

# Participants Help

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## Virtual Assistant Support (Madge)

### Introducing Madge

- Madge is a OLT's friendly and knowledgeable virtual assistant. She's here to help you with your course. Madge offers a variety of features to support your learning journey, including assisting you in understanding and navigating through the course material. You can ask her questions about the content and interact with her on the course forums. In the near future, you can ask Madge to quiz you on some course pages. She's like a helpful study companion!
- Launching Madge (Beta) We are introducing Madge as a beta learning resource, which indicates that she might occasionally make errors. If you come across any issues with Madge, we kindly request that you provide us with feedback by using the 'Give feedback' option. Your comments will help assist us ensure that Madge meets her intended purpose effectively.

### How does (Beta) Madge work?

Madge, our virtual assistant, is powered by an advanced AI language model. Think of Madge as your knowledgeable study companion who has access to an extensive course database. You can ask Madge questions, and she will provide you with informative responses. However, it's important to keep in mind that Madge's responses are focused on the specific course you are studying. Madge is a beta learning resource, which means occasional errors are possible. If you encounter any issues, kindly provide feedback using the 'Give feedback' option. Your comments will help us improve Madge!

### Data security

We take your security and privacy very seriously and have implemented various measures to ensure that all participant data is secured and protected.

- All participant interactions with Madge are encrypted, and the information is not shared with any third party.
- However, it's important for participants to always maintain a good working practice and take appropriate security measures to protect their individual devices and networks.

## Madge and our tutors

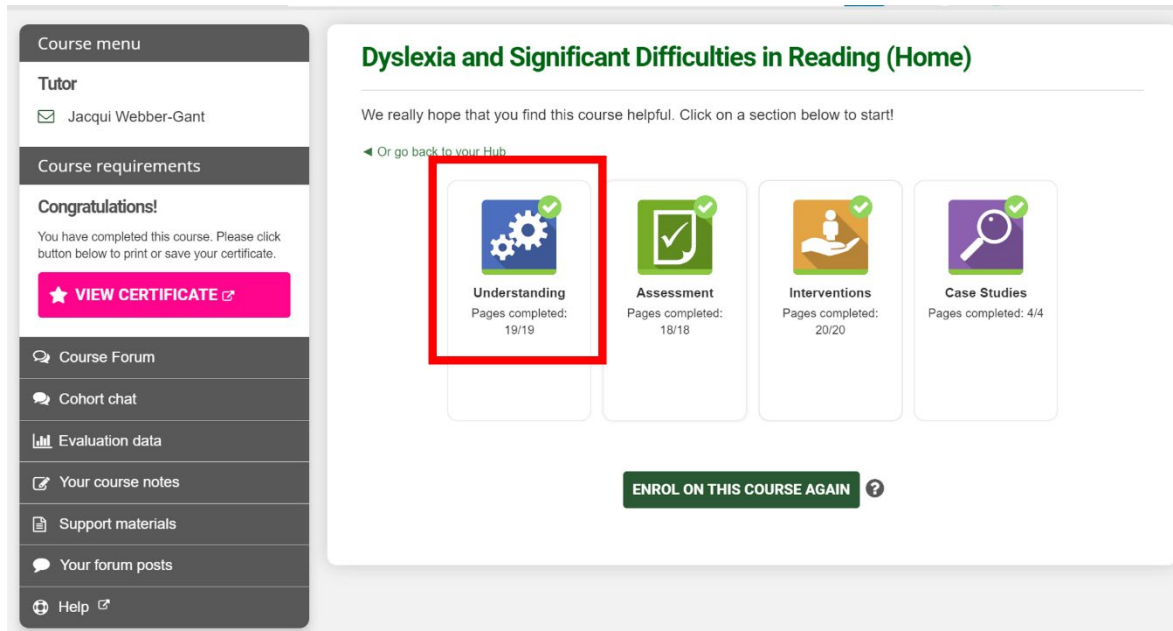
- Madge's purpose is not to replace tutors but rather to offer additional support and guidance to participants.
- She works alongside our dedicated tutors, complementing their efforts and providing participants with an extra layer of assistance.
- Our tutors play an integral role in the learning process, and Madge is designed to enhance the overall educational experience by providing additional information, assistance, and knowledge checks. Together, Madge and our tutors form a powerful support system to help you connect theory to practice.

## Using our Virtual Assistant

### Asking a question

You can conveniently access Madge on all UK paid course pages. Remember, Madge's responses are confined to the course material!

1. Log in to your course and click on one of the course sections e.g., Understanding section

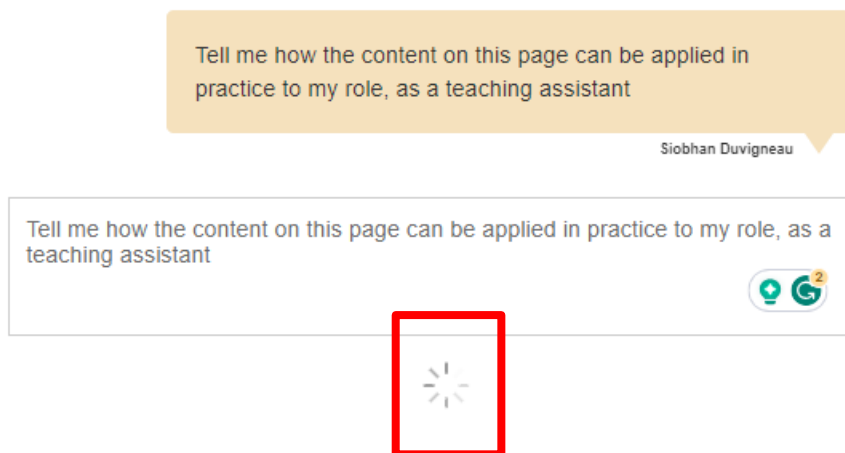


The screenshot displays a course interface for "Dyslexia and Significant Difficulties in Reading (Home)". On the left is a sidebar with a "Course menu" containing items like "Tutor" (Jacqui Webber-Gant), "Course requirements", "Congratulations!" (with a "VIEW CERTIFICATE" button), "Course Forum", "Cohort chat", "Evaluation data", "Your course notes", "Support materials", "Your forum posts", and "Help". The main content area features a header, a welcome message, a "Go back to your Hub" link, and four course sections: "Understanding" (19/19), "Assessment" (18/18), "Interventions" (20/20), and "Case Studies" (4/4). The "Understanding" section is highlighted with a red box. At the bottom of the main content area is a button that says "ENROL ON THIS COURSE AGAIN" with a question mark icon.

2. Look for our 'Ask Madge' button at the bottom of the screen.



3. Click on this orange button to open Madge's chat function. You should frame your enquiry as a question. Here are some examples of the types of questions you can ask Madge:
  - What does {x} mean?
  - Summarise the key facts in the video(s)
  - Summarise the main points on this page
  - Tell me how this strategy could be applied to my teaching practice?
  - Test your knowledge by generating a quiz for most course pages
  
4. It may take Madge a couple of seconds to formulate her response. You will see a buffering circle as she crafts it.



5. Madge's response appears in a blue box, and you have the option of continuing the conversation, if you require further clarification on the same or new topics.

Ask Madge

Give feedback Quiz me on this page

Tell me how the content on this page can be applied to my practice as a teaching assistant?

Rob Gordon

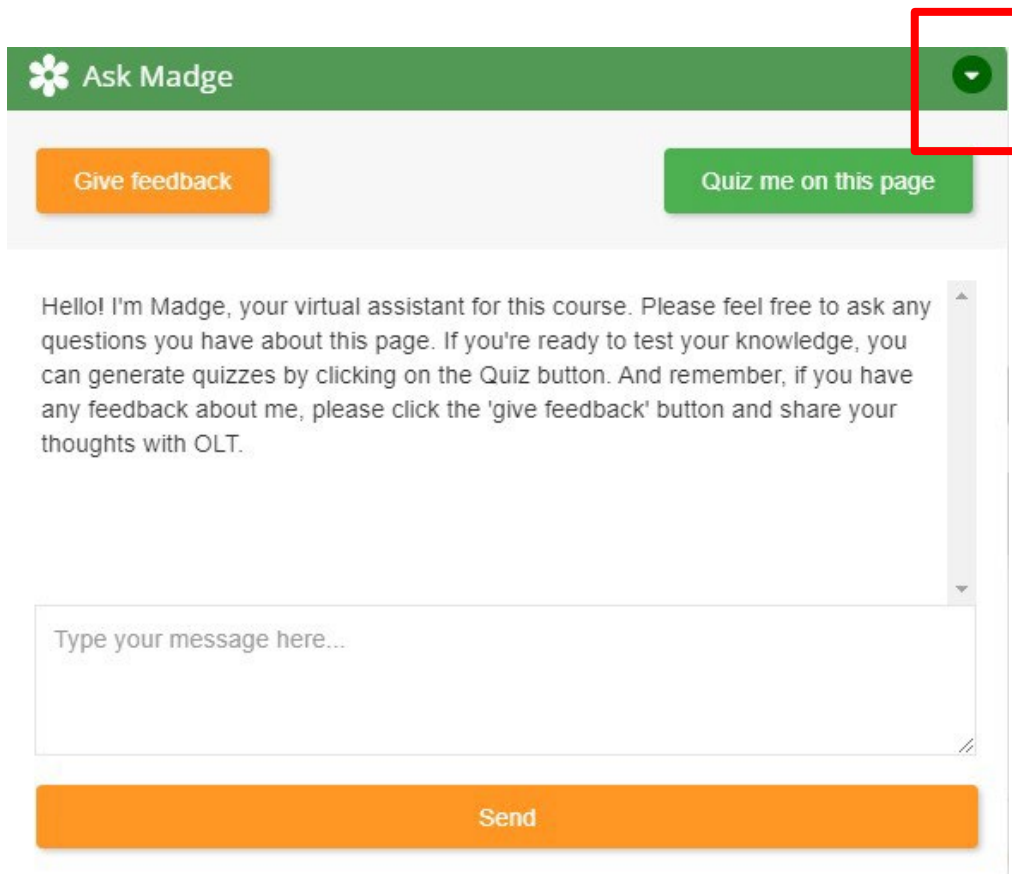
**The content on this page can be applied to your practice as a teaching assistant in several ways:**

1. Understanding the genetic component of ADHD: Knowing that ADHD has a strong genetic component will help you understand that it is not solely caused by environmental factors or parenting. This knowledge can help you approach students with ADHD in a more empathetic and understanding manner, knowing that their condition is influenced by factors beyond their control.

Type your message here...

Send

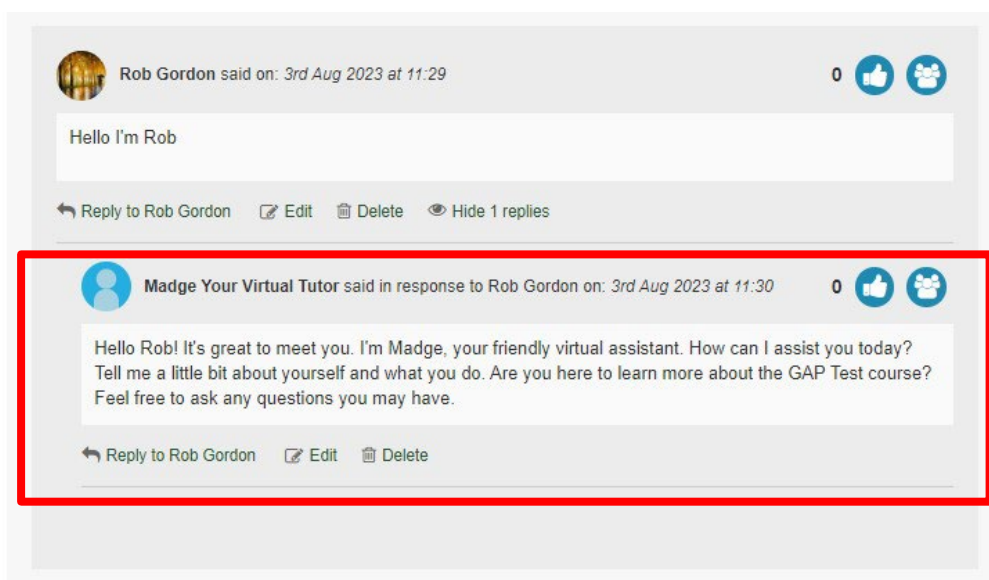
6. Click the down arrow to close Madge's chat function and return to the course page.



## Madge (VA) in the forums

Madge's objective is to enhance the learning experience in both national and course forums by encouraging participation and engaging with comments.

1. If your tutor has enabled this feature, Madge (Virtual Assistant) will automatically and promptly respond to your post within 30 seconds.

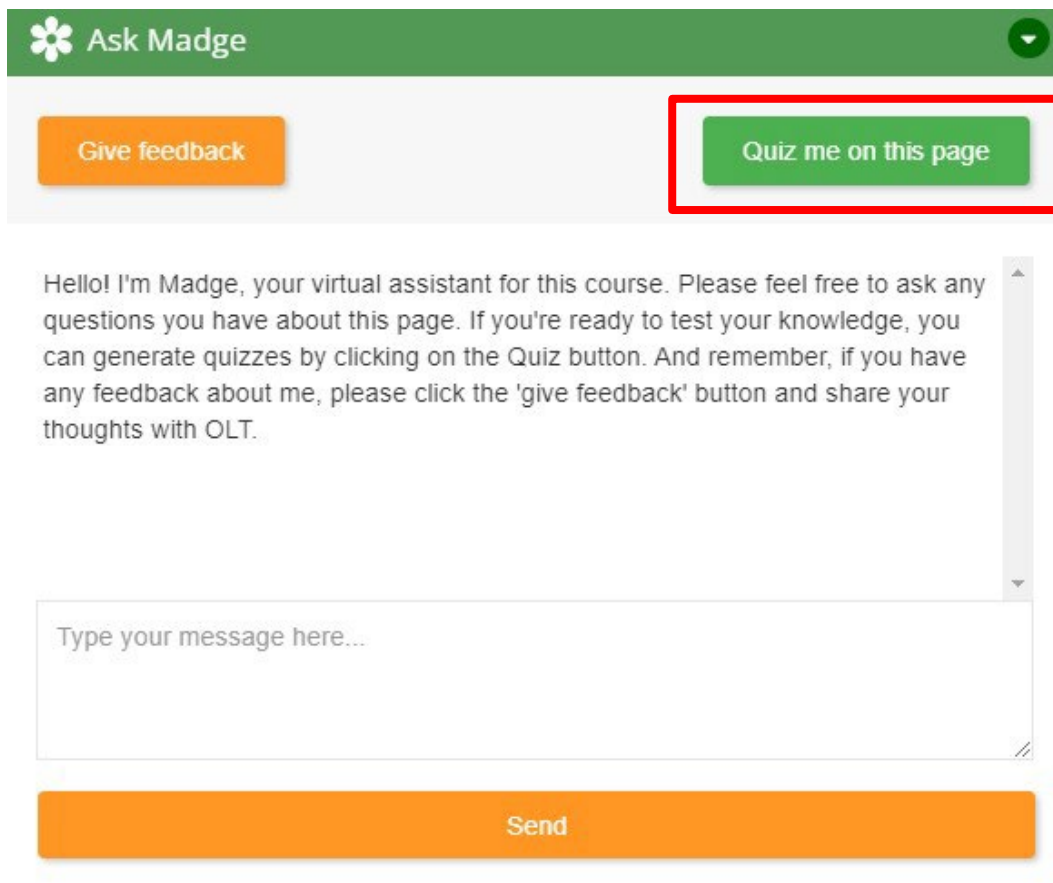


2. If you reply to her comment, she will continue to engage in the conversation and provide further responses.
3. Like Madge's comment if you think it is helpful.

## Knowledge testing quizzes

Madge can generate quizzes on specific course pages. This feature enriches the learning experience by helping you test your knowledge retention while progressing through the course.

1. Open Madge (VA) by clicking on the orange 'Ask Madge' button, located bottom right of the screen
2. If a quiz is available on the current page, you will see a green button labelled 'Quiz me on this page'.



3. Click this button and Madge will generate a 4-question quiz and anticipate a text-based response from you!
4. If there isn't a quiz available, the button label will display the message 'No quiz on this page'

Give feedback

No quiz on this page

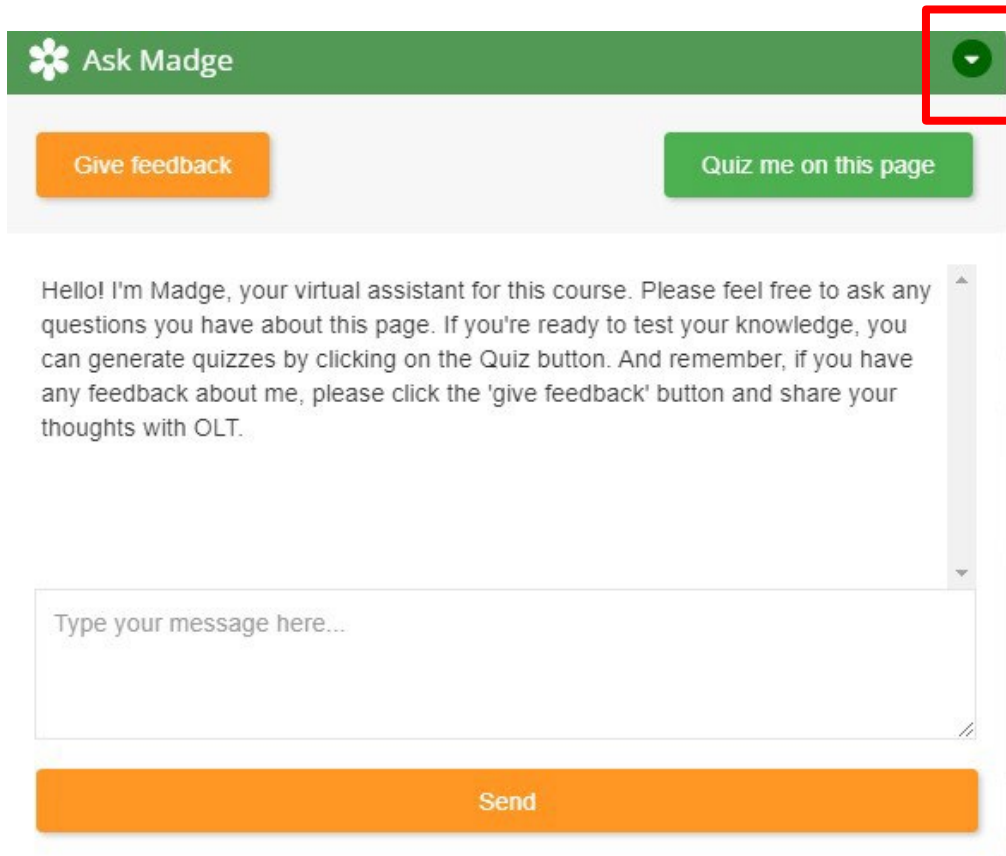
Hello! I'm Madge, your virtual assistant for this course. Please feel free to ask any questions you have about this page. If you're ready to test your knowledge, you can generate quizzes by clicking on the Quiz button. And remember, if you have any feedback about me, please click the 'give feedback' button and share your thoughts with OLT.

Type your message here...

Send

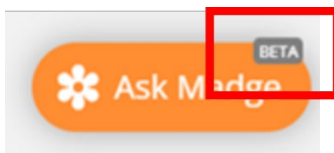
### Turning Madge (VA) off

1. Madge (VA) is only activated when you open her chat pane.
2. Click the down arrow to close Madge's chat pane and return to the course page.



## Providing Feedback

1. We are introducing Madge as a beta learning resource. which indicates that she might occasionally make errors.



2. If you come across any issues, you can provide OLT with feedback by using the 'Give feedback' option.



Give feedback

No quiz on this page

Hello! I'm Madge, your virtual assistant for this course. Please feel free to ask any questions you have about this page. If you're ready to test your knowledge, you can generate quizzes by clicking on the Quiz button. And remember, if you have any feedback about me, please click the 'give feedback' button and share your thoughts with OLT.

Type your message here...

Send

3. Your comments will help assist us in refining Madge, enabling her to fulfil her intended purpose effectively.