

Days after course start:

Days since last login:

Days since last submission:

Days since latest enrollment access:

Risk score greater than:

Risk score less than:

Missing assignments greater than:

Missing assignments less than:

Grade greater than:

Grade less than:

Run sunday

Run monday

Run tuesday

Run wednesday

Run thursday

Run friday

Run saturday

Use the templates on the following pages to help you think through the process of creating your messaging. **When you are ready to submit your request(s), please visit the following links.**

Automated Messaging Request Forms

- [Emails](#)
- [Text Messages](#)

HINTS

This is what the 'settings' page looks like where we set up the automated messaging. I think it's helpful to see this so that you know what options are available and how to think through who you want to send messages to (days since accessing, submitting, grades, etc.) and when you want the messages sent.

Days after course start can be used in two ways:

- You want to send a message on the 14th day after the start date and only on that day – then you do not provide the day of the week that you want it sent on.
- You want to start sending a message every Tuesday after the 14th day of the start date – then be clear in that request and do include what day of the week.

'Last login' is last login to the LMS. 'Days since latest enrollment access' is days since the student has accessed a course.

The rules look across all the supported courses a student is taking. If the student meets the criteria in any single course, they are sent the message. If they meet the criteria in two or three courses, they are still only sent one message.

Because we are looking across all the supported courses the student is taking and not individual courses, you may not reference a specific course (i.e. you have not accessed GEN101 in 3 days). Be generic - you have not accessed one of your courses in 3 days.

We do have the ability to only send messages to students enrolled in a subset of students – or to exclude a subset of courses.

If you use more than one criteria, you are creating AND statements. Example: student has not logged into the LMS for 5 days AND has a grade less than 70% in any single course.

Risk scores:

0-15 = green

16-29 = yellow

30-100 = red

AUTOMATED EMAILS – TEMPLATE

RULE 1

The following are ‘AND’ statements. If the student meets all of the following criteria in any course they are currently enrolled in, they will be sent an email on the day of the week specified.

This template is intended to help you think through the parameters to be used. Please submit your actual requests using the links on page 1 of this document.

Days after course start*	
Days since last login to the LMS	
Days since last submission	
Days since latest course access	
Risk score greater than	
Risk score less than	
Missing assignments greater than	
Missing assignments less than	
Grade greater than	
Grade less than	
Day(s) of the week to send the message	
Should this message be sent to ALL students or only students enrolled in certain courses?	

** If you set course start dates to open prior to the actual start date of the course, include those ‘extra’ days. For example, if you set course start dates to 3 days before the term actually starts to allow students early access and you want the message sent on the 5th day of the term, enter 8 days on the form.*

Sender name	
Sender email address	
Subject line	
Content of email	

AUTOMATED TEXT MESSAGES – TEMPLATE

RULE 1

The following are ‘AND’ statements. If the student meets all of the following criteria in any course they are currently enrolled in, they will be sent an email on the day of the week specified.

This template is intended to help you think through the parameters to be used. Please submit your actual requests using the links on page 1 of this document.

Days after course start*	
Days since last login to the LMS	
Days since last submission	
Days since latest course access	
Risk score greater than	
Risk score less than	
Missing assignments greater than	
Missing assignments less than	
Grade greater than	
Grade less than	
Day(s) of the week to send the message	
Should this message be sent to ALL students or only students enrolled in certain courses?	

** If you set course start dates to open prior to the actual start date of the course, include those ‘extra’ days. For example, if you set course start dates to 3 days before the term actually starts to allow students early access and you want the message sent on the 5th day of the term, enter 8 days on the form.*

Content of email – Limit to 160 characters	
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NEED SOME IDEAS?

HIGH RISK

Days since last course access	You are using the resources provided to you in the online classroom less than other students in your class, which is reflected in your lower performance. Reading your textbook and reviewing the course materials are very important components of the course. Not only are the points valuable, they prepare you for exams. Logging in several times a week can improve your chances of success.
Days since last submission in a course	You are using the resources provided to you in the online classroom less than other students in your class, which is reflected in your lower performance. Reading your textbook and reviewing the course materials are very important components of the course. Not only are the points valuable, they prepare you for exams. Logging in several times a week can improve your chances of success.
Grades	Your grades show you are trying hard but still struggling with the course material and may need extra help. Students who are successful in online courses complete all homework and participate frequently. Make sure to complete all assignments and submit them on time so you have an opportunity to earn all available points. With a bit more effort, you can improve your grade!
Missing Assignments	Your grades show you are trying hard but still struggling with the course material and may need extra help. Students who are successful in online courses complete all homework and participate frequently. Make sure to complete all assignments and submit them on time so you have an opportunity to earn all available points. With a bit more effort, you can improve your grade!

MEDIUM RISK

Days since last course access	Logging into the online classroom frequently can improve your chances of success. Planning for upcoming assignments, submitting assignments on time, and participating in discussions will help you be more successful in your courses.
Days since last submission in a course	Logging into the online classroom frequently can improve your chances of success. Planning for upcoming assignments, submitting assignments on time, and participating in discussions will help you be more successful in your courses.
Grades	You have put a considerable amount of effort into this course and with a little more, you can improve your grade. Make sure to complete all homework and attend all class sessions on time so you have an opportunity to earn all available points.
Missing Assignments	You have put a considerable amount of effort into this course and with a little more, you can improve your grade. Make sure to complete all homework and attend all class sessions on time so you have an opportunity to earn all available points.

LOW RISK

Days since last course access	I encourage you to keep up the strong study habits since there will be some challenging assignments ahead. You are putting in the effort and working hard. Please continue to work hard and you can get the grade you want in the class!
Days since last submission in a course	I encourage you to keep up the strong study habits since there will be some challenging assignments ahead. You are putting in the effort and working hard. Please continue to work hard and you can get the grade you want in the class!
Grades	I encourage you to keep up the strong study habits since there will be some challenging assignments ahead. You are putting in the effort and working hard. Please continue to work hard and you can get the grade you want in the class!
Missing Assignments	I encourage you to keep up the strong study habits since there will be some challenging assignments ahead. You are putting in the effort and working hard. Please continue to work hard and you can get the grade you want in the class!