Intelligent Agents

What is an Intelligent Agent?

The Intelligent Agents tool allows Instructors to set up **automatic notifications** to be **sent to themselves, advisors, and students** when specified course performance criteria are met. It can be used to both **recognize student achievement** (e.g., a high score on a quiz) and **warn of potential problems** (e.g., lack of online activity or poor performance on an exam).

Intelligent agents in D2L assist with staying in touch with your students for criteria that you establish.

How do Intelligent Agents work?

- Looks for a specified behavior
- Responds with a custom message through D2L's email system
- Message can be sent to you, your student, an advisor or **to an external email address.**

Considerations

- Use sparingly – repetitive messages may lose effectiveness
  - o Best practice – use for most important items
- Manual versus automatic running
  - o Automatic agents run once a day or less often
  - o Manual triggering allows for you to determine timing of the message
- Greater value with larger class size
- Set up rule in your email box to move notifications into a folder
  - o Separate folders for each class
- Settings – go here to set up email feature for students to reply to intelligent agent notification. The default setting sends the emails nowhere.

Click on **Course Administration** and then **Intelligent Agents**.

Intelligent Agents > New Agent

New Agent

Agent Name: *

▷ **Edit Description**

Status:
☑ Agent is enabled

Name the agent based on what you want to use it for e.g. Missing Class, or Chapter One Assignment. **Note:** If you think you might use several intelligent agents based on attendance or participation, place a number in front of the name to keep them organized. D2L will sort your IAs alphabetically.

- Other examples: Welcome to the Course – sends an automated message welcoming them to the course and reminding them of office hours, contact information, etc.
- First Week – If someone has not logged in, this could be used to send them a message.
- Successful Completion of First Week's Activities.
- Select the criteria.

1. Criteria

Role in Classlist

- ● All users **visible** in the Classlist
- ○ Users with specific roles:

Login Activity

☐ Take action when the following login criteria are satisfied:

- ● 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:

- ● 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.

- Select the Repetition.

2. Actions

Repetition

- (•) Take action only the first time the agent's criteria are satisfied for a user
- ( ) Take action every time the agent is evaluated and the agent's criteria are satisfied for a user

Which Action Repetition setting should I use?

Send an internal message

☐ Send an internal message when the criteria are satisfied

Name that the messages come from: DoNotReply@online.ccd.edu

Reply-To address for responses: DoNotReply@online.ccd.edu

How can I change the default From and Reply settings?

To: *

Cc:

- Select the Schedule of Release.
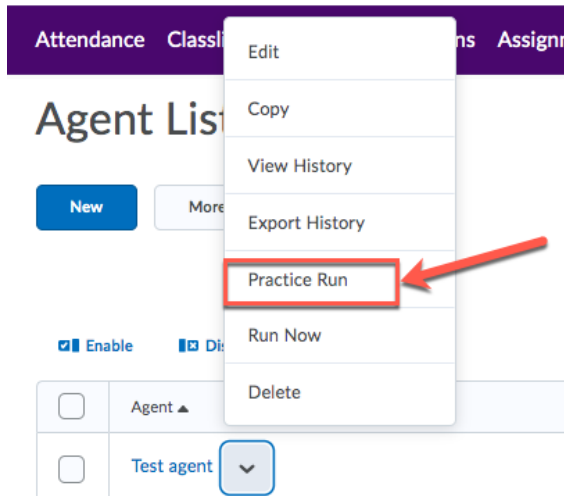
3. Scheduling

☐ Use Schedule

No schedule defined

Next Run Date: No schedule defined

Update Schedule

What does an agent's Schedule determine?

Save and Close   Save   Cancel

Test Your Intelligent Agent

- Practice Run allows you to test your Intelligent Agent without sending email
- Will identify users who would have received the email
- View History will show all practice, manual, and scheduled run results

Potential Pitfalls

- Have to use replacement strings to set up correctly.

{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.

- Exporting a Course – IAs are not included. Use Course Copy feature instead.
- Disabled when copied. Re-enable the IAs to make them active in a new course.