

Unit Topic: Intelligent Agents

Introduction

The Intelligent Agents tool is a powerful and efficient means of communicating with students that will increase student engagement, deepen your impact as a professor, while also reducing your workload.

An Intelligent Agent is a process that runs in your DC Connect course that identifies students who have met specific criteria and subsequently sends those students pre-scripted emails to their DC Mail accounts. The criteria, message, timing, and frequency of communication is set by you, the professor. In simpler terms, you are telling DC Connect to automatically email students when they have or have not done something in DC Connect.

Content

This document covers the following topics:

- How to Access the Intelligent Agents Tool
- Creating & Managing your Intelligent Agents
 - Creating an Intelligent Agent
 - Scheduling
 - Setting the Agent Criteria
 - Setting the Agent Action
 - Enabling or Disabling an Intelligent Agent
 - Deleting an Intelligent Agent
- Intelligent Agents Settings
 - Setting a Custom From: Name and Reply-To: Email Address

How to Access the Intelligent Agents Tool

To access the Intelligent Agents tool, click on the **Course Admin** link in your course navigation...

Course Admin

... and then the **Intelligent Agents** link.

Intelligent Agents

Creating & Managing Your Intelligent Agents

Creating an Intelligent Agent

Click on the **New Agent** button of the Agent List page to begin creating a new Intelligent Agent.

Agent List

New Agent

Edit Categories

More Actions ▾

Enter a **Name** for the agent. It is a good idea to use a name that includes the activity it is monitoring (e.g. "Assignment 1 – Reminder")

New Agent

Agent Name: *

Description:

Category:

No Category ▾

Add Category

Status:

☐

Agent is enabled

Having a brief description of the purpose of the agent can be very helpful when managing your agents across semesters.

Create and set a Category if you wish to group your agents by purpose (e.g. "Reminders").

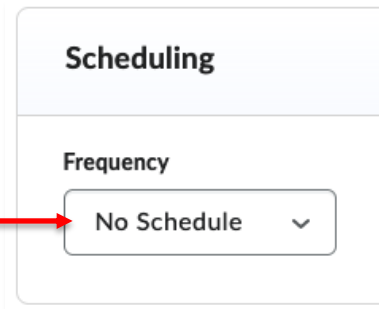
Click the **Agent is enabled** Status box so that your agent is available to run.

Scheduling

There are two ways to run your agent, using a schedule to predetermine when your agent will run and with what frequency, and manually.

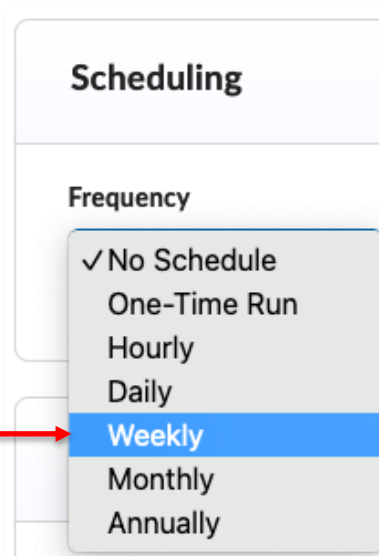
Frequency

If you would like to set your agent to run automatically at a future point in time, click on the **Frequency** pull-down menu...



The screenshot shows a 'Scheduling' section with a 'Frequency' label above a pull-down menu. The menu currently displays 'No Schedule' with a downward arrow icon.

...and select the frequency the agent will run at.



The screenshot shows the 'Scheduling' section with the 'Frequency' pull-down menu open. The menu lists the following options: 'No Schedule' (with a checkmark), 'One-Time Run', 'Hourly', 'Daily', 'Weekly' (highlighted in blue), 'Monthly', and 'Annually'.

Set the repetition, ...

...timing,...

...start date, ...

...and end date of the agent schedule.

Scheduling

Frequency

Weekly

Repeats Every:

1 week(s)

Repeats On:

☐ Monday
 ☐ Tuesday
 ☐ Wednesday
 ☒ Thursday
 ☐ Friday
 ☐ Saturday
 ☐ Sunday

Scheduled Time *

8:00 AM

Schedule Dates:

☒ Has Start Date
 10/27/2022

☒ Has End Date
 12/15/2022

After setting your schedule, be sure to click the **Save** button to preserve your agent parameters.

Manually

If you prefer to run your agent manually, you can do so from the **Agent List** page.

<input type="checkbox"/>	Agent	
<input type="checkbox"/>	Assignment 1 - Reminder	<div> <div></div> <div> Edit Copy View History Export History Practice Run Run Now Delete </div> </div>

Click the action menu of the appropriate agent and select the **Run Now** option.

Setting the Agent Criteria

The agent **Criteria** is the user activity that is being monitored and triggers the agent to send its messaging. Begin by selecting who you want to receive emails from the agent.

Role in Classlist

You can select **All users visible in the Classlist** (recommended).

Role in Classlist *

☒ All users **visible** in the Classlist

☐ Users with specific roles:

Or **Users with specific roles:**

☒ Users with specific roles:

☐ Instructor

☒ Student

☐ DemoStudent

☐ External Aide

Login Activity

If you wish the agent to take action based on how often students log into DC Connect, click the **Login Activity** checkbox under the **Take Action on Activity** title.

Take Action on Activity

☒ Login Activity

☒ User has not logged in during the last day(s)

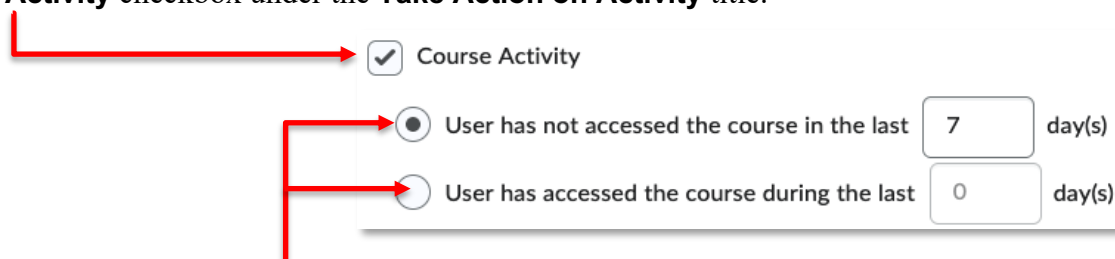
☐ User has logged in during the last day(s)

Then click the desired **User has not / has logged in...** radio button and set the number of days that must pass before the agent acts.

NOTE: This agent criteria monitors student logins to DC Connect, system wide. It is not course specific. We DO NOT recommend using this criteria for your agent.

Course Activity

If you wish the agent to take action based on how often students access your course, click the **Course Activity** checkbox under the **Take Action on Activity** title.



The screenshot shows a form with a checked checkbox labeled "Course Activity". Below it are two radio button options. The first option is "User has not accessed the course in the last" followed by a text input field containing the number "7" and the text "day(s)". The second option is "User has accessed the course during the last" followed by a text input field containing the number "0" and the text "day(s)". Red arrows point from the text above to the checkbox and the first radio button option.

Then click the desired **User has not / has accessed course** ... radio button and set the number of days that must pass before the agent acts.

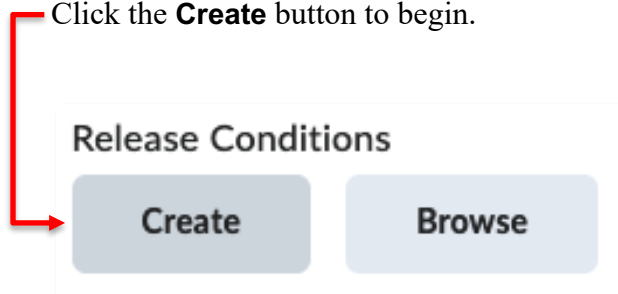
GOOD PRACTICE: It is critically important for students enrolled in hybrid and online courses to engage with their courses on a frequent basis. If you are teaching a hybrid or online course, it is strongly recommended that you create an agent that monitors your students' course activity and prompts them when they do not access your course with the desired frequency. Input the number "7" to prompt students who are "absent" for more than a week.

Release Conditions

Release conditions are conditional requirements that restrict access or visibility to specific content, resources, or activities within DC Connect. Students must satisfy the conditions before the restrictions are removed. Stated more simply, students can't see or interact with the course content or activity unless they have done (or not done) what the condition describes.

When you use **Release Conditions** as the Criteria for an Intelligent Agent, the action or inaction described by the condition controls whether students receive the agent email or not. There are many, many options for what can be used as a condition. A comprehensive description of each **Condition Type** and their subsequent **Condition Details** is beyond the scope of this document. However, some excellent examples, especially for an Intelligent Agent, are: has/has not submitted to an assignment submission folder, has/has not viewed content topics, has/has not completed a checklist, has/has not achieved a certain grade on an assessment.

Click the **Create** button to begin.



The screenshot shows a box titled "Release Conditions" with two buttons: "Create" and "Browse". A red arrow points from the text above to the "Create" button.

Click the **Condition Type** pulldown menu and select the interaction you wish to monitor.

In the subsequent **Condition Details** pulldown menu (it will appear, I promise), select the action or inaction that triggers the agent to execute.

Click the **Create** button to affix the Release Condition as the Criteria for your agent.

Create a Release Condition

Release this item when the following condition is met:

Condition Type

-- Select Condition Type --

Condition Details

-- Select Condition Type --

Create

Cancel

Setting the Agent action

The agent **Actions** determine the frequency of the agent's action and whether an email is sent or not.

Repetition

The **Repetition** determines how many emails an agent sends to users who satisfy its criteria.

When you select this setting, all users that satisfy the agent's criteria receive only one email no matter how many times the agent is evaluated.

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

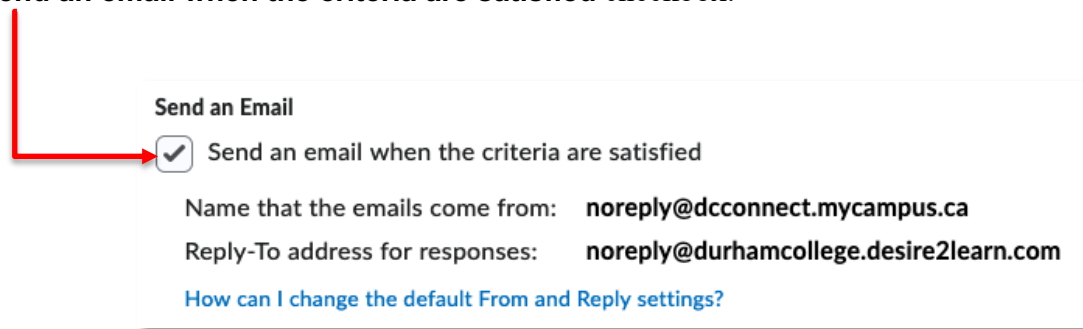
[What Action Repetition setting should I use?](#)

When you select this setting, the agent sends an email to all users that satisfy its criteria every time the agent is evaluated.

Send an Email

NOTE: Although it is possible to use the Intelligent Agent tool to quickly identify students who meet a particular Criterion, we strongly recommend using the tool for communication.

Click the **Send an email when the criteria are satisfied** checkbox.



Send an Email

☒ Send an email when the criteria are satisfied

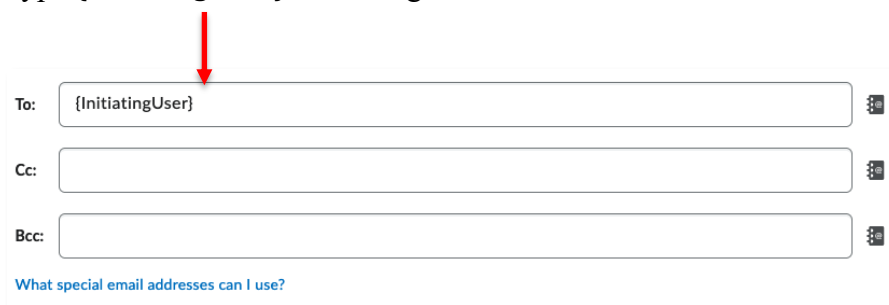
Name that the emails come from: **noreply@dcconnect.mycampus.ca**

Reply-To address for responses: **noreply@durhamcollege.desire2learn.com**

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

You will need to use a special code (called a replace string) in the **To:** field so that each student who satisfies the agent's criteria receive an individual email.

Type **{InitiatingUser}**, including the brackets, into the To: field.



To: {InitiatingUser}

Cc:

Bcc:

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

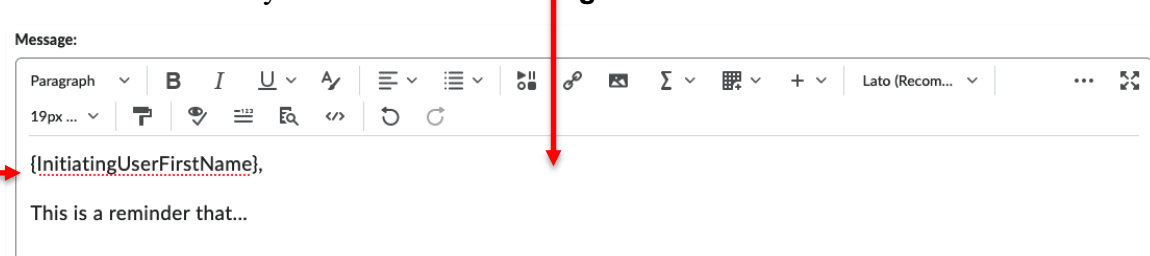
Enter an appropriate **Subject:**. “Assignment 1 – Reminder”, for example.



Subject: *

Assignment 1 - Reminder

Enter the content of your email in the **Message:** field.



Message:

Paragraph B I U A [list icons] [link icon] [image icon] [table icon] [insert icon] Lato (Recom... [more icons]

19px [font size icon] [bullet list icon] [numbered list icon] [link icon] [unlink icon] [undo icon] [redo icon]

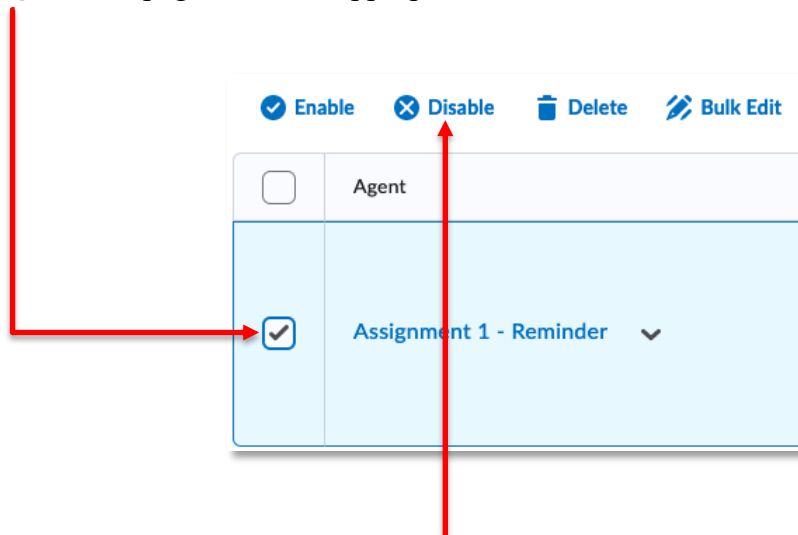
{InitiatingUserFirstName},

This is a reminder that...

Here is an opportunity to personalize your communication. We recommend using the **{InitiatingUserFirstName}** replace string. Each student receiving the email from the agent will see their own first name as the salutation of the message.

Enabling or Disabling an Intelligent Agent

On the **Agent List** page, click the appropriate checkbox to select the Agent...

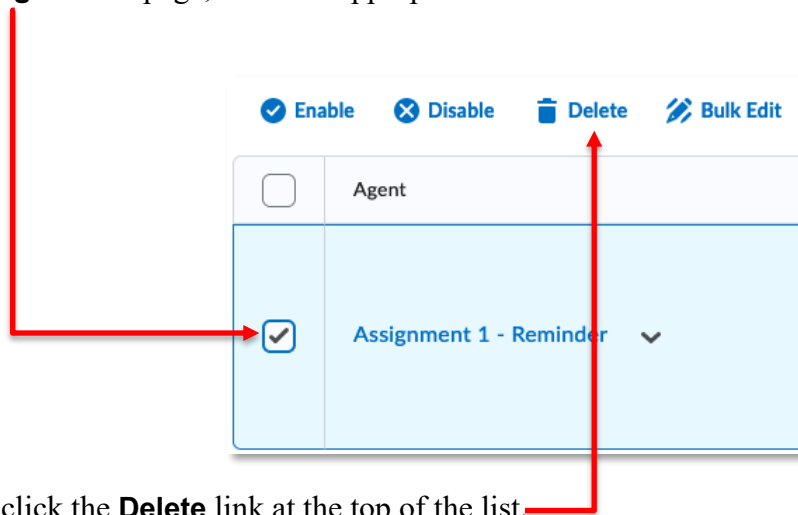


... then click the **Enable** or **Disable** link at the top of the list.

NOTE: Agents copied forward from one semester to the next will automatically disable. It is recommended practice to review the content and schedule of each copied agent before enabling it.

Deleting an Intelligent Agent

On the **Agent List** page, click the appropriate checkbox to select the Agent...



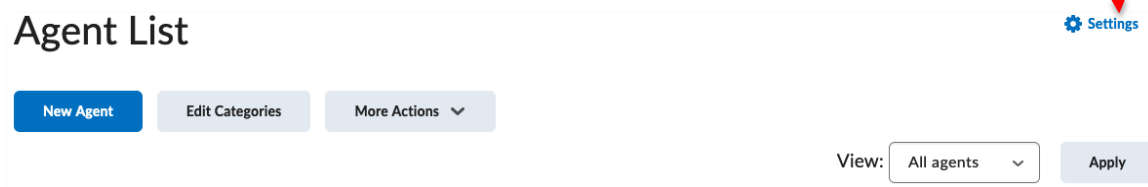
... then click the **Delete** link at the top of the list.

Intelligent Agents Settings

Setting a Custom From: Name and Reply-To: Email Address

By default, the name from and reply-to address of emails sent by Intelligent Agents is `noreply@dcconnect.mycampus.ca`. However, you may wish to facilitate communication with your students by providing a functional address that they can use to correspond with you.

On the **Agent List** page, click the **Settings** link.



Click the **Set custom values for this course** radio button.

Type in your name.

Intelligent Agents Settings

☐ Use the system defaults

Name that emails come from Reply-To address for responses
`noreply@dcconnect.mycampus.ca` `noreply@durhamcollege.desire2learn.com`

☒ Set custom values for this course

Name that emails come from Reply-To address for responses

NOTE: Do not use your `@durhamcollege.ca` email address in the **Reply-To** field. The reply from your student will be blocked without any notification to you. Be sure to use this format: **first.last@dcfaculty.mycampus.ca**

Click the **Save** button to affix your Intelligent Agents Settings.