agents

A Practical guide


The issue

- The problem with learning online:
 - Students may lack contact with the lecturer,
 - As a professor you might not be getting feedback on what is working well and what isn't,
- A good solution:

Intelligent agents

What are intelligent agents?

- MyCourses feature, target audience : professors
- Runs tests on a list of students, returns whether specified criteria is satisfied or not.
- If yes: possibility to send an automated email to concerned students and/or instructor

<input type="checkbox"/>	Agent ▲	Results of Last Run	Last Run Date	Next Run Date
<input type="checkbox"/>	Login Activity ▼ This agent monitors students' Login Activity,	30 users identified	28 minutes ago	Monday, September 4, 2017
<input type="checkbox"/>	Quiz #1 - Score: A ▼  Send a message to all students who got an A.	0 users identified	Jun 24, 2016 8:00 PM	Saturday, June 25, 2016

Advantages of IA

- Increases communication between lecturer and students even in large classes
- Provides a personalized message to students, connecting them strongly to the lecturer
- Automatically send email to students with links to resources to guide their studies or overcome challenges

Settings:

- Specify name that emails come from and reply-to address for responses
- Agent name and description (for your records)
- Agent criteria (login activity, course activity, grades)
- Action repetition / schedule & automatic / manual
- Create the email

Intelligent Agents > New Agent

New Agent

Agent Details

Agent Name: *

01 - No course entry for designated time period

Description:

This IA will check to see which students have not entered this course during the designated time period.

Current time period = no entry for 7 days.
This IA is run automatically every Monday, Wednesday, and Friday, through the final class date.
This IA only sends an email to the instructor, for possible further action.

Status:

Agent is enabled

Possible criteria

Create a New Release Condition

Release this item when the following condition is met:

Condition Type

- ✓ -- Select Condition Type --
- Checklist
 - Checklist Completion
 - Checklist Item Completion
- Classlist
 - Group Enrollment
 - Org Unit Enrollment
 - Section Enrollment
 - Role in Current Org Unit
 - Date of Enrollment in Current Org Unit
- Competencies
 - Competencies
 - Learning Objective
 - Score on Associated Rubric
- Content
 - Content Topic visited
 - All Content Topics visited
- Discussions
 - Discussion Messages authored in Topic
 - Score on Associated Rubric
- Dropbox
 - Submission to Dropbox
 - Receive Feedback on Dropbox Folder
 - Score on Associated Rubric
- Grades
 - Grade Value on a Grade Item
 - Score on Associated Rubric
- Quizzes
 - Score on a Quiz
 - Completed Quiz Attempt
 - Score on Selected Questions
 - Score on Associated Rubric
- Surveys
 - Completed Survey Attempt

Use 1: no course entry

- No course entry for 5 days
- Runs MWF
- Sends email to instructor for further action

Agent Criteria

Login Activity

Take action when the following login criteria are satisfied:

Login Activity

User has not logged in for at least 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)

Release Conditions

Attach Existing

Create and Attach



Remove All Conditions

There are no conditions attached to this item.

Email Format:

- HTML
 Plain text

Name that the emails come from:

mycourses@mcgill.ca

Reply-To address for responses:

mycourses@mcgill.ca

[How can I change the default From and Reply settings?](#)

To: *

{InitiatingUser};john.smith@mcgill.ca

Cc:

Bcc:

[What special email addresses can I use?](#)

Bcc:

[What special email addresses can I use?](#)

Email Subject: *

{OrgUnitName} Reminder

[What replace strings can I use in the subject and message?](#)

Message:

Rich text editor toolbar with icons for video, link, undo, paragraph, bold, italic, underline, bulleted list, numbered list, indent, font family, size, background color, table, insert link, undo, redo, and a menu icon.

Dear {InitiatingUserFirstName},

You have not accessed {OrgUnitName} in six days.

Please go to {LoginPath} immediately for all the latest course information.

Best regards,

Mr. John Smith

Bottom toolbar with icons for undo, redo, source code, search, expand, and slash.

Save and Close

Save

Cancel

On the
instructor's
side:



Wed 4/12/2017 1:45 PM

mycourses@mcgill.ca

Agent Completed - Login Activity

To  John Smith



The following agent has finished running:

Org Unit: 123456789.201709 - Fall 2017 - LMS-101-001 - Introduction to myCourses
Agent: Login Activity

Action Taken: Yes

Use 2: low grade on quiz

- Grade lower than a certain threshold for quiz 1

Action:

- Propose to review the quiz
- Point out resources such as online tutoring (EPTS, Office Hours, Tutorials, TEAM etc)

Agent Criteria

Login Activity

Take action when the following login criteria are satisfied:
Login Activity

- User has not logged in for at least 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)

Release Conditions

Attach Existing

Create and Attach

 Remove All Conditions

To access this item, users must satisfy

All conditions must be met 

Receives less than 70,00 % on the quiz: Quiz #1 

Use 3: improved quiz score

- Specify two release conditions
- Congratulate the student!

Agent Criteria

Login Activity

Take action when the following login criteria are satisfied:

Login Activity

User has not logged in for at least 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)

Release Conditions

Attach Existing


Create and Attach

 Remove All Conditions

To access this item, users must satisfy

All conditions must be met 

Receives less than 70,00 % on the quiz: Quiz #1 

Receives greater than or equal to 80,00 % on the quiz: Quiz #2 

Nota Bene:

Careful:

Students may ignore emails if they receive too many!

Always CC yourself if you are expecting a response to the email and ask students to 'reply all' when replying to your email



Questions?

Additional resources

- Getting started: <https://brightspace-support.tudelft.nl/intelligent-agents-getting-started/>
- Best practices and pitfalls: <https://brightspace-support.tudelft.nl/intelligent-agents-effective-practices-and-pitfalls/#1508929699164-a7f9e0cd-d469>
- Additional uses: <https://brightspace-support.tudelft.nl/intelligent-uses-of-intelligent-agents/#1509373478669-4ae252da-f082>
- How to personalize emails with replace strings: <https://brightspace-support.tudelft.nl/replace-strings/>
- IT services: https://mcgill.service-now.com/itportal?id=kb_article&sysparm_article=KB0011183#disabling