

# Using Intelligent Agents

## Instructional Design Best Practices

- Intelligent Agents do not send emails automatically after a condition is met (for example, a student gets a 60% score on a quiz). Instead, an Intelligent Agent will check for criteria at 8am on the scheduled day/period of your choice OR when you run it manually.
- Use Intelligent Agents sparingly—if students receive too many emails, they will just ignore your emails and the notifications will lose their effectiveness.
- If you're copying components from one course to another, each Intelligent Agent will be copied over, However, the settings of each agent will not be copied.
- If you are exporting a course, Intelligent Agents are not included as part of the course export package.
- The "auditor" role is designed to allow someone like an advisor or counselor to access courses to review student progress.

## What special email addresses can I use?

*NOTE THE DIFFERENCE BETWEEN EMAIL STRINGS AND SUBJECT/MESSAGE STRINGS.*

You can use the following replace strings in the To, Cc, and Bcc address fields to send the agent email to specific recipients:

- {InitiatingUser} – The user who performs the actions necessary to satisfy the agent's criteria.
- {InitiatingUserAuditors} - The auditors of the user who performs the actions necessary to satisfy the agent's criteria.

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

The following are replace strings you can use in the subject line and the email message.

- {OrgName} - The name of the organization.
- {OrgUnitCode} - The code for the org unit.
- {OrgUnitName} - The name of the org unit.
- {OrgUnitStartDate} - The start date specified for the org unit.
- {OrgUnitEndDate} - The end date specified for the org unit.
- {OrgUnitId} - The id for the org unit.
- {InitiatingUserFirstName} - The first name of the initiating user.
- {InitiatingUserLastName} - The last name of the initiating user.
- {InitiatingUserUserName} - The username of the initiating user.
- {InitiatingUserOrgDefinedId} - The Org Defined ID of the initiating user.
- {LoginPath} - The address of the login path for the site.
- {LastCourseAccessDate} - The date the initiating user last accessed the course.
- {LastLoginDate} - The date the initiating user last logged in.

# Intelligent Agent Settings

## Getting Started

- To access Intelligent Agents, go to Course Admin > Intelligent Agents
- To access general settings, click on the settings icon in the upper right

Course Home Content Grades Classlist Activities ▾ Quick Eval More ▾

### Agent List

Settings

- Make sure to **set custom values** for this course, so that it is your name and email address that sends the message, not [dladmin@pcc.edu](mailto:dladmin@pcc.edu).

## Intelligent Agents Settings

☐ Use the system defaults

Name that emails come from    Reply-To address for responses  
dladmin@pcc.edu                  dladmin@pcc.edu

☒ Set custom values for this course

Name that emails come from    Reply-To address for responses  
Rondi Schei                      rondi.schei@pcc.edu

These settings will affect all future emails sent by an agent.

## Create an intelligent agent based on release conditions

### • Section 1: Criteria

- Name your agent (e.g. Challenge Question #6 Reminder) - only you as instructor see this name.
- Check box "Agent is enabled"
- Set to **all users visible in the Classlist**
- Skip Login Activity and Course Activity
- Create and Attach a release condition (if it doesn't already exist).
  - For example:
    - Has not completed an attempt on the quiz: Concept Quiz #1
    - Receives less than 100 % on the quiz: Course Information Quiz
    - Has not added any threads to discussion topic: Reflections/Reflection #1: Pitfalls to Economic Reasoning
    - Receives less than 60 % on the quiz: Worksheet: Demand, Supply & Equilibrium

### • Section 2: Actions

- Repetition: Set to - Take action only the first time the agent's criteria are satisfied for a user
  - This ensures that an email isn't sent every day the criteria aren't met.
- Send an Email: Check box next to "Send an email when the criteria are satisfied"
- Set the **To** field as {InitiatingUser}
- Enter in a subject line. Recommend starting email with course code (e.g. EC 201: subject here)
- Write your message and add any attachments
- Set email format to HTML (usually the default)

### • Section 3: Scheduling

- Check box next to "Use Schedule"

- Click **Update Schedule** and enter in the start and end dates and how often you want it to repeat. Recommend daily.

## Examples

**Agent Name:** Challenge Question #6 Reminder

**Release Condition:** Has not completed an attempt on the quiz: Challenge Questions #6

**To:** {InitiatingUser}

**Subject:** EC 201: Challenge Questions #6 Due Tonight

**Message:**

Hello!

I noticed that you haven't yet completed an attempt on Challenge Questions #6. This is an important topic as it lays the foundation for the next 2 weeks. If you have questions about the problems or find that life is getting in the way, please reach out to me. I am happy to help you reach your goals however I can! :)

Best,

Rondi :)

**Schedule:** Evaluated every 1 day(s) starting Friday, July 30, 2021 until Friday, July 30, 2021

**Agent Name:** Course Info < 100%

**Release Condition:** Receives less than 100 % on the quiz: Course Information Quiz

**To:** {InitiatingUser}

**Subject:** EC 201: Course Information Quiz Score

**Message:**

Hi {InitiatingUserFirstName},

I noticed that you have received a 100% on the Course Information Quiz yet. There is a friendly reminder that you need to get 100% to not only access the weekly content but to not be dropped from the course.

If you have any questions, please let me know!

Rondi :)

**Schedule:** Evaluated every 1 day(s) starting Wednesday, March 31, 2021 until Friday, April 2, 2021

**Agent Name:** Worksheet03: Elasticity

**Release Condition:** Receives less than 60 % on the quiz: Worksheet: Elasticity

**To:** {InitiatingUser}

**Subject:** EC 201: Worksheet - Elasticity

**Message:**

Hi {InitiatingUserFirstName},

The subject of elasticity can be a challenging concept to grasp. If you haven't already, use the Lecture Outline to work through the problems in my Instructor Lecture. I realize they can be a bit boring, but they will give you a math reference when doing activities.

If you can get a **60% on the Worksheet**, you will have access to the Worksheet answer key and that can be really helpful when doing the Challenge Questions. If you are struggling with any questions from the Worksheet, let me know so I can get you on the right track and access to that answer key!

You can send me an email, post anonymously to the Course Lobby, or set up a virtual appointment with me. For an appointment, check out my [appointment calendar](#). If a time on my calendar doesn't work for you, let me know what your schedule is like. I likely can make something work for both of us!

I am a resource for you and am very happy to help 😊 !

Best,

Rondi :)

**Schedule:** Evaluated every 1 day(s) starting Friday, July 2, 2021 until Friday, July 9, 2021