Agents for Support Activities (ASA)

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Rationale for ASA

1. Support staff lends support to many different kinds of Learning Activities.
2. This puts quite a strain on the support staff.
3. From an institutional point of view this means that providing support for learners rapidly becomes unaffordable.
Premises

• Establish learning related interactions between distributed actors and distributed resources in a Learning Network.
• Do so efficiently: minimally maintaining the **intensity** and learning **quality** of the interactions without increasing staff workload.
Objective

To develop learning technologies (agents) that help tutors support their students in learning networks by

1. Building an abstract *change model* that provides entry points for the development of tools
2. Developing functional prototypes of these tools and test them in pilots.
Outcomes

• a *model* of how tutors will be supported in their support activities for the Activity Nodes in a Learning Network
• *prototypical software modules* that qualify as generic support agents for tutors
• a *model of how agents operate within the context of a design specified in IMS-LD.*
Some details

• Focus on the tutor: support the tutor, not the learners directly
• Focus on agents that will build upon language technologies (e.g. support for e-mail answering and essay grading)