Oregon State University
Beaver Hub

Beaver Hub Student View

For OSU Students

Table of Contents

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Beaver Hub

Homepage Navigation

(1/2)

Oregon State University
Beaver Hub

1 Calendar

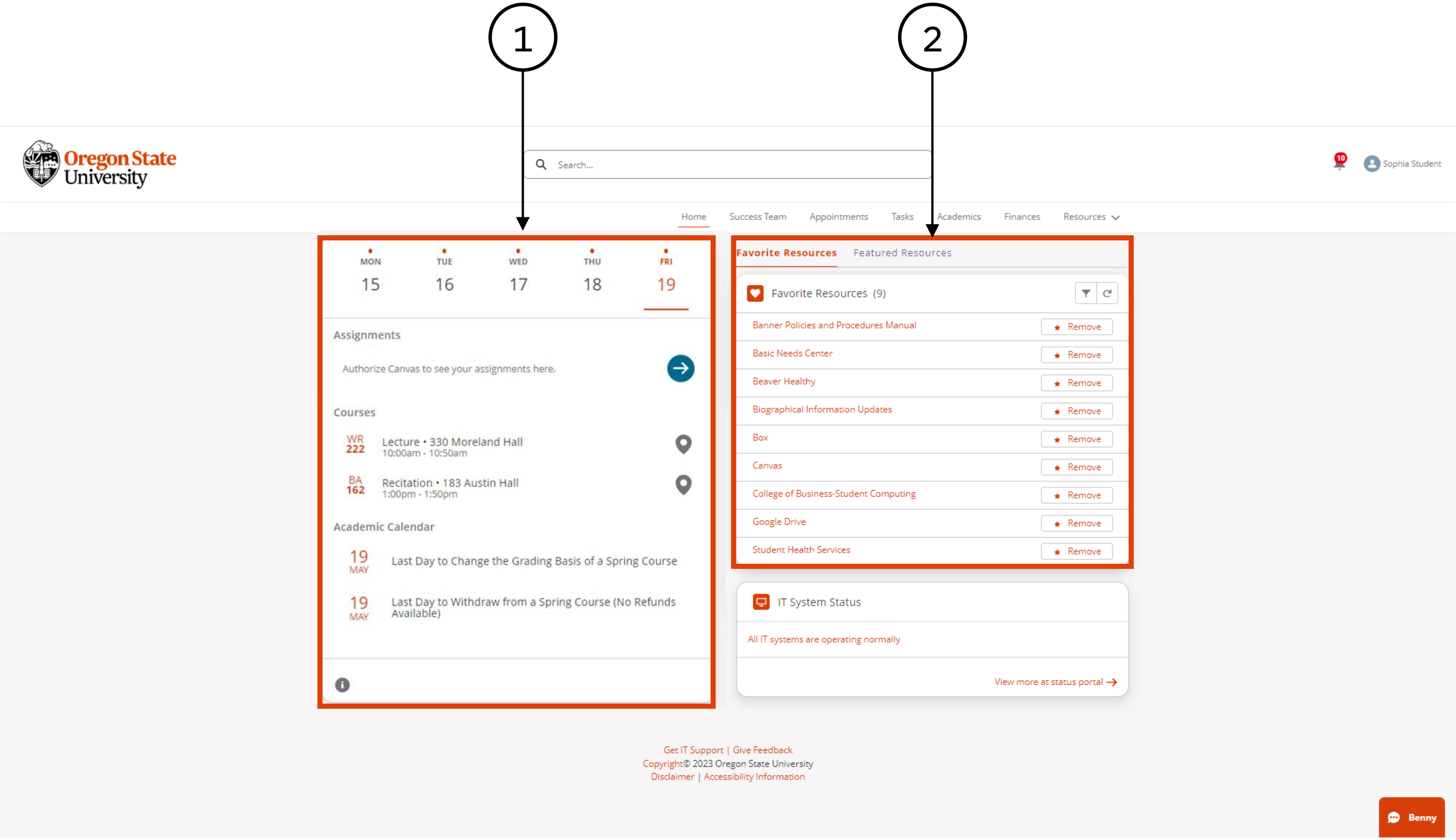
<u>Assignments</u>
Link Beaver Hub with Canvas so that your assignments show up here!

<u>Courses</u>
A list of the courses you're currently taking with access to maps to the classroom's location

<u>Academic Calendar</u>
OSU's general academic calendar for information on important dates

2 Favorite Resources

A list of resources that you've identified as a favorite



Homepage Navigation
(2/2)

Oregon State University Beaver Hub

1 Featured Resources

A list of resources that your Success Team and other OSU support staff have identified as relevant to you

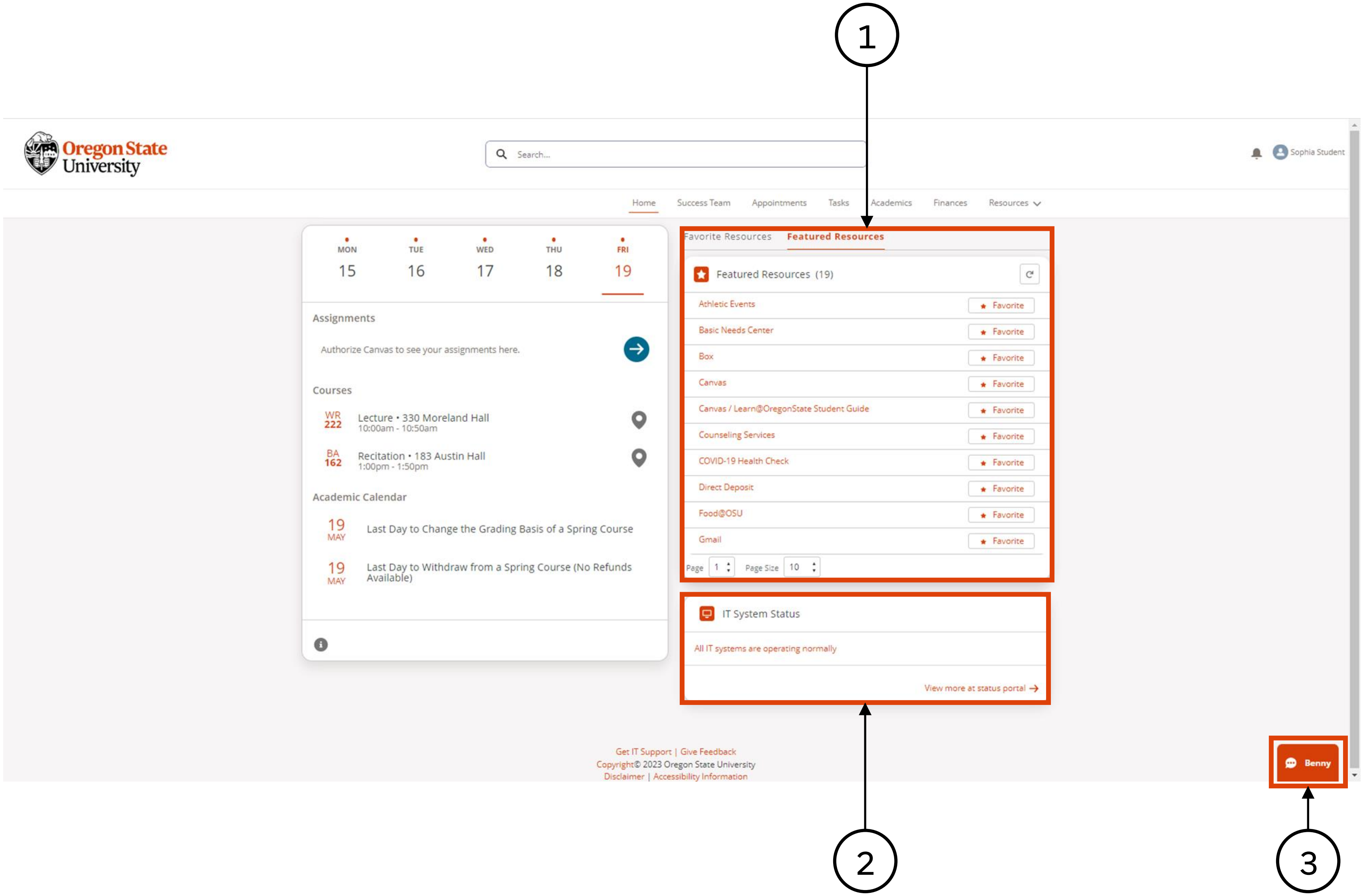
2 IT System Status

Information on system outages, delays, and maintenance

3 Benny ChatBot

Have a question? Benny ChatBot might be able to help!

It will respond to your questions with links to resources and information that might help you find an answer.



Success Team

Oregon State University
Beaver Hub

1 Success Team Members

A Success Team is a group of OSU faculty and staff who are here to assist you on your student journey.

Clicking on their hyperlinked name or picture will take you to their profile where you can learn more about them and schedule appointments.

An Undergraduate Student’s Success Team will be made up of Academic Advisors for both majors and minors and (if applicable):

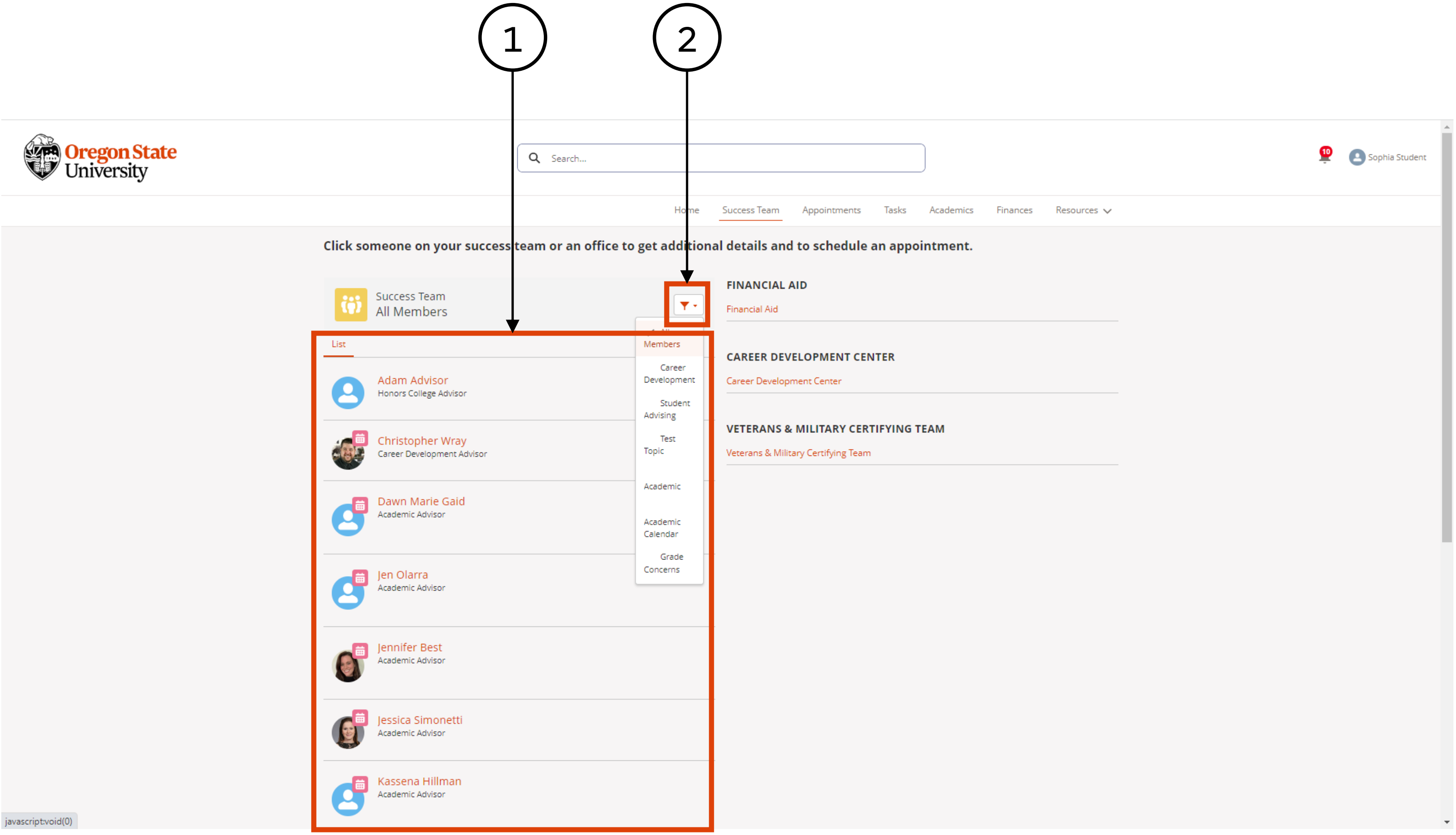
- Career Development Advisors
- Honors College Advisors

A Graduate Student’s Success Team will be made up of:

- Graduate Program Directors
- Graduate Program Coordinators

2 Filter

Using the filter option on any Beaver Hub page will allow you to narrow the information on the screen to a more specific list



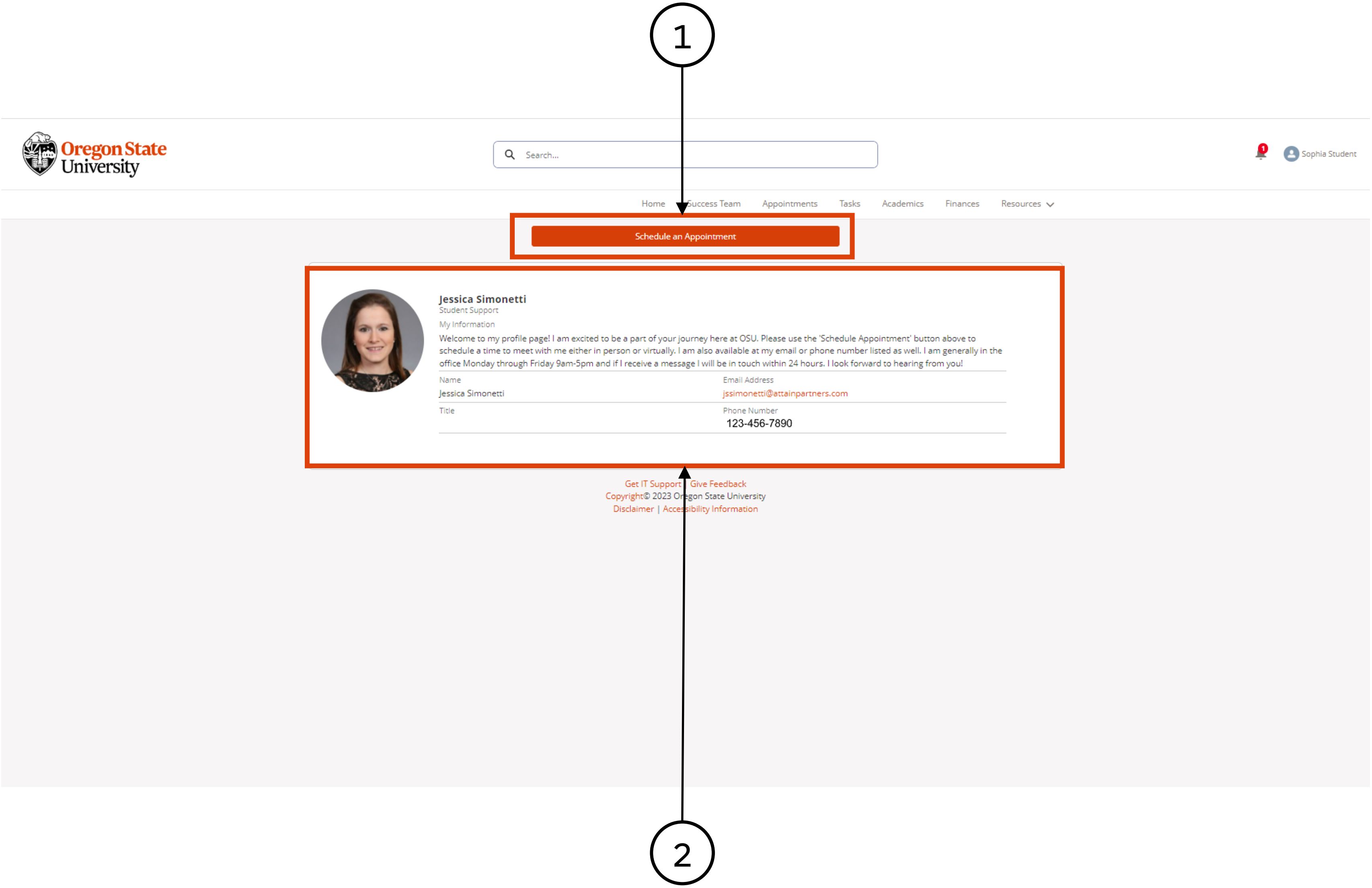
Schedule an Appointment with a Success Team Member
(1/5)

1 **Beaver Hub Appointments**

If your Success Team Member is scheduling appointments via Beaver Hub, the “Schedule an Appointment” button will appear at the top of their profile page.

2 **Success Team Member Information**

Information about your Success Team Member



Schedule an Appointment with a Success Team Member
(2/5)

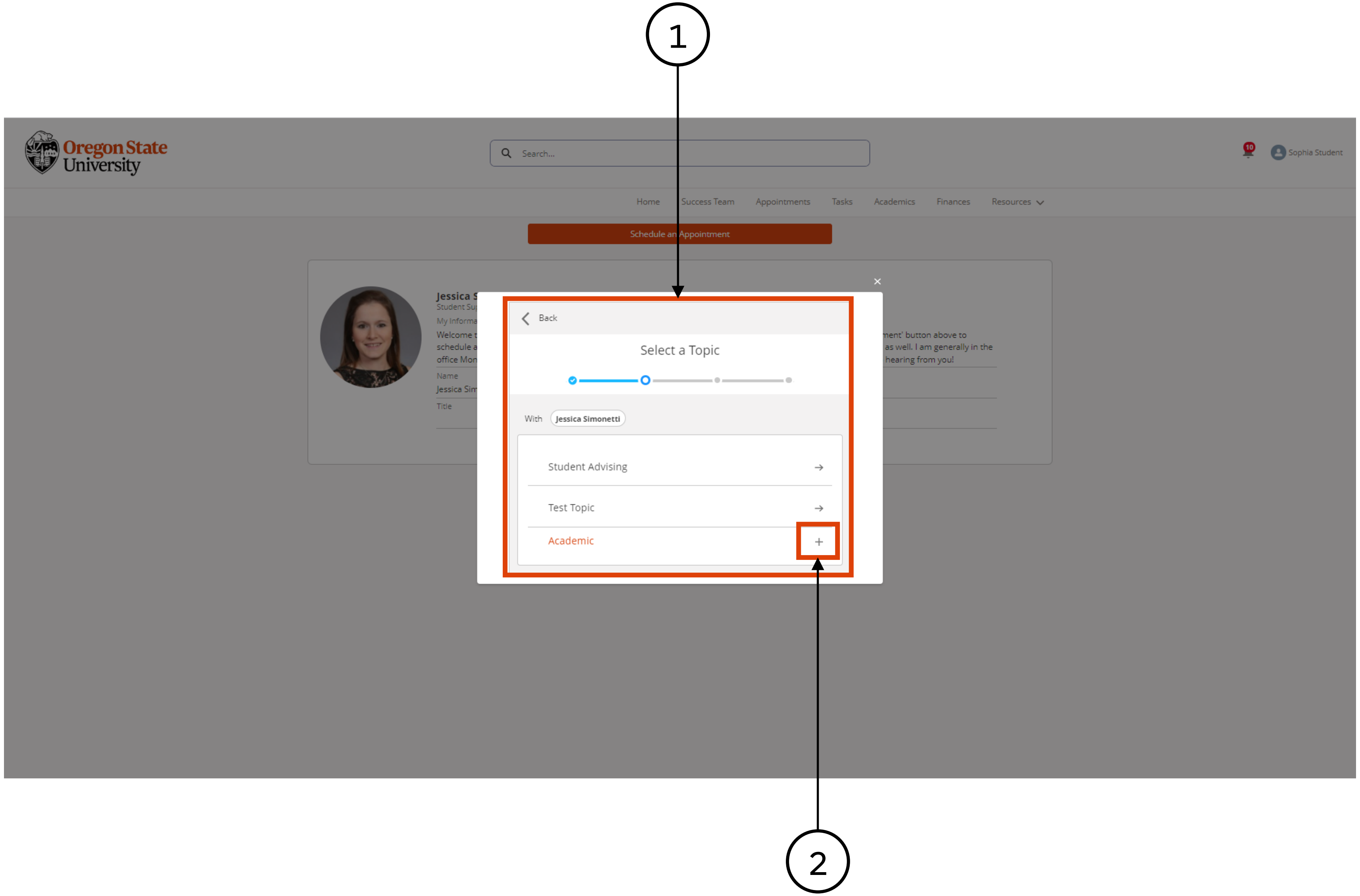
1 | **Select a Topic**

Choose the topic that relates to the reason you're scheduling an appointment with your Success Team Member.

Can't find an option that fits? You may be trying to set up time with the wrong member of your Success Team. If you know it's the right person for your desired appointment topic, select "Other" or "General" if the choice is available, or choose the topic that most closely matches your desired outcome.

2 | **More Options**

If you see a + in Beaver Hub, there are more options or sub-options to choose from.



Schedule an Appointment with a Success Team Member
(3/5)

Oregon State University Beaver Hub

1 | Available Date(s)

Select the date that works best for your schedule.

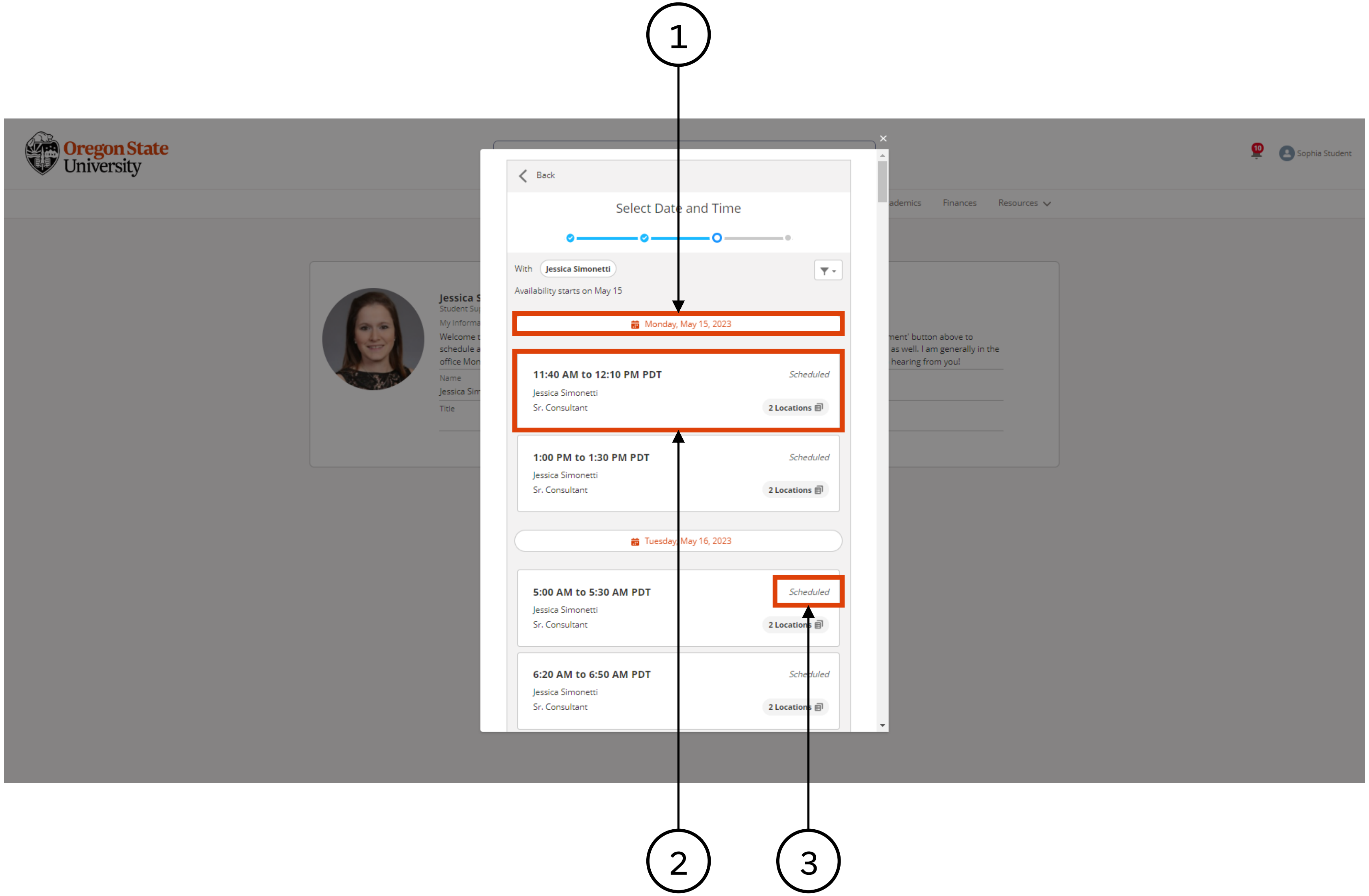
2 | Available Times

Select the time that works best for your schedule.

3 | *Scheduled*

The word *Scheduled* next to an appointment date/time simply signifies that your Success Team Member has set up their availability for the time slot.

It does **not** mean that the time is already booked. If your Success Team Member is unable to take appointments during a certain time, that time will not show up as an available option for you to book.



Schedule an Appointment with a Success Team Member

(4/5)

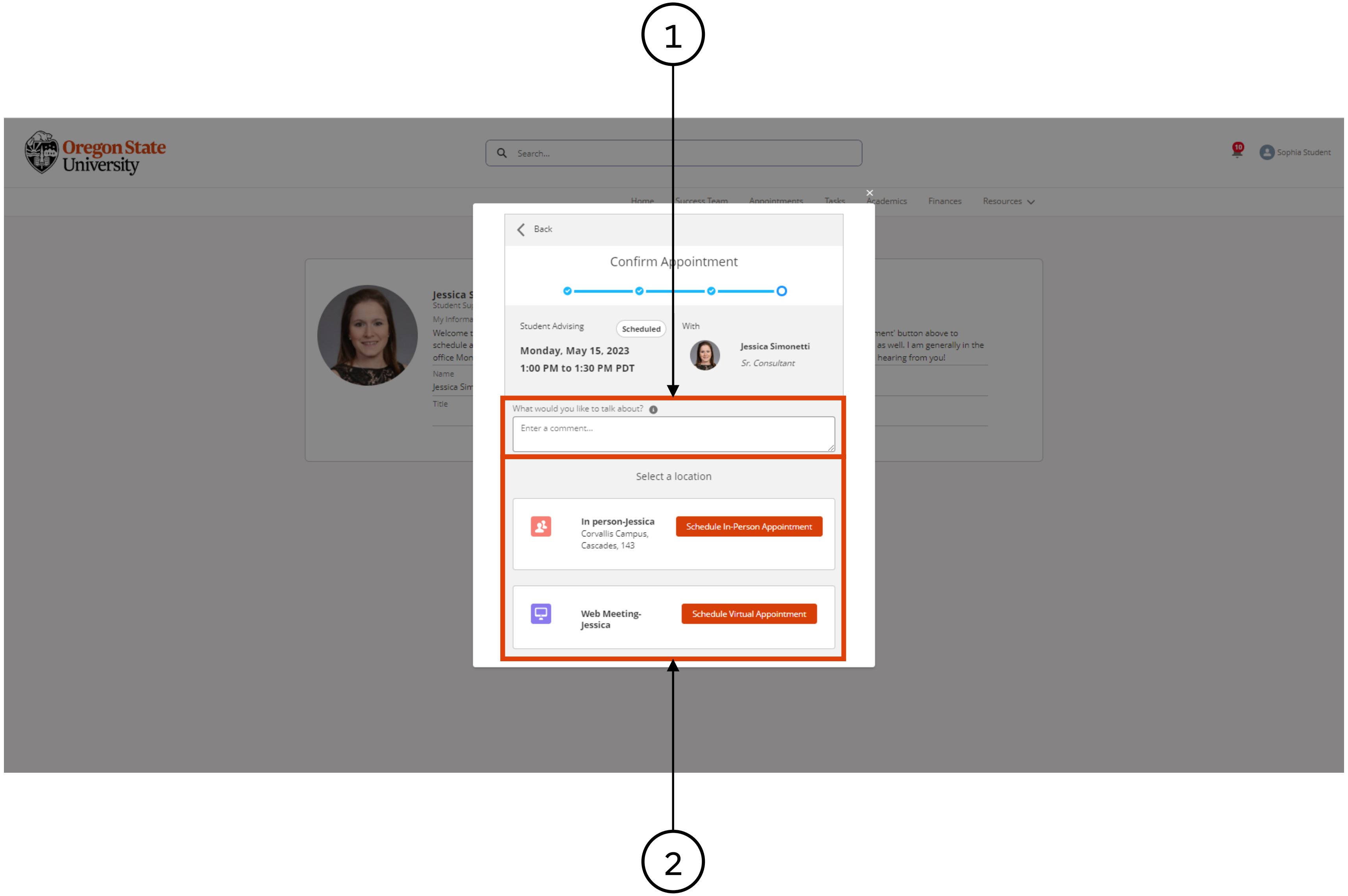
Oregon State University Beaver Hub

1 Appointment Comments

Give your Success Team Member additional insight into the nature of your appointment.

2 Location

Choose from the available location(s) that your Success Team Member has provided.



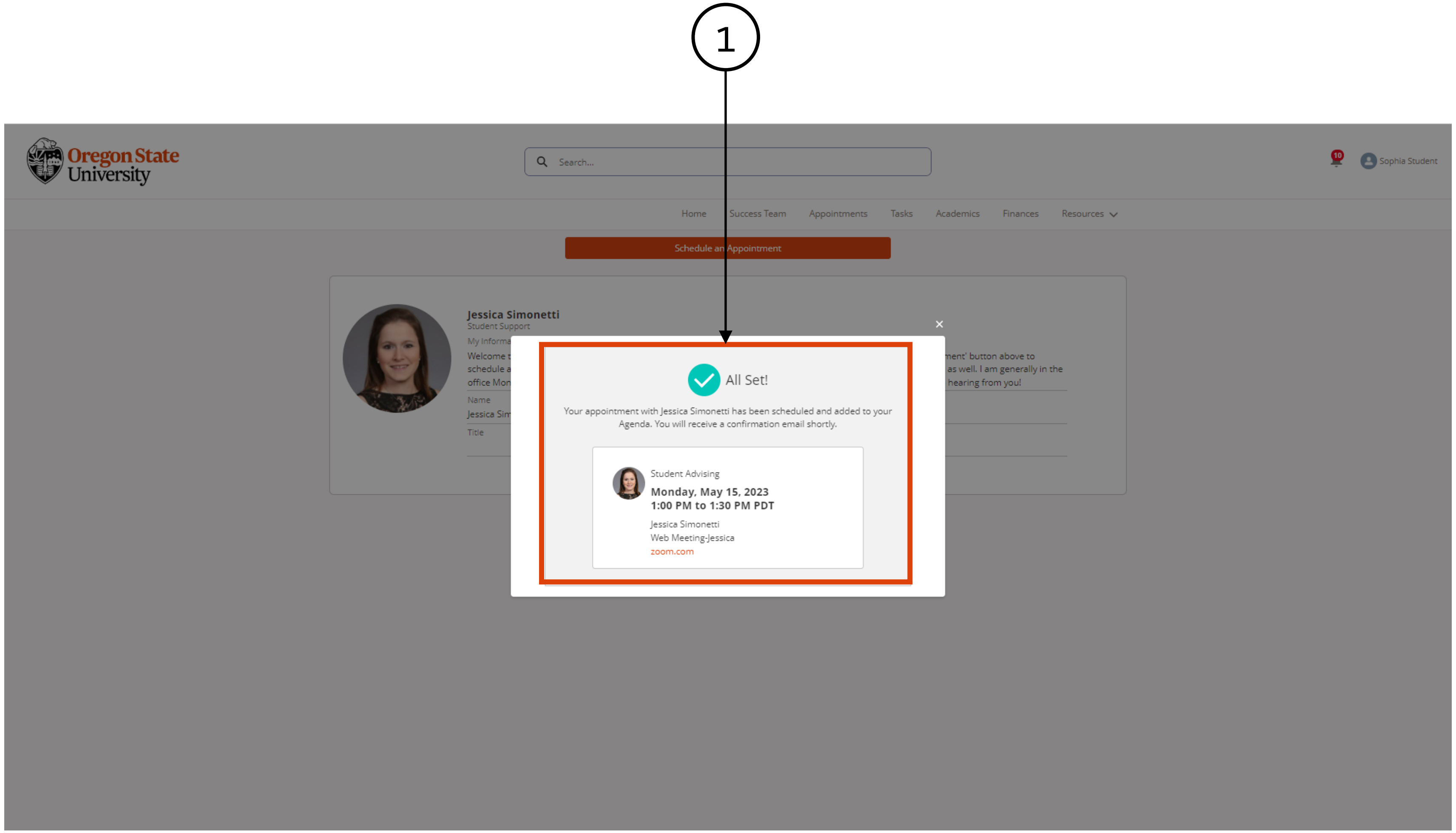
Schedule an Appointment with a Success Team Member
(5/5)

Oregon State University Beaver Hub

1 | Appointment Confirmation

Once you choose your location, you will receive a pop-up that confirms your appointment.

If you do not receive a confirmation, there is a chance that your appointment was not scheduled. You can look at your Appointments page to confirm.

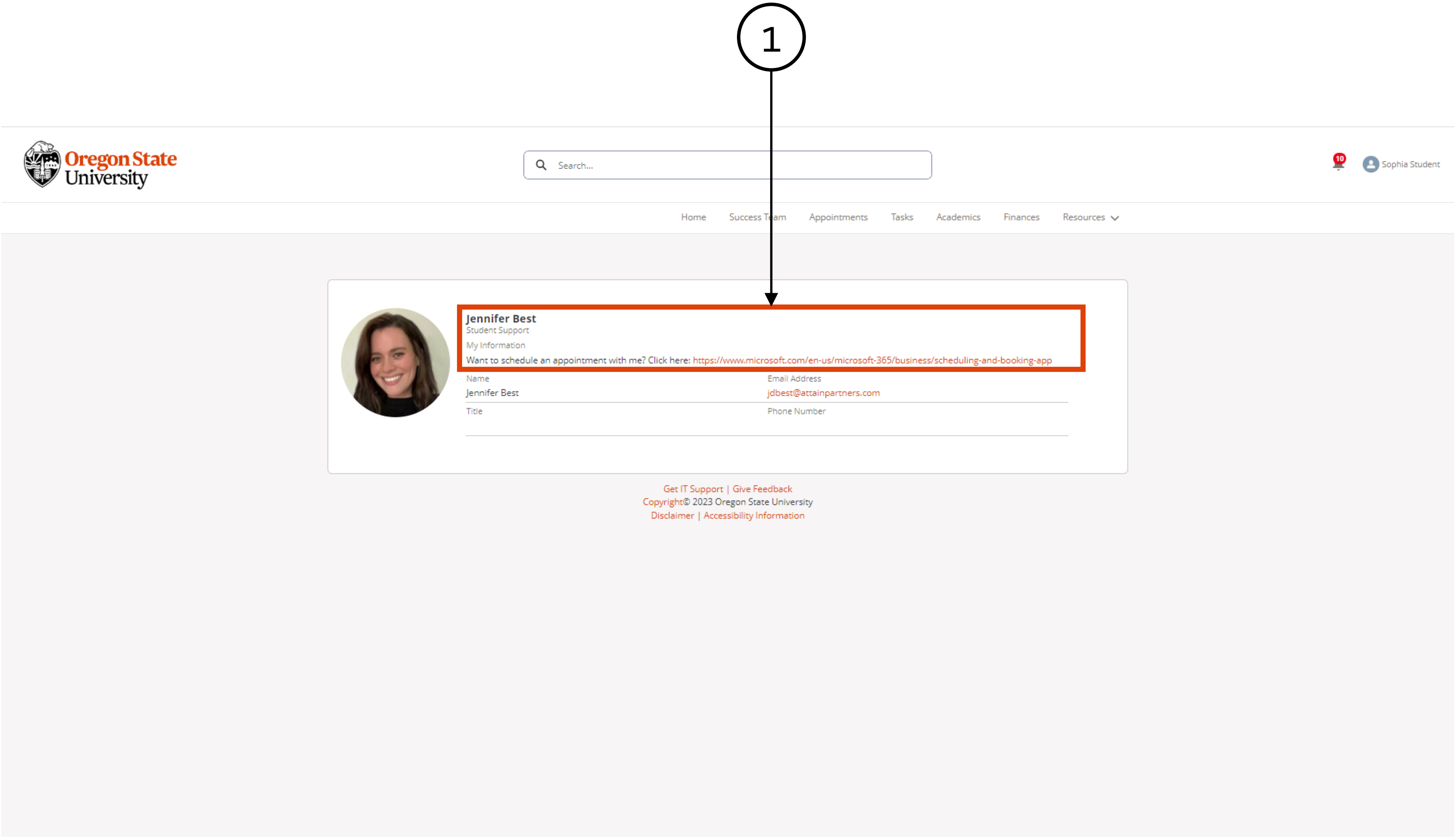


Other Appointment Scheduling Apps

Oregon State University
Beaver Hub

1 Other Appointment Apps

If your Success Team Member is not yet taking appointments through the Beaver Hub scheduling feature, the link to their appointment scheduling application will be listed in the My Information section of their profile.



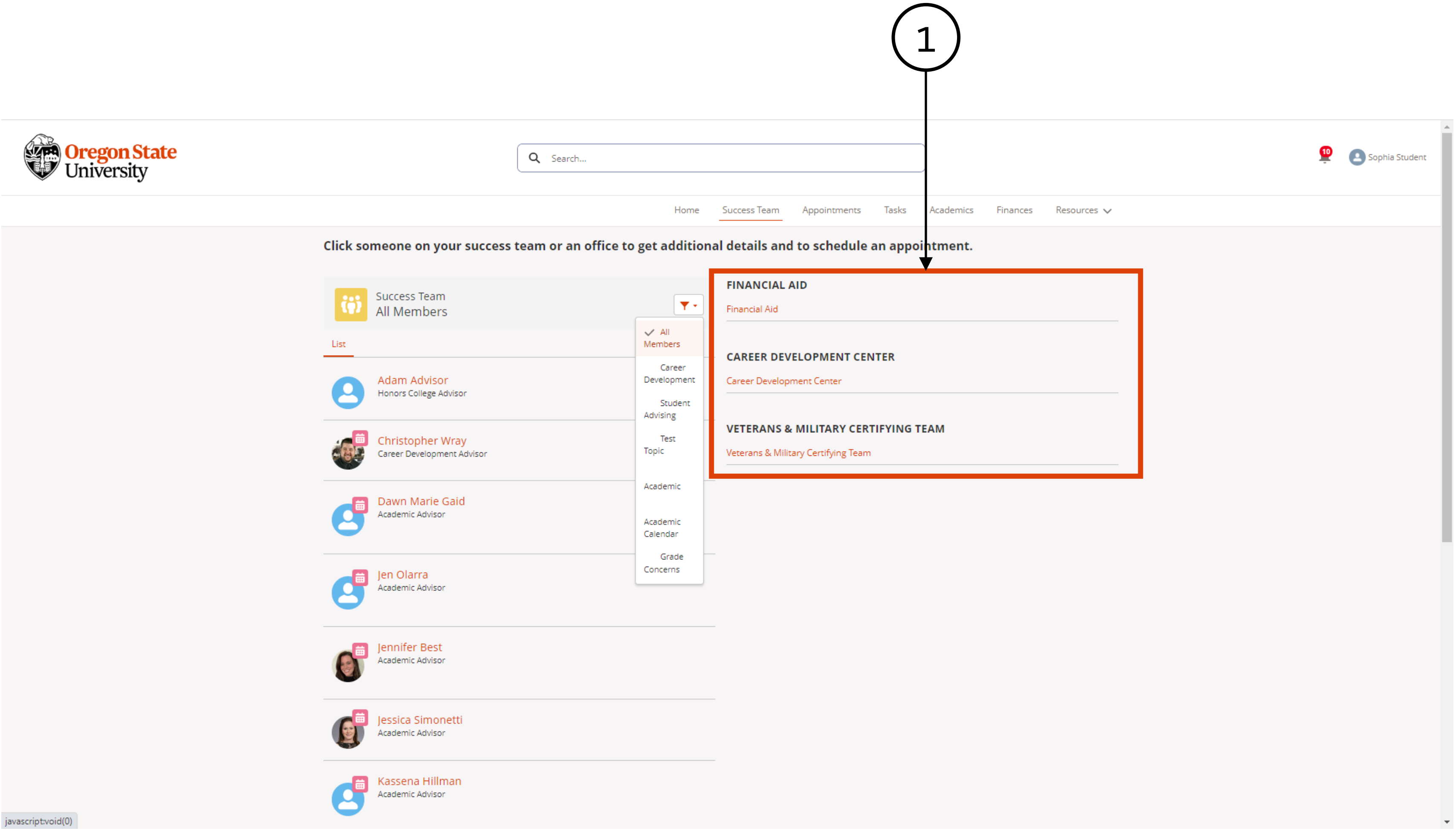
Schedule an Appointment with a Support Pool
(1/6)

1 | Support Pools

Support Pools are used when departments or offices do not assign individual Success Team Members to each student; rather, they have a group of support faulty and staff who can take appointments with students on an as-needed basis.

Examples of Support Pools include:

- Financial Aid
- Career Development Center
- Veteran & Military Certification Team



Schedule an Appointment with a Support Pool

(2/6)

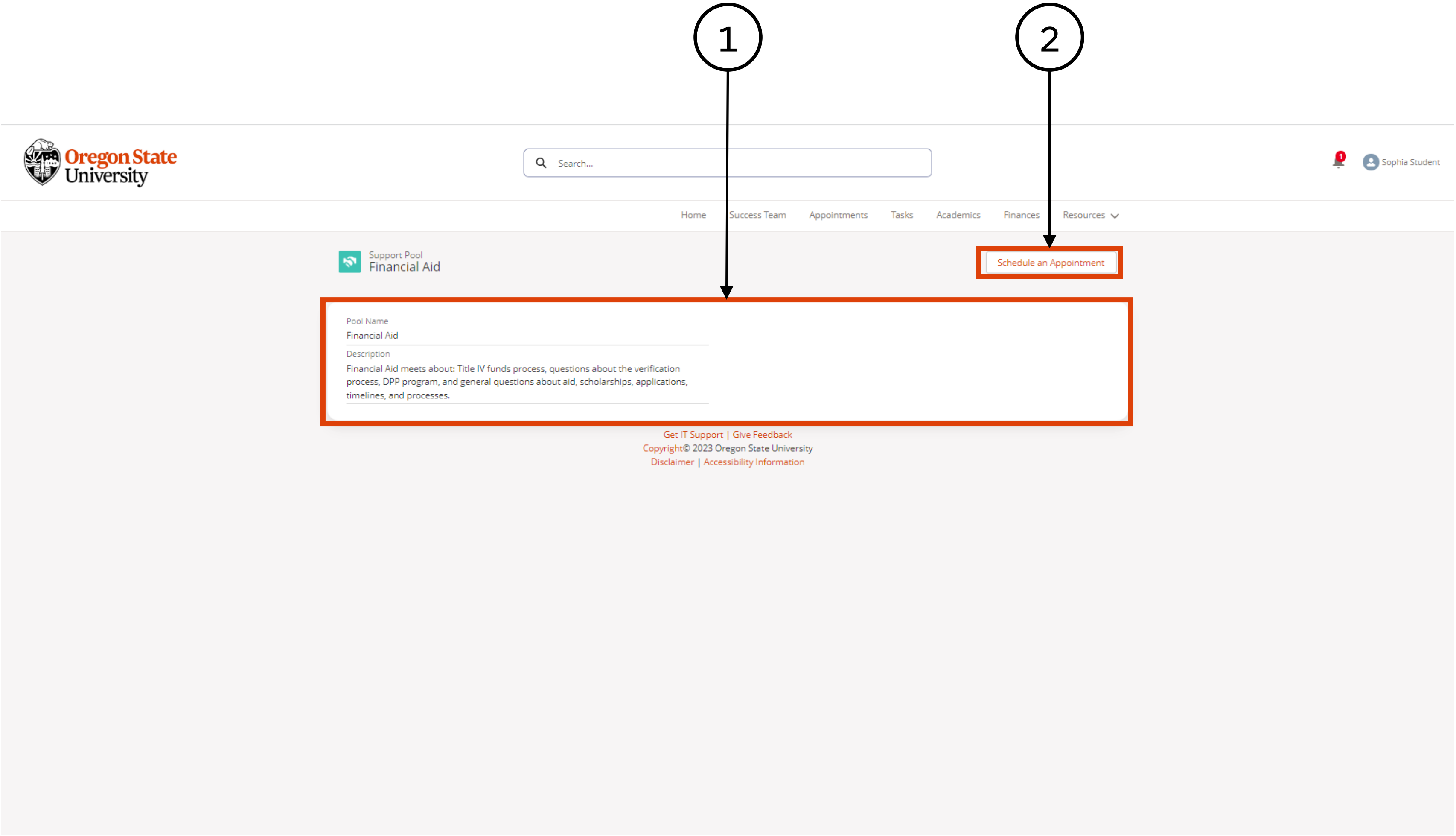
Oregon State University Beaver Hub

1 **Support Pool Information**

Details on the Support Pool and why you might schedule an appointment with them.

2 **Schedule an Appointment with a Support Pool**

To set up time to meet with a member of a support pool, click here!



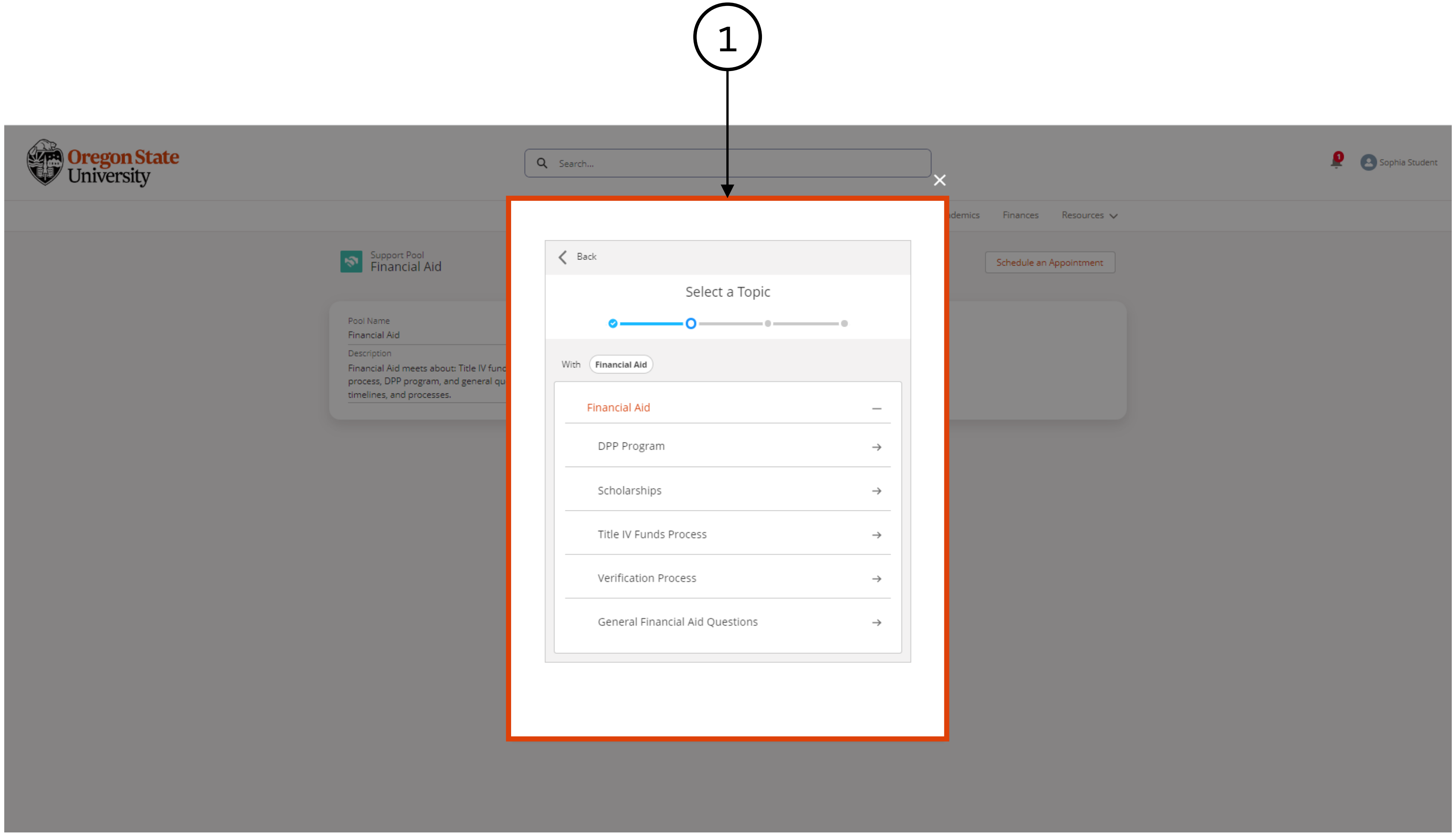
Schedule an Appointment with a Support Pool
(3/6)

Oregon State University
Beaver Hub

1 | Select a Topic

Choose a topic that relates to the nature of your appointment.

Can't find an option that fits? You may be trying to set up time with the wrong Support Pool. If you know it's the right group for your desired appointment topic, select "Other" or "General" if the choice is available, or choose the topic that most closely matches your desired outcome.



Schedule an Appointment with a Support Pool
(4/6)

Oregon State University Beaver Hub

1 Available Date(s)

Select the date that works best for your schedule.

This page will show availability for all members of the Support Pool, so there should be a lot of flexibility for scheduling.

2 Filter

Looking for a specific Support Pool member, date, or location?

You can narrow the list down by filtering it to only the criteria you want to see.

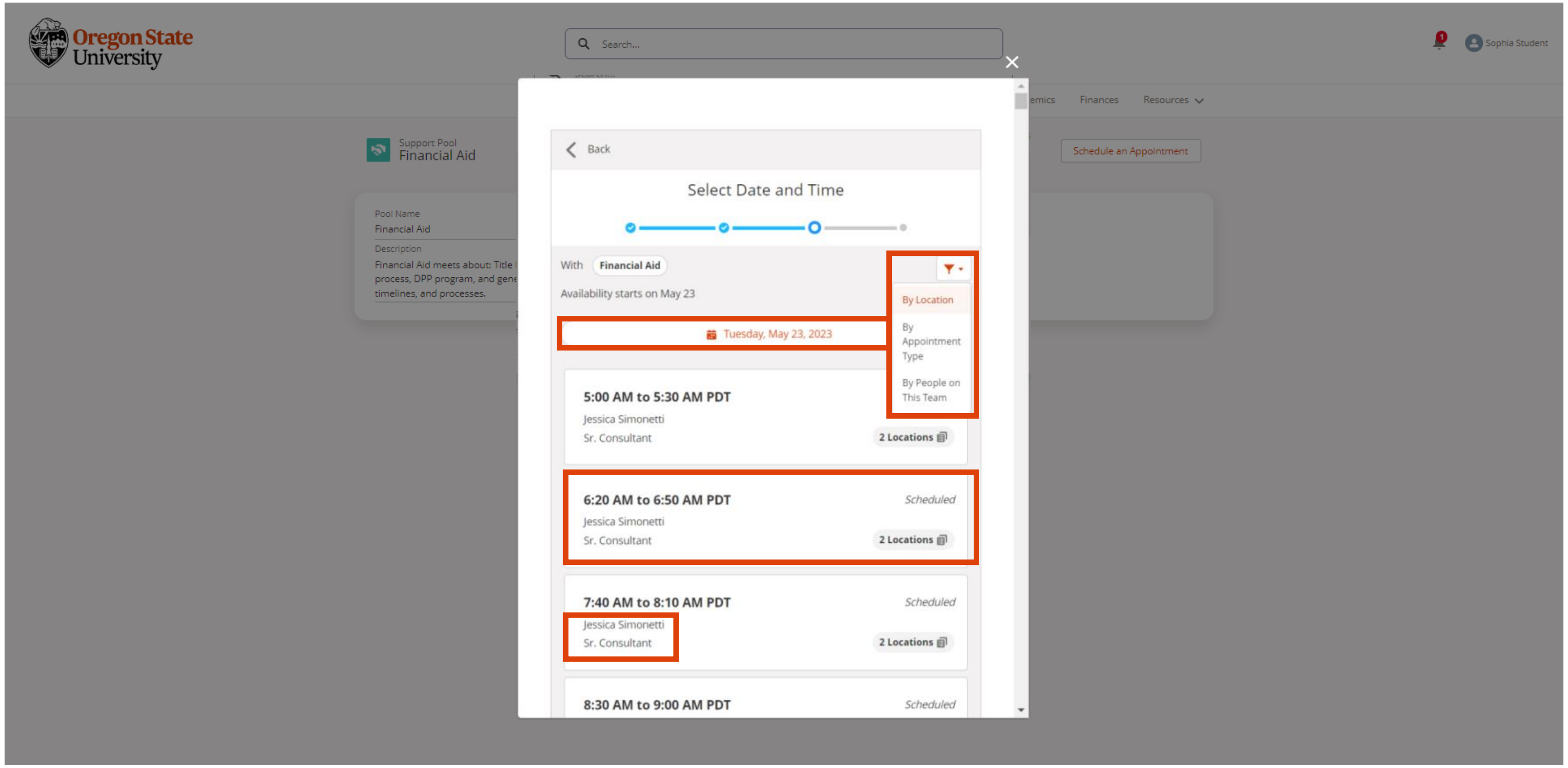
3 Available Times

Select the time that works best for your schedule.

4 Support Pool Member

The name of the Support Pool Member for each available time slot appears below the time of the appointment block.

If you know that you want to set up time with a specific person, you can search for an appointment with them.



Schedule an Appointment with a Support Pool
(5/6)

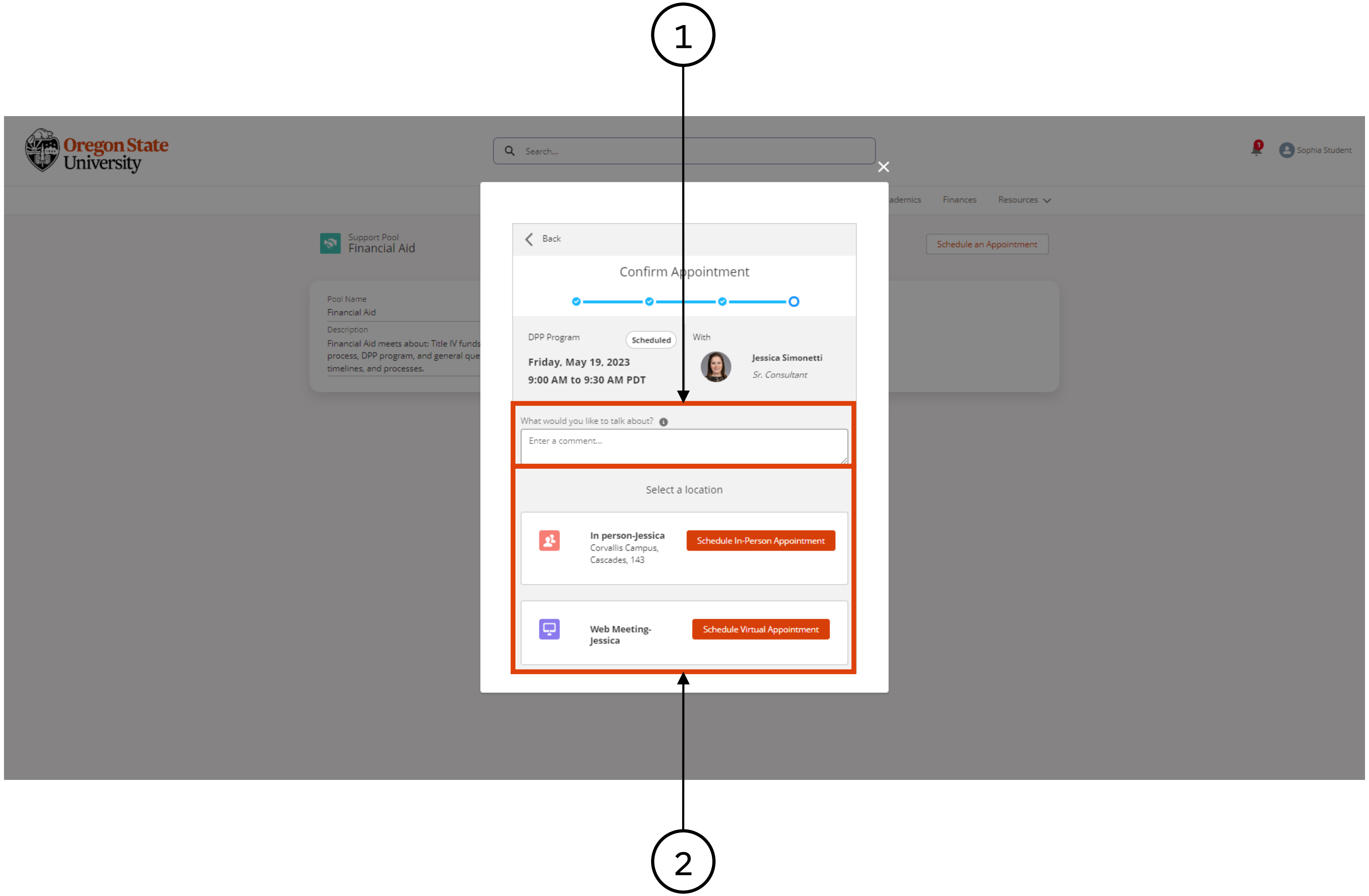
Oregon State University
Beaver Hub

1 Appointment Comments

Give the Support Pool Member additional insight into the nature of your appointment.

2 Location

Choose from the available location(s) that the Support Pool Member has provided.



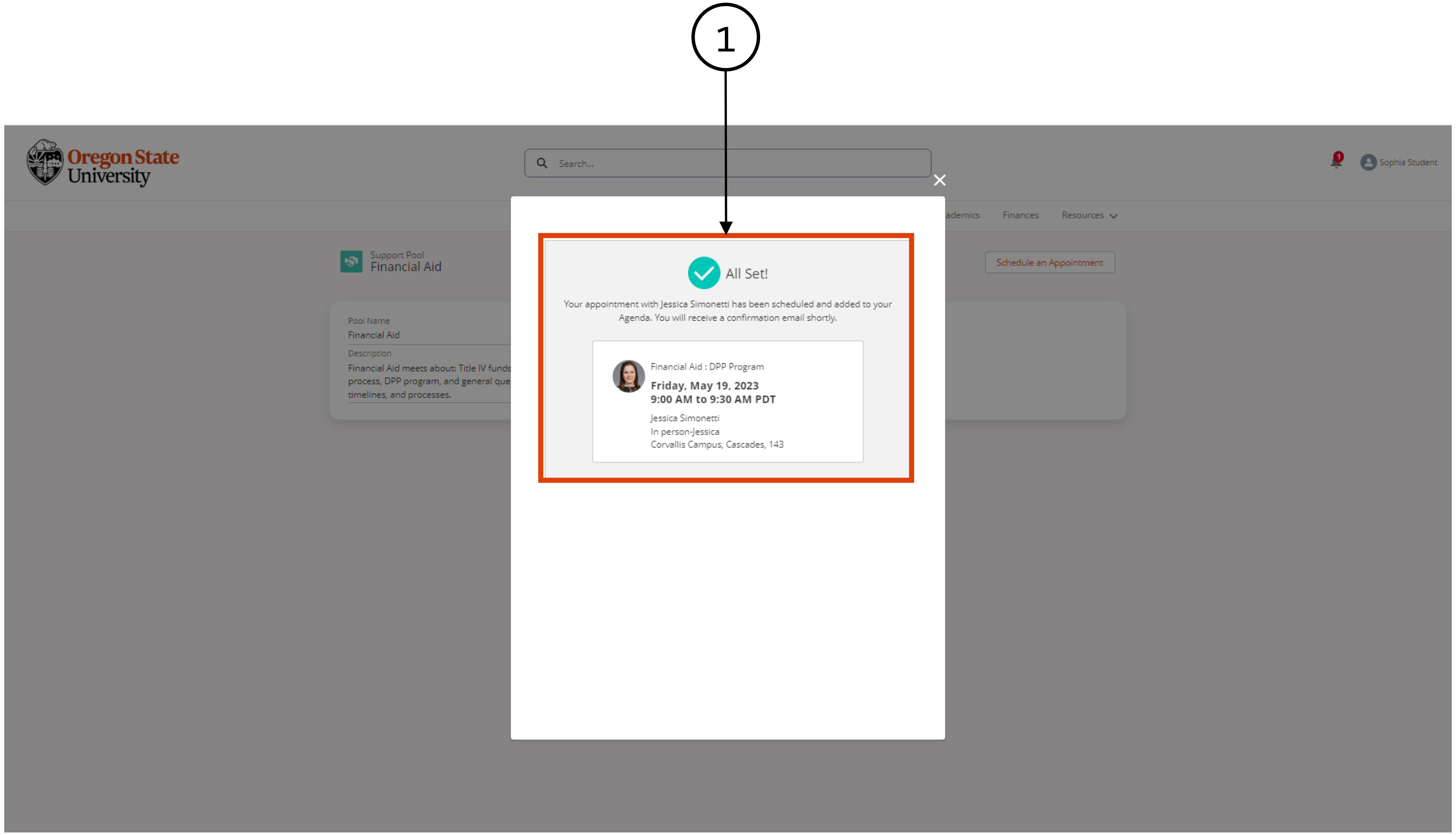
Schedule an Appointment with a Support Pool
(6/6)

Oregon State University Beaver Hub

1 Appointment Confirmation

Once you choose your location, you will receive a pop-up that confirms your appointment.

If you do not receive a confirmation, there is a chance that your appointment was not scheduled. You can look at your Appointments page to confirm.



Appointments

Oregon State University Beaver Hub

1 Upcoming Appointments

A list of appointments that you've scheduled with a Success Team Member or Support Pool in addition to any appointments they may have scheduled with you

2 Past & Cancelled Appointments

A list of previous appointments that you attended and appointments that you've cancelled

3 Add Comments

If you did not leave comments when you initially scheduled your appointments, you can always add them here.

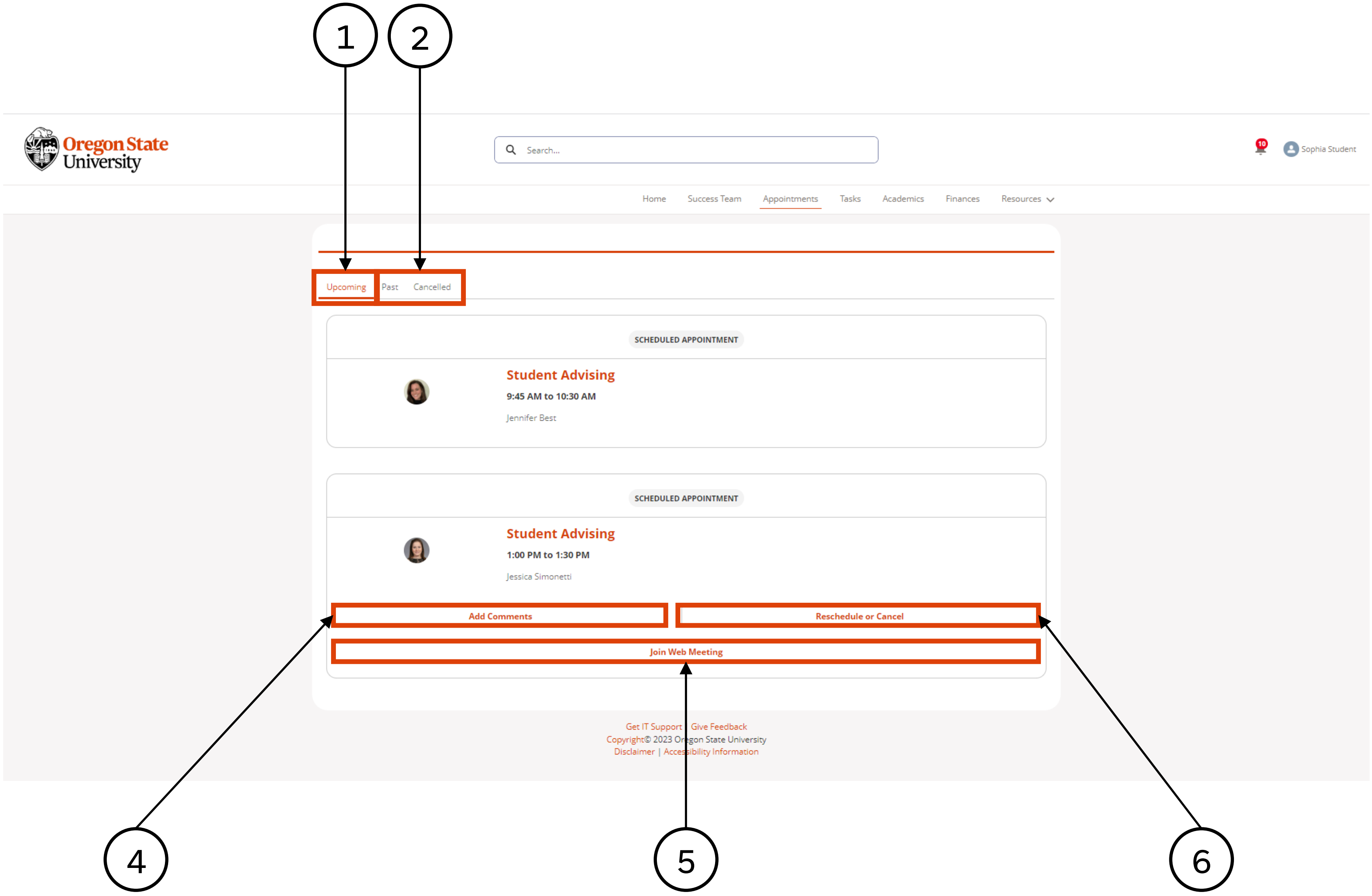
4 Join Web Meeting

If you chose the "Virtual" location when you scheduled your appointment, you can join the web meeting directly from this link!

5 Reschedule or Cancel

Modify or cancel your appointment

Please note: if you do not cancel or reschedule and do not show up, the person who you were meeting with will mark you as a No Show.



Tasks

Oregon State University
Beaver Hub

1 | Upcoming Tasks

<u>Overdue</u>
Tasks that were assigned to you that you have not completed by the due dates

<u>This Week</u>
Tasks due during the current calendar week

<u>This month</u>
Tasks due during the current calendar month

<u>Future</u>
Tasks due beyond the current calendar month

2 | Mark Complete

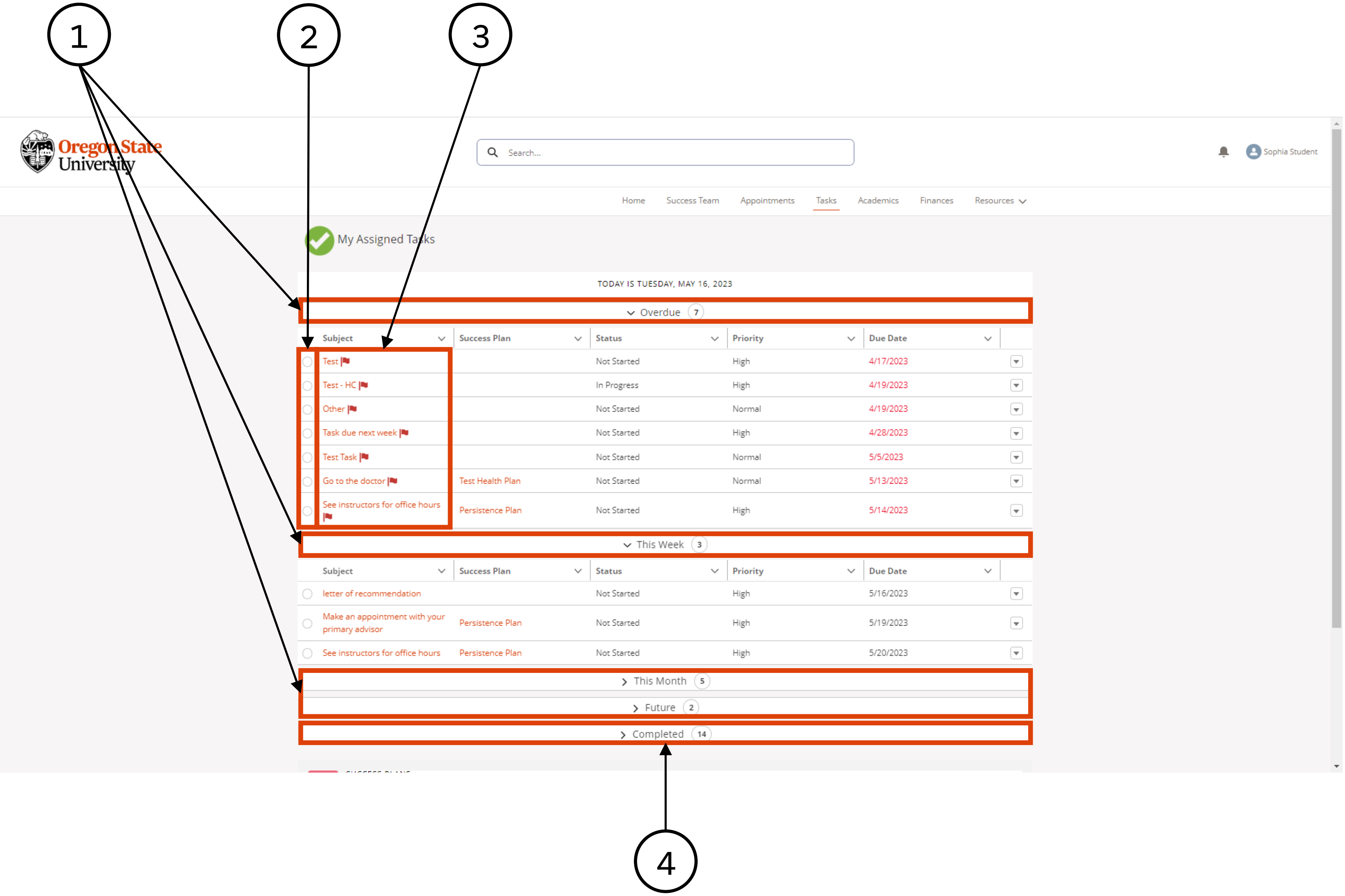
Easily mark a task complete by clicking the radio button next to it in this list view

3 | View Task

Click here to see more detail abou the task at hand.

4 | Completed Tasks

A list of tasks that you have completed



Task Details Page

Oregon State University
Beaver Hub

1 **Mark Complete**

Once you're finished with your assigned task, you may close it out by clicking the "Mark Complete" button.

If the "Advisor Complete" option is checked in the task details section, it means that only the person who assigned the task may mark it complete, so you'll have to reach out to them once you've finished.

2 **Edit**

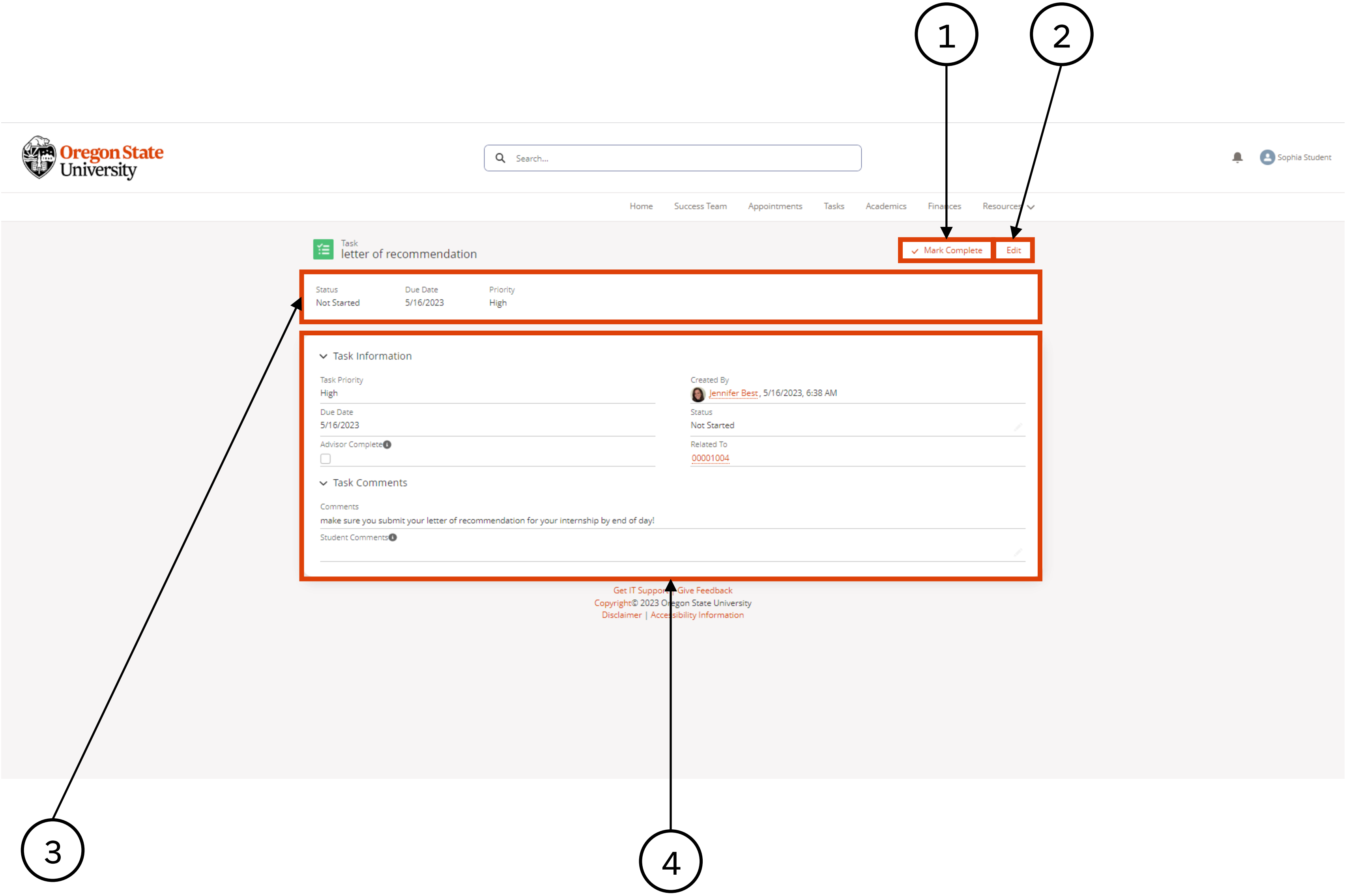
Add comments to a task or change the status.

3 **Task Details**

High level overview of the task status, due date, and priority

4 **Task Information**

Find more information about what you need to complete in the Comments section.



Success Plans

1 Success Plans

A Success Plan is a package of tasks that are related to a large and repeatable objective that many students must undertake.

For example, if a Success Team Member asks that all the students who they support submit a few documents at the beginning of every semester, they may create a Success Plan that lists all the related tasks and assign it to all of their students.

Once the Success Plan is assigned, you treat it exactly like you would multiple tasks. Complete them, then mark them as complete.

2 View Success Plan

Click here to see more detail abou the Success Plan and its related tasks.

3 Mark Task Complete

To easily mark a task complete, click the radio button next to its hyperlinked name.

4 View Tasks

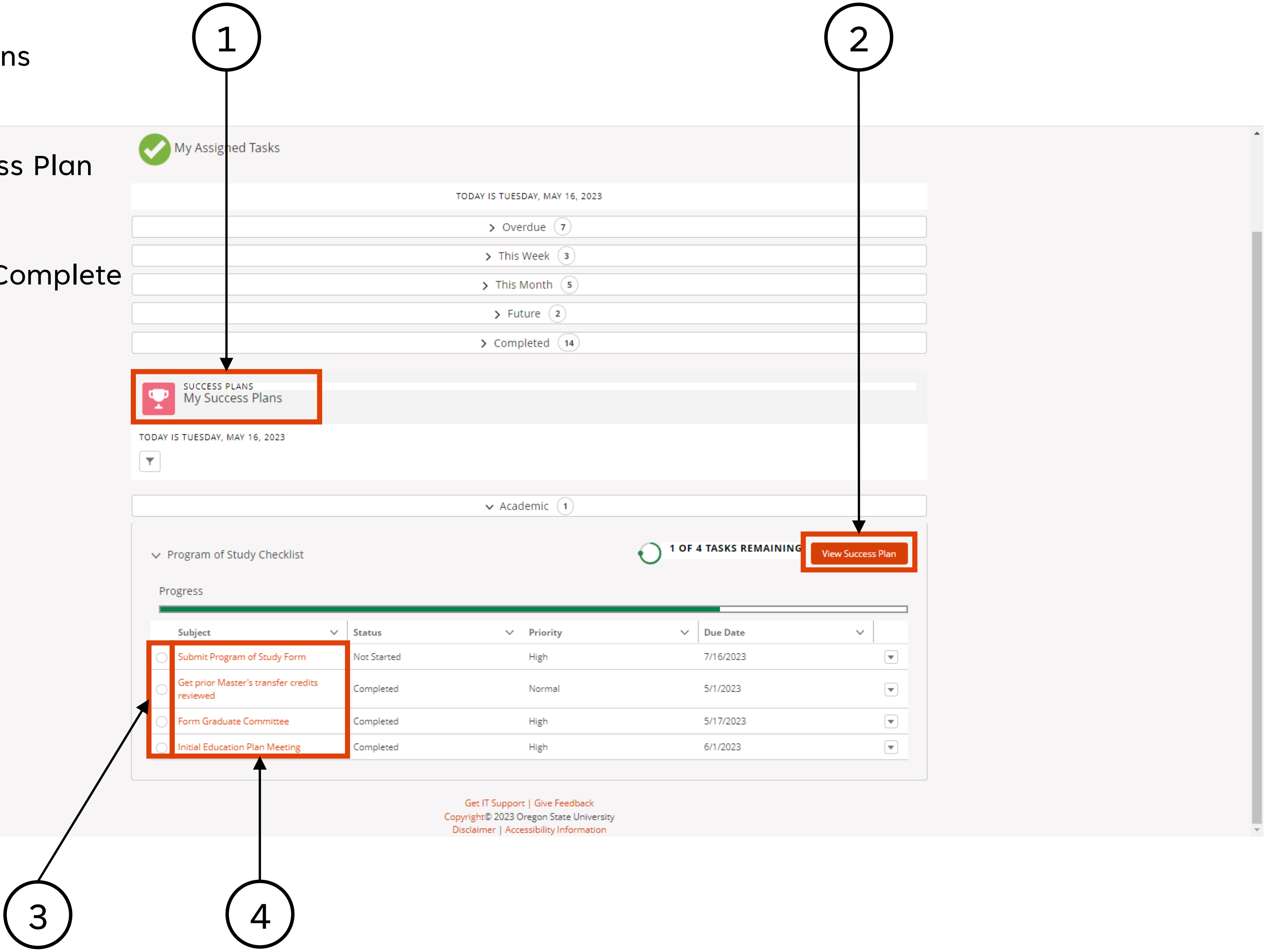
A more detailed overview of the task at hand

1 Success Plans

2 View Success Plan

3 Mark Task Complete

4 View Tasks



Success Plan Details Page

1 | Status Bar

Gives a visual representation of what percent of the success plan you've completed

2 | Success Plan Overview

Insight into the number of tasks, the due date, and assigner of the Success Plan

3 | Future Tasks

Highlights the tasks you've yet to complete in the Success Plan

4 | Mark Complete

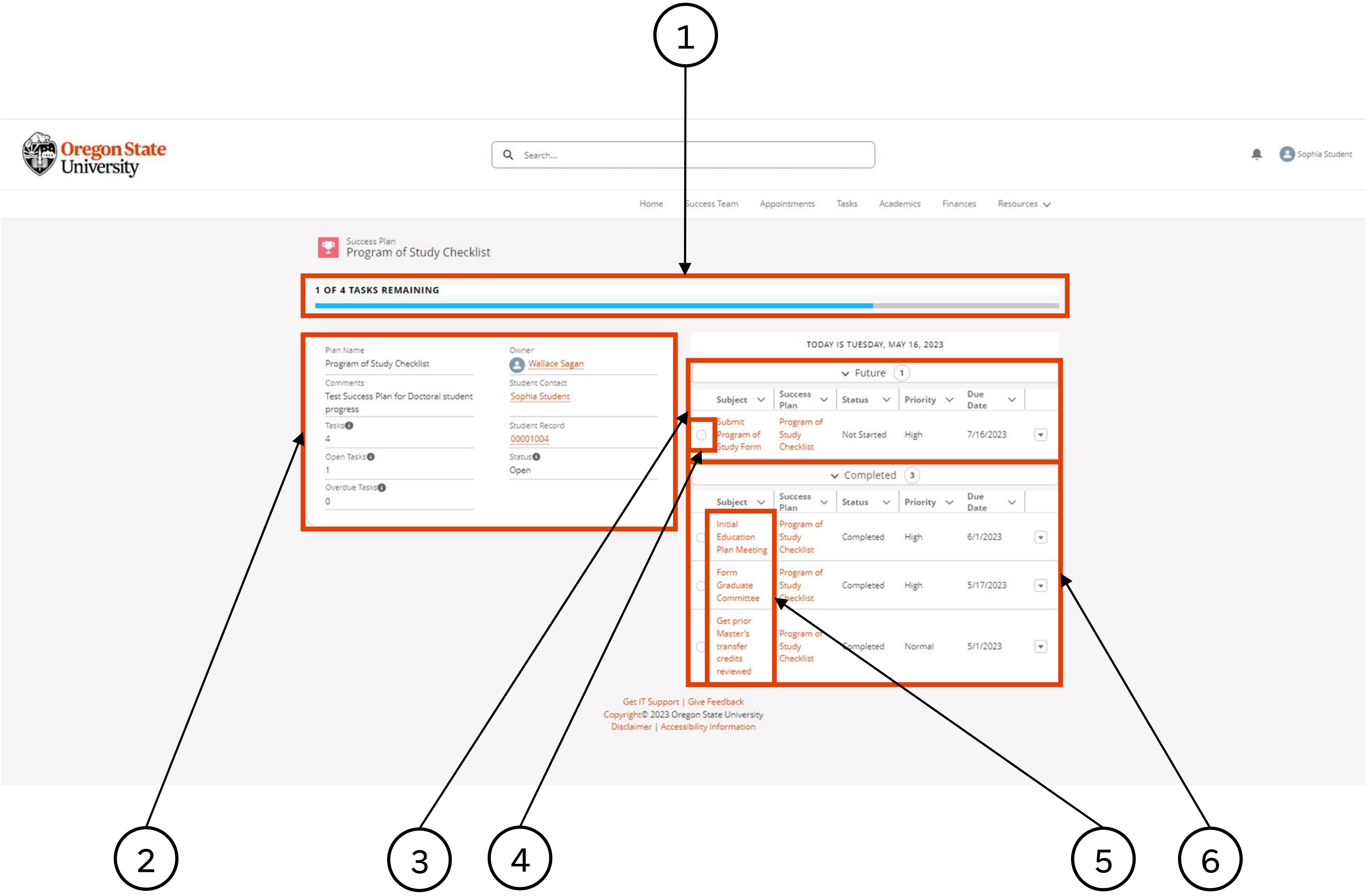
To indicate that you've finished the task, you can click the radio button next to the hyperlinked name

5 | View Task

To navigate to the Task Details page, click on the hyperlinked task name

6 | Completed Tasks

A review of the tasks you've already finished for the Success Plan



Academics
(1/2)

Oregon State University Beaver Hub

1 | Academic Overview

This information comes directly from MyDegrees or Banner and gives you insight into your current GPA, credits, academic standing, and holds on your account.

If you’re looking for more detailed information about your academic overview, you can click on the “View more in MyDegrees” link to be redirected to your MyDegrees profile page.

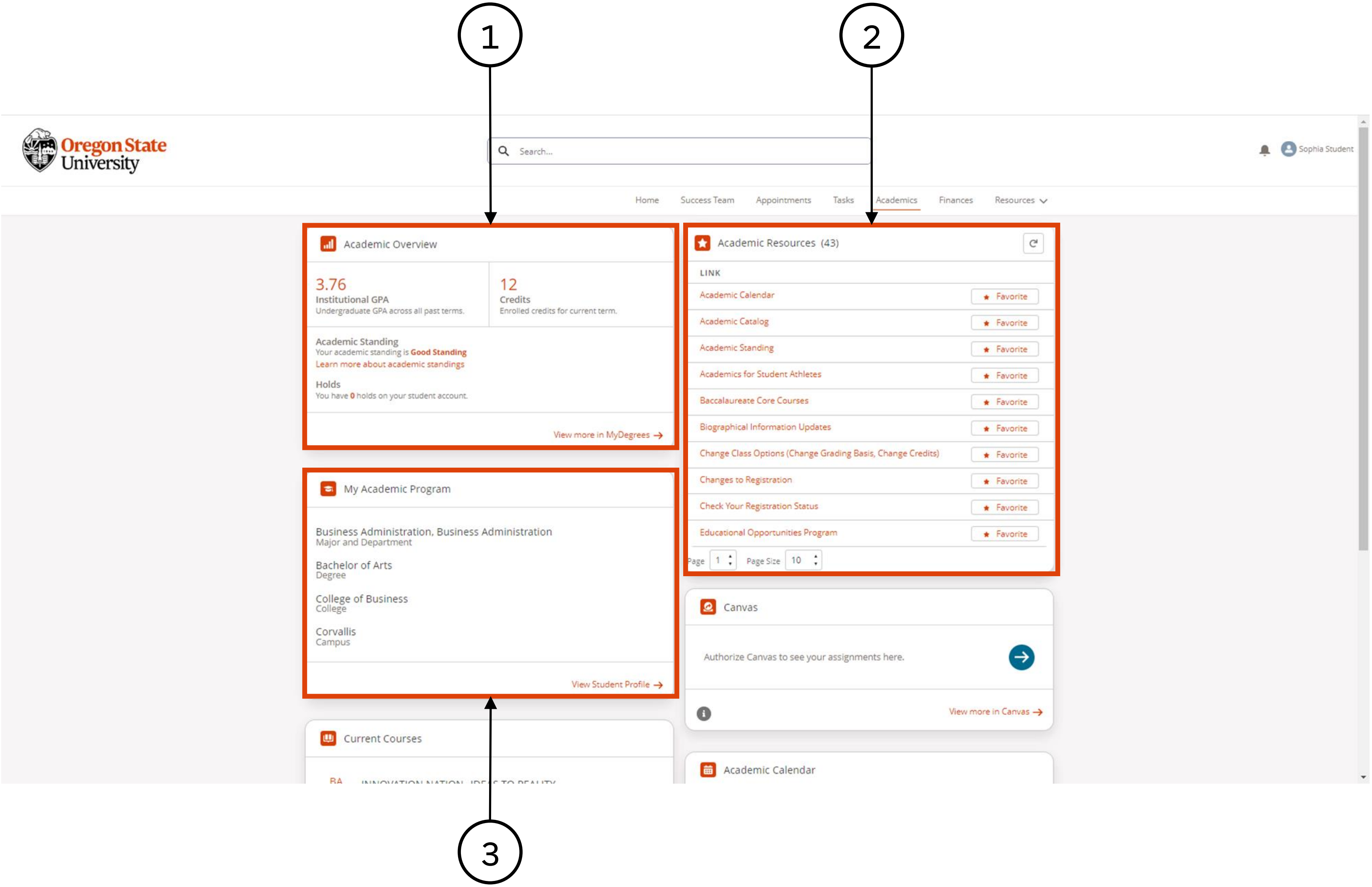
2 | Academic Resources

A list of articles and resources that give information or link to information about Academics

3 | Academic Program

This information comes directly from Banner and details your major, program, and campus.

If you’re looking for more detailed information on your academic program, you can click on the “View Student Profile” link to be redirected to your Student Profile.



Academics
(2/2)

1 Current Courses

A list of the courses that you're currently enrolled in pulled directly from Canvas.

To view more detailed information about your courses, click on the "View More in Canvas" link to be redirected to your Canvas profile.

2 Canvas

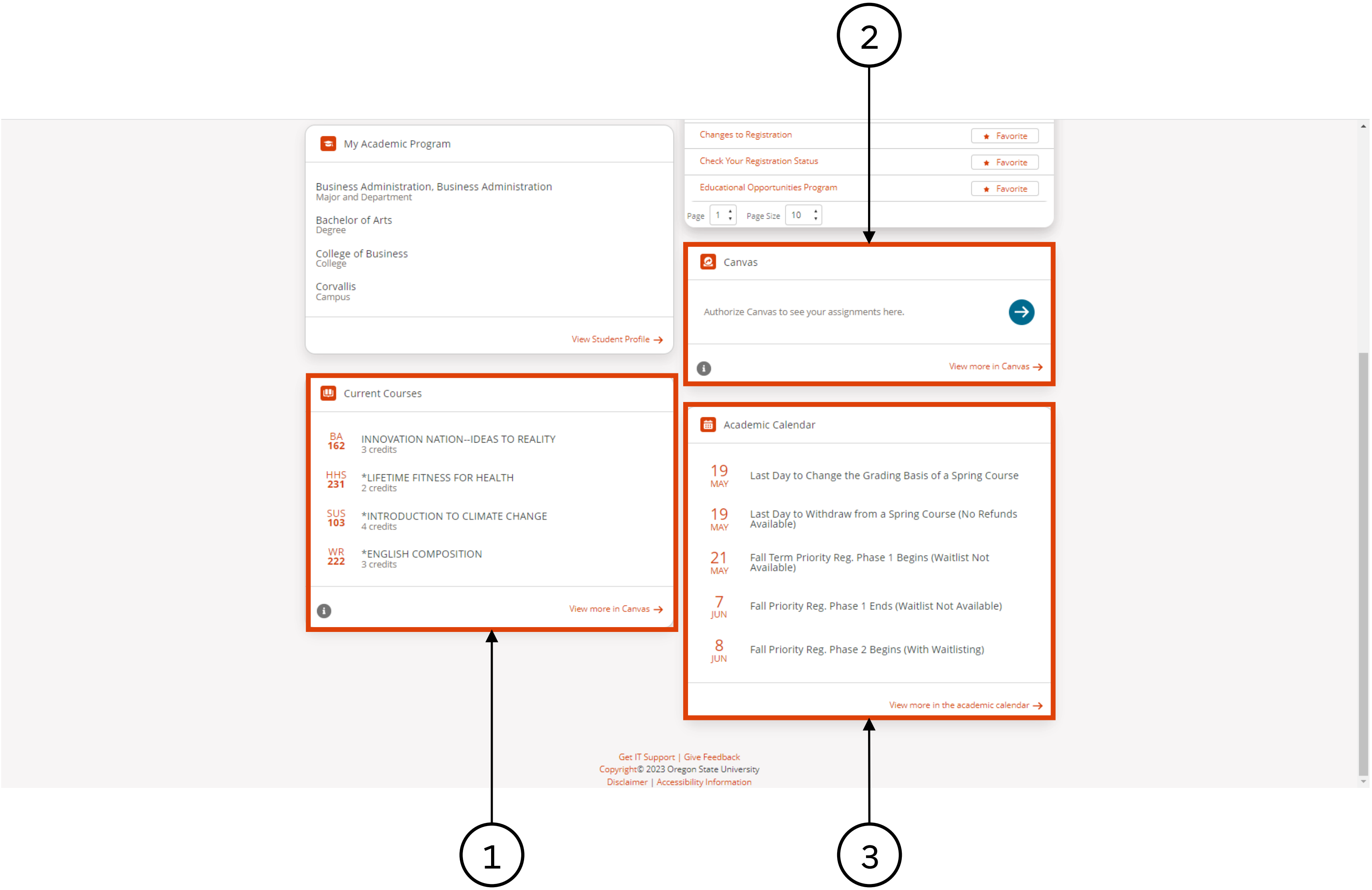
Since Beaver Hub is connected with Canvas, it can display your coursework information!

To authorize this connection, click the blue arrow and follow the instructions. Once you take this step, you will be able to see your assignments on your Beaver Hub page.

3 Academic Calendar

OSU's broad academic calendar

If you need more information on dates, click the "View more in the academic calendar" link.



Finances

Oregon State University
Beaver Hub

1 Financial Overview

A high-level overview of your current account balance and meal plan balance.

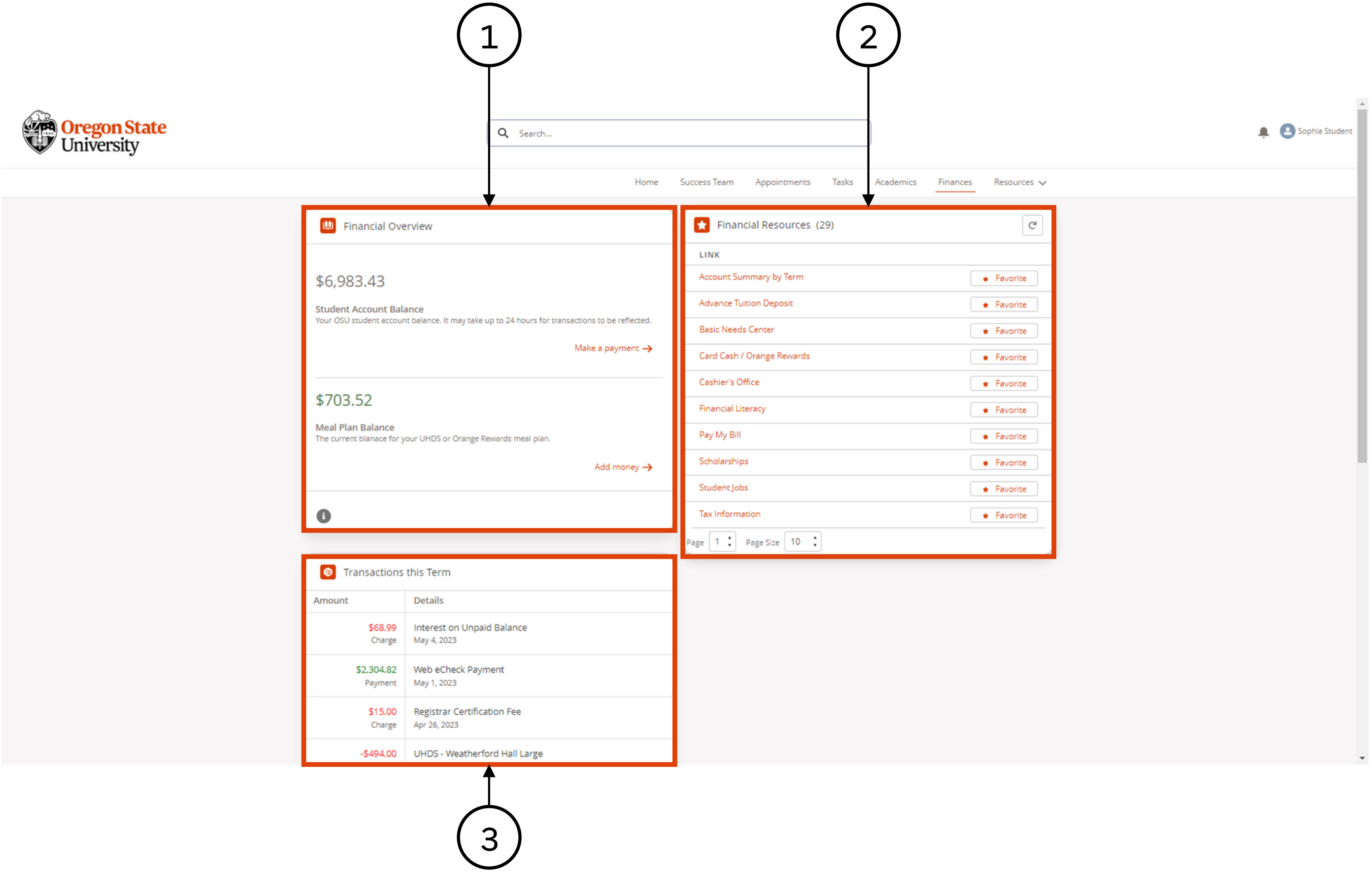
Click the “Make a payment” link to pay down your balance or add money to your meal plan.

2 Financial Resources

A list of articles and resources that give information or link to information about Finances

3 Transactions this Term

A running ledger of the university transactions you’ve made in the current term



Get Academic/Campus Support
(1/2)

Oregon State University
Beaver Hub

1 Email Success Team Member

If you need to reach out to one of your success team members, you may do so right in Beaver Hub!

Click the “Email Success Team Member” button and the system will prompt you to compose an email and send it.

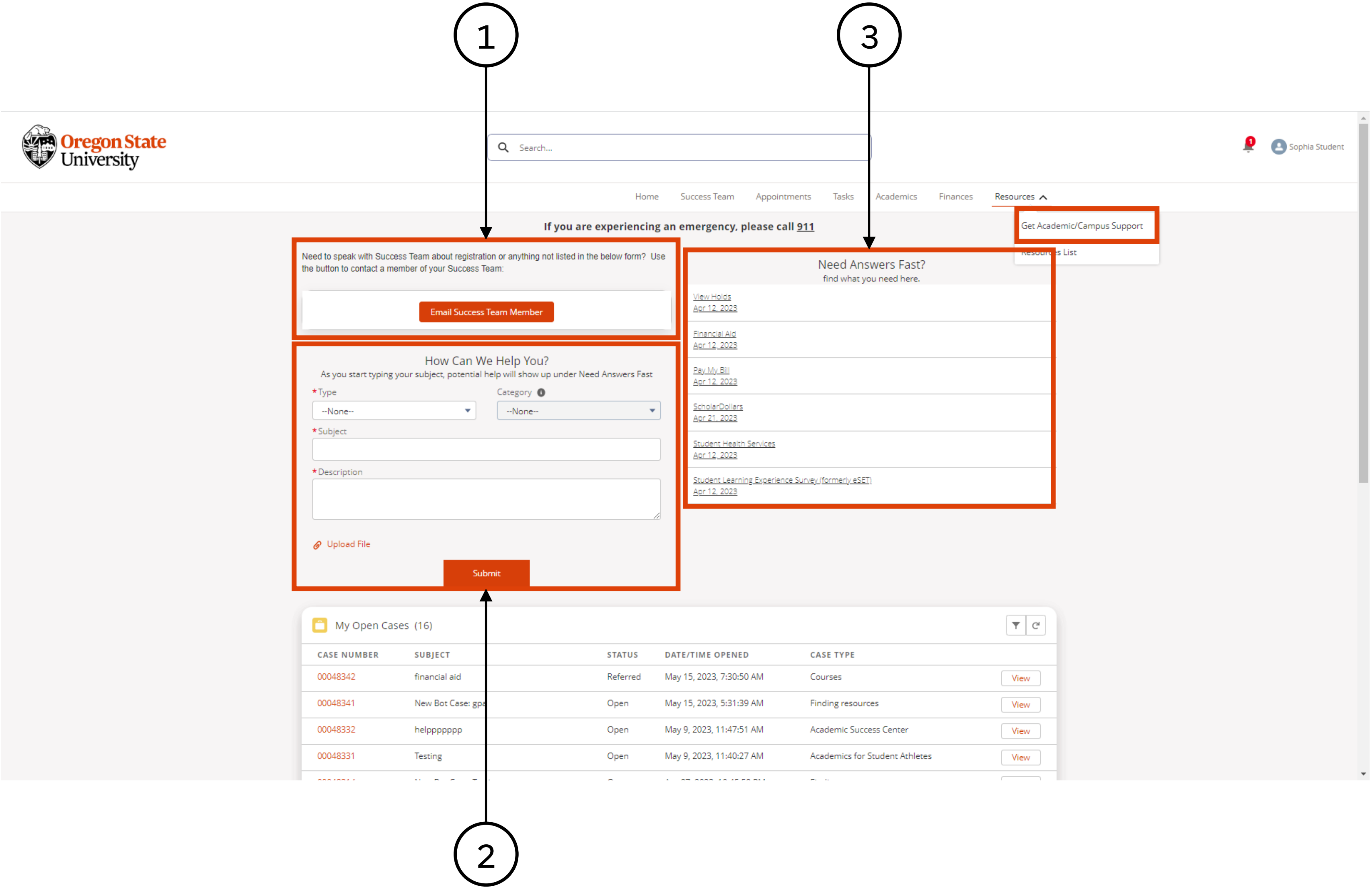
When your Success Team Member responds, you will receive an email to your regular inbox and you can continue the conversation there.

2 How Can We Help You?

If you can’t find an answer to your question and don’t quite know who to reach out to, you can submit a support case here. Simply choose the topic of your question, then a more detailed category, fill out the subject and description, and an OSU faculty/staff member will reach out to assist!

3 Need Answers Fast?

As you fill out the support case feature (above), this list will automatically show you resources that might be relevant to your question. Take a peek at what pops up before submitting your case!



Get Academic/Campus Support
(2/2)

Oregon State University
Beaver Hub

1 My Open Cases

A list of the support cases you've submitted but haven't yet been resolved.

Certain OSU email addresses are tied to the support case feature in Beaver Hub, so even if you don't fill out the "How Can We Help You" tool, there is a chance that you'll still see cases populated here.

Don't worry! If you've been communicating with someone via email, you can continue with getting support that way.

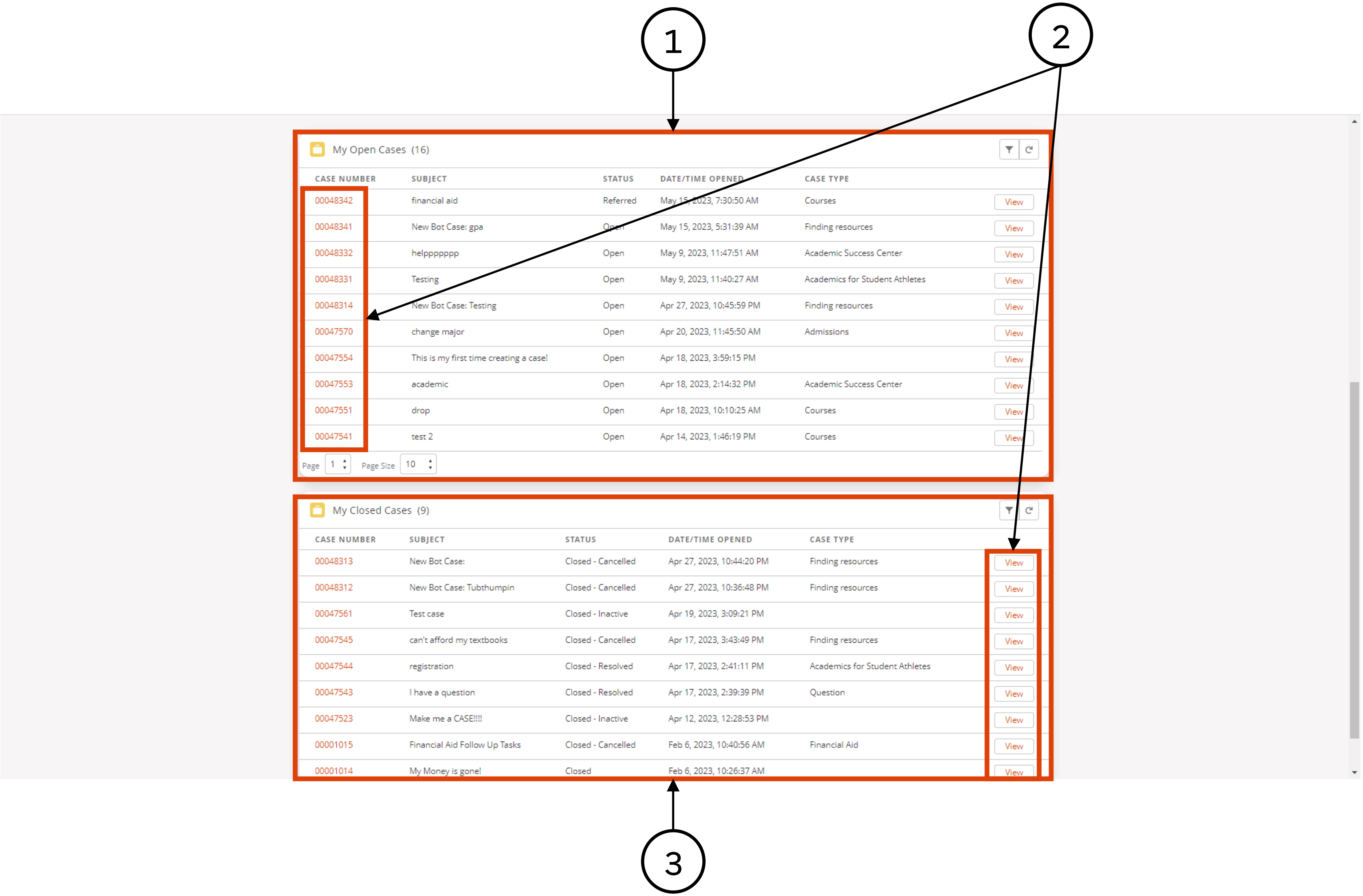
2 View Case

To see your case in more detail, and take action on it if needed, click the hyperlinked case number or the "View" button. You'll be redirected to the Case Details page.

3 My Closed Cases

A list of the cases that you've submitted that are now closed

A case may close without resolution if there's no solve for it, you cancelled your request for help, or no action was taken on the case for an extended period of time.



Support Case Details

Oregon State University Beaver Hub

1 Case Overview

Information on the case's priority, category, and status

2 Edit

To cancel a case or change its priority or status, click here

3 Case Information

An overview of the case's status and the information you left when you initially submitted it

4 Case Comments

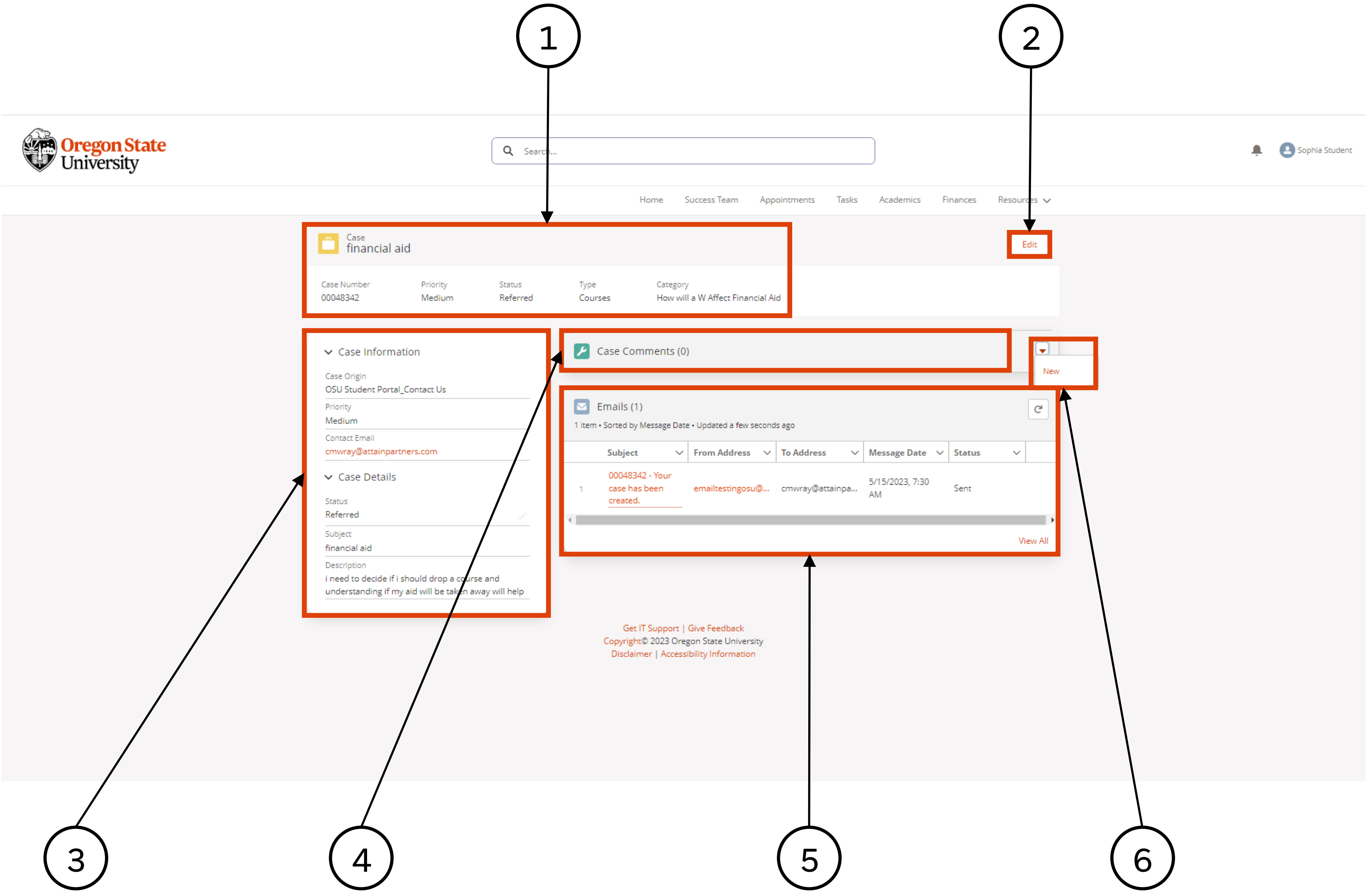
If you or the team member who's helping you leaves a comment on the case, the comments will show up here.

5 Emails

If you've been communicating with your support person via email, a record of your conversations will show up here!

6 New Case Comment

If you haven't been emailing with a support person but want to communicate with someone about your case, you can add a new case comment to reach out.



Resources
(1/3)

Oregon State University
Beaver Hub

1 Resource Topics

All articles and resources are tagged with topics as a way to organize them.

The topics list you see here lists those topics, and clicking on the hyperlinked topic will bring you to a list of all the articles and resources that fall into that category.

2 Resources List

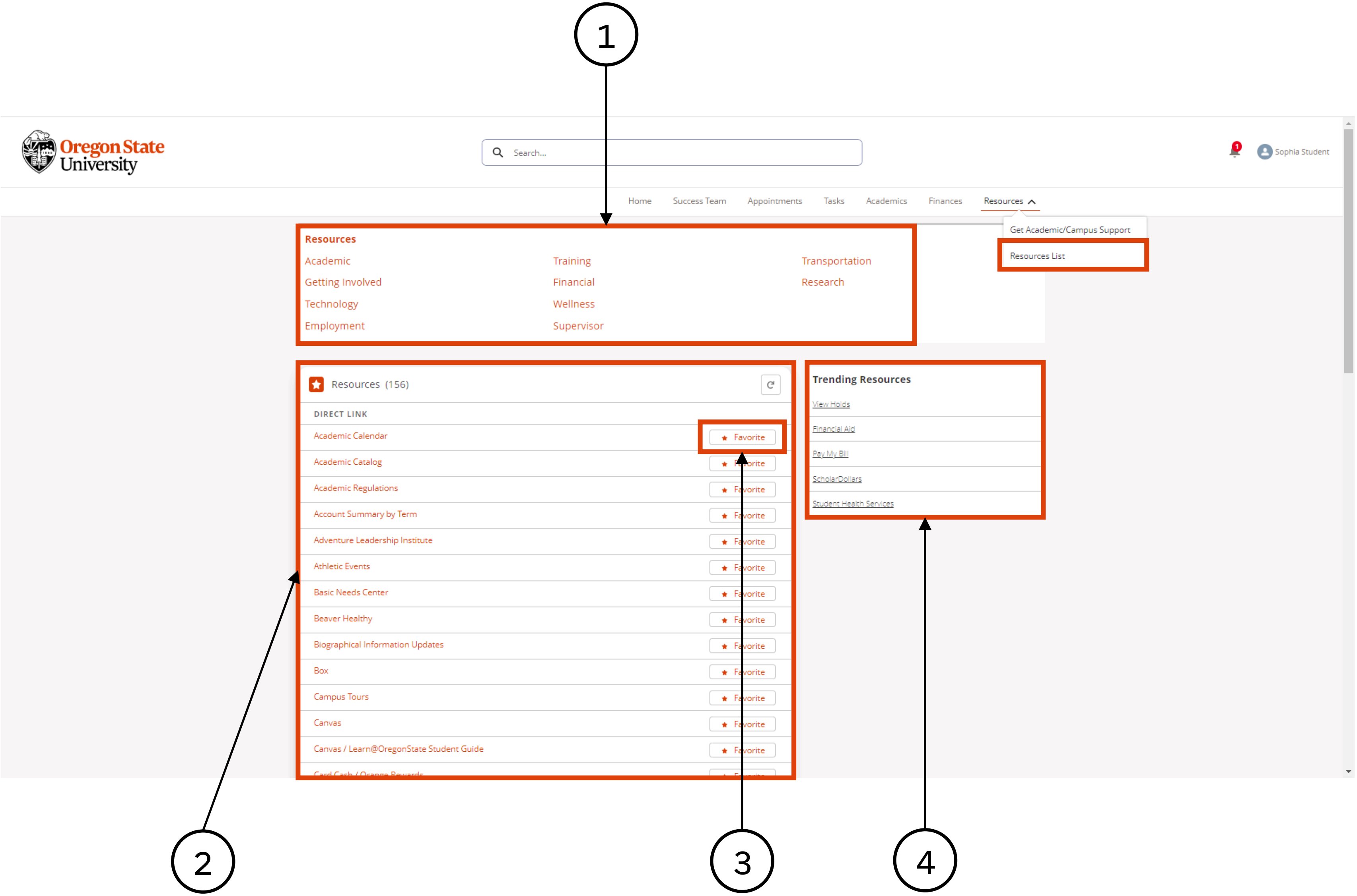
An alphabetical list of all articles and resources that Beaver Hub has to offer

3 Add to Favorites

If an article is especially helpful, or you want to make sure you can access it easily at a later time, you can add it to your favorites list

4 Trending Resources

A list of resources that your peers are accessing frequently that might be relevant to you!



Resources – Direct Link
(2/3)

Oregon State University Beaver Hub

1 Topic & Category

You can see what topics the article has been organized into here.

If you'd like to see more resources with the same tag, you can click the hyperlinked topic name to see a complete list.

2 Direct Link

If a resource exists in another location in your OSU sites and pages, a link to the information will be listed. This way, the content only lives in one place and will be far more likely to remain up-to-date.

3 Related Resources

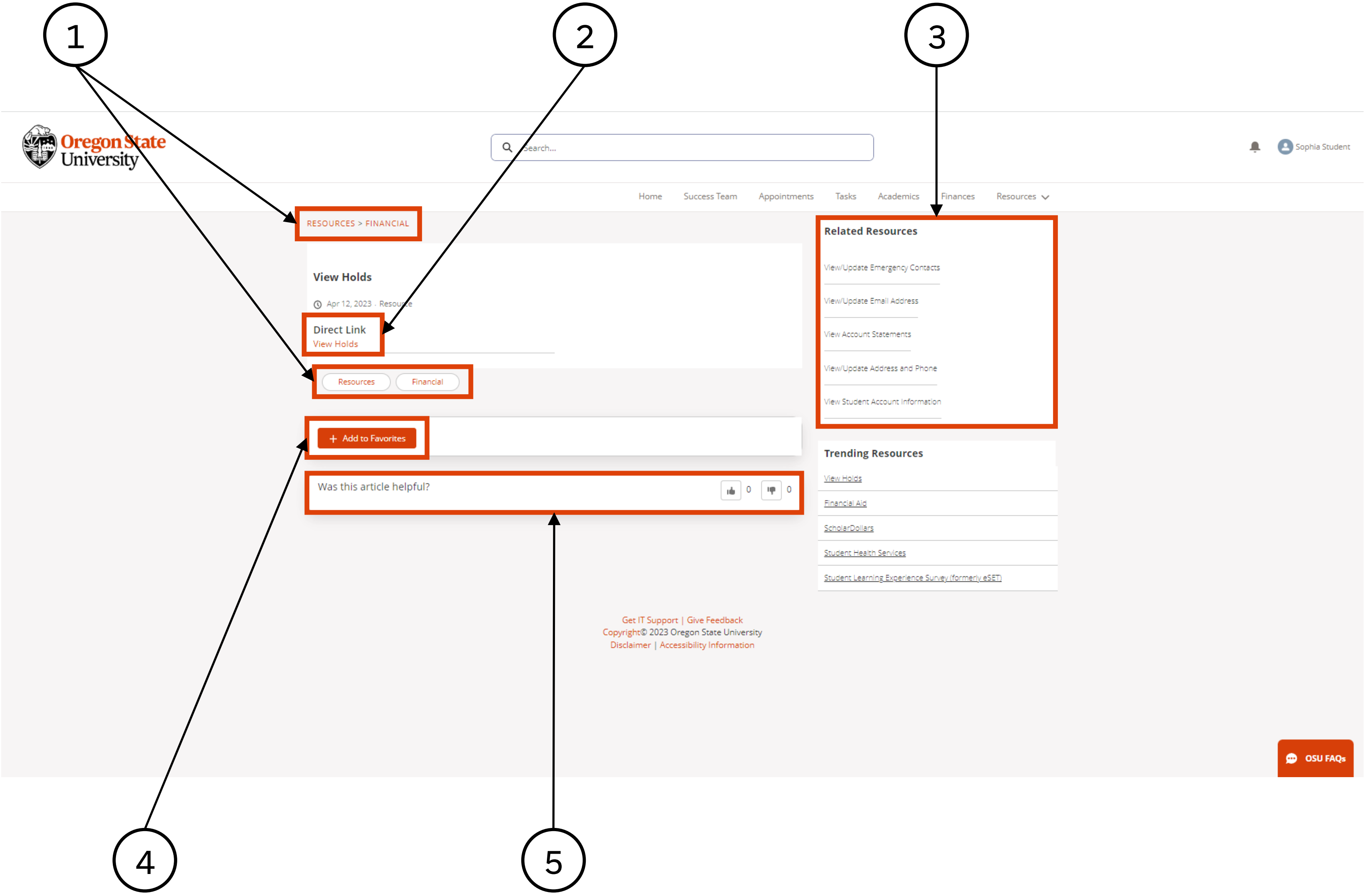
Articles that are similar to the resource you're viewing

4 Add to Favorites

Add to your favorites to access the article more easily later on

5 Article Rating

If the article was helpful or unhelpful, you can rate it here. Other students' ratings will also be present so that you can gauge whether the resource is reliable.



Resources – FAQ
(3/3)

Oregon State University
Beaver Hub

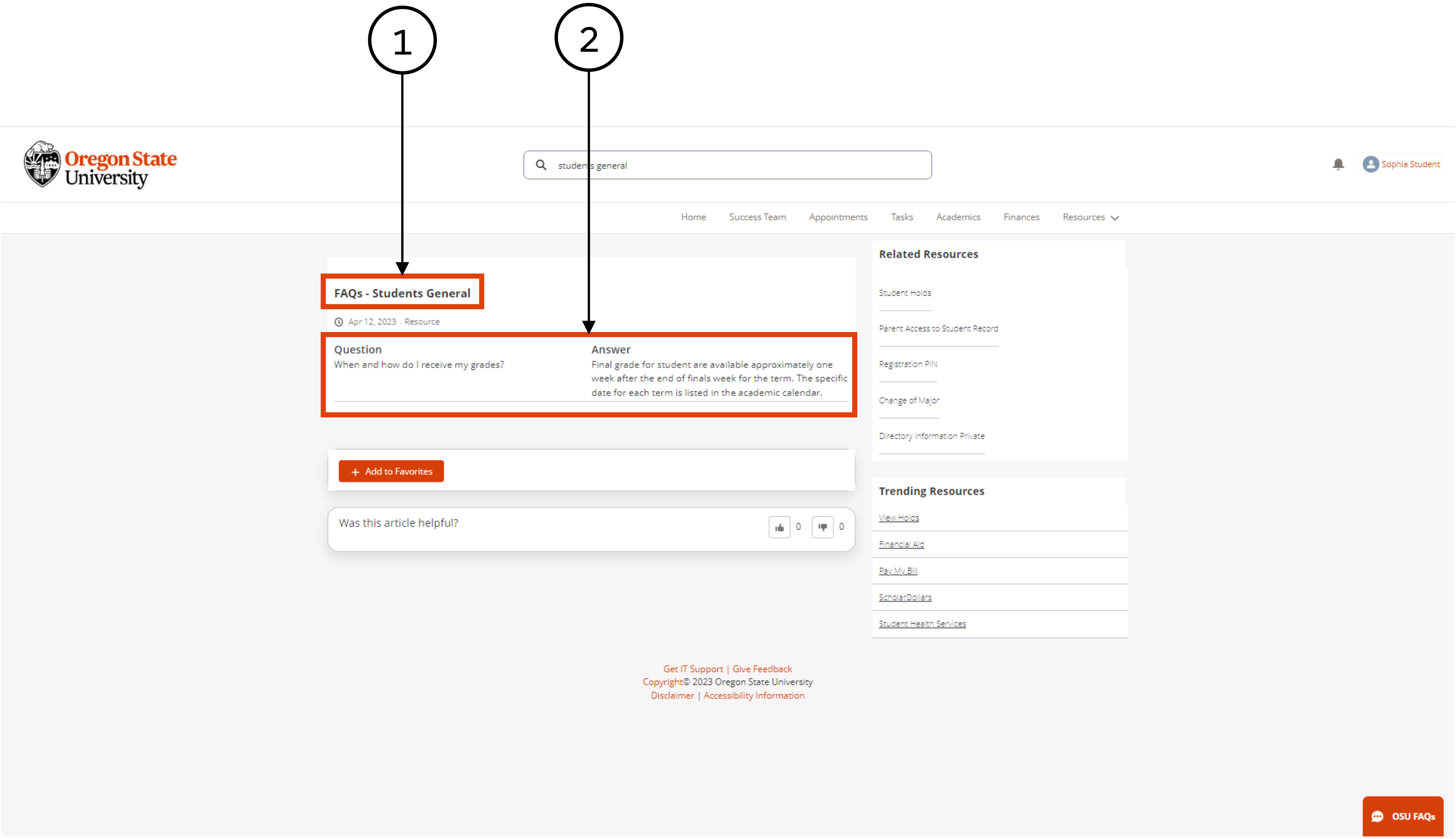
1 | FAQ

Unlike a resource article, a FAQ will give you a direct answer to your question right in Beaver Hub.

2 | Question & Answer

An FAQ will list a question and the answer to the question.

Your search does not have to be identical to the question posed in the "Question" section for an FAQ to appear in your search results. Beaver Hub looks for key words and phrases so it can give you access to the best resources for your query.



Search

Oregon State University
Beaver Hub

1 Search Bar

Look for key words and phrases in the search bar.

Before you press “Enter”, the search will populate with resources that are most closely related to your search. Clicking the results will take you directly to the article.

2 Search Results

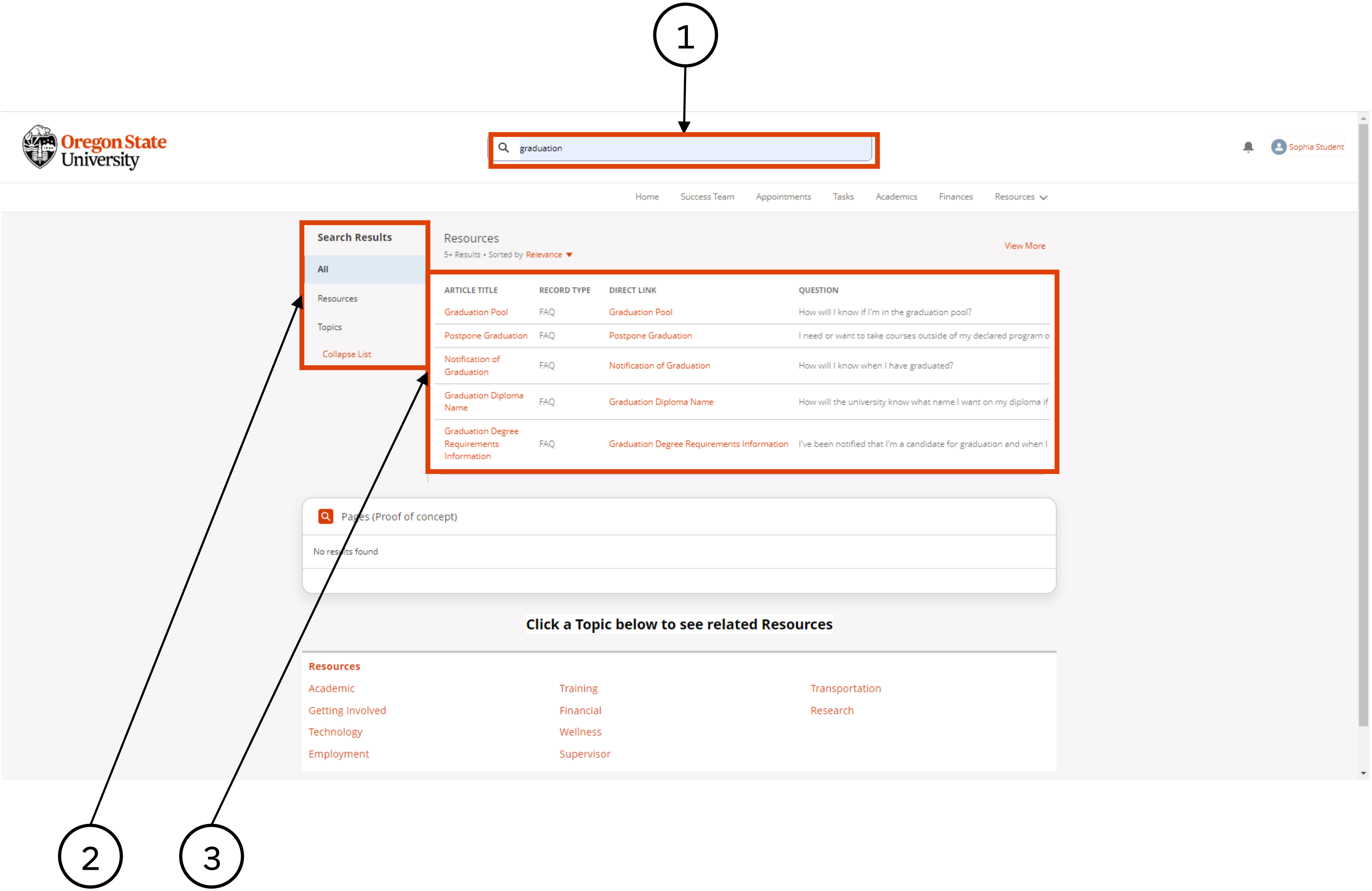
If you press “Enter” on a search, you will be taken to a Search Results page.

You can narrow your search by individual resources or broad topics to get the best slice of information to meet your needs.

3 Resources

A list of articles, resources, topics, and FAQs will populate based on your search.

Click the hyperlinked article title to view its contents.



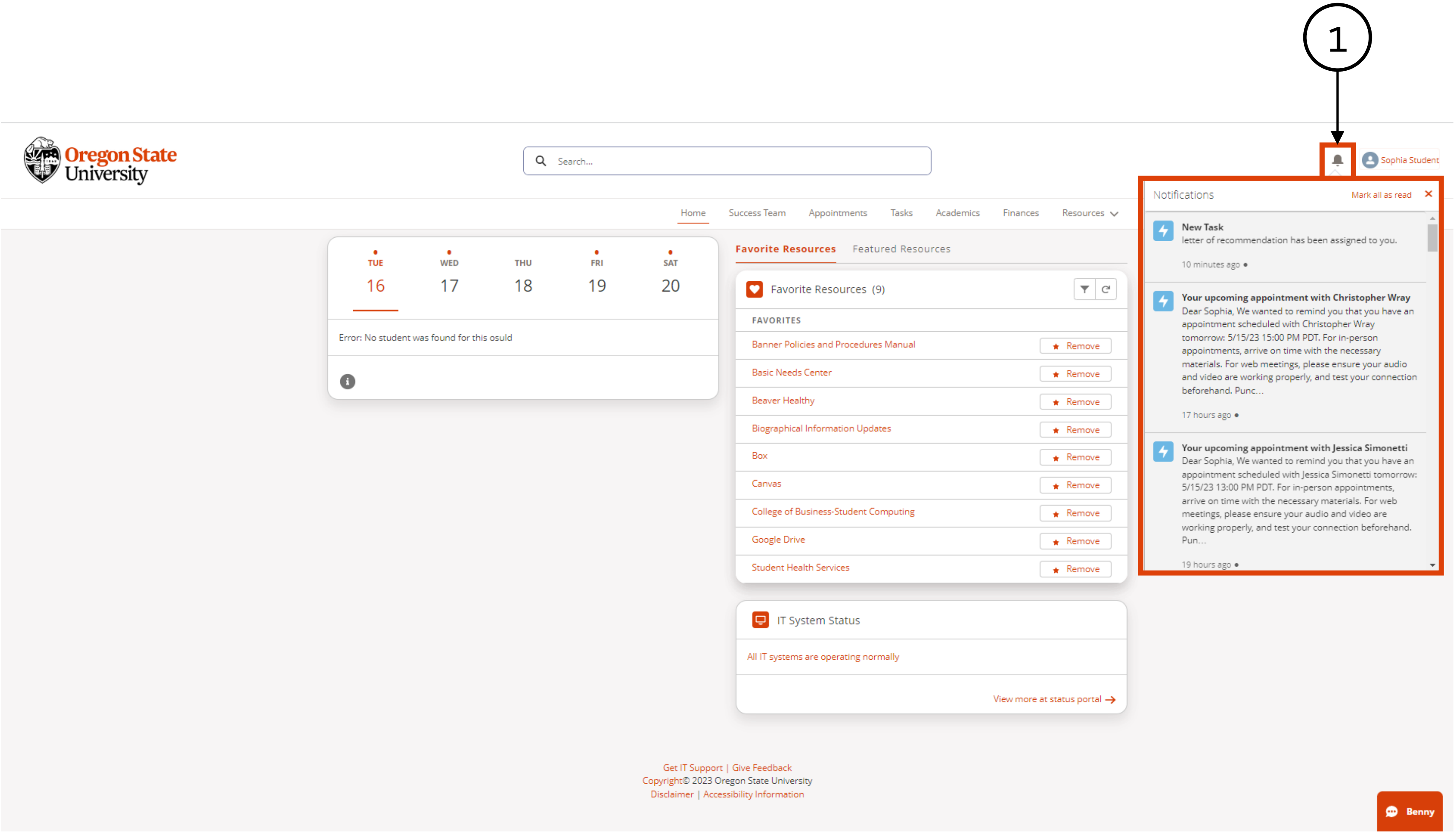
Notifications

Oregon State University
Beaver Hub

1 Notifications

Any time you receive a new task, have an upcoming appointment, one of your cases has been updated, or other action has been taken that might affect your Beaver Hub profile, you will receive a notification.

You might also receive emails for certain updates and notifications, but you will always be notified here, too.



My Profile

Oregon State University
Beaver Hub

1 | **Time Zone**

Beaver Hub will be set to Pacific Standard Time, but if you find yourself in a different area of the globe, you can update your time zone preference here.

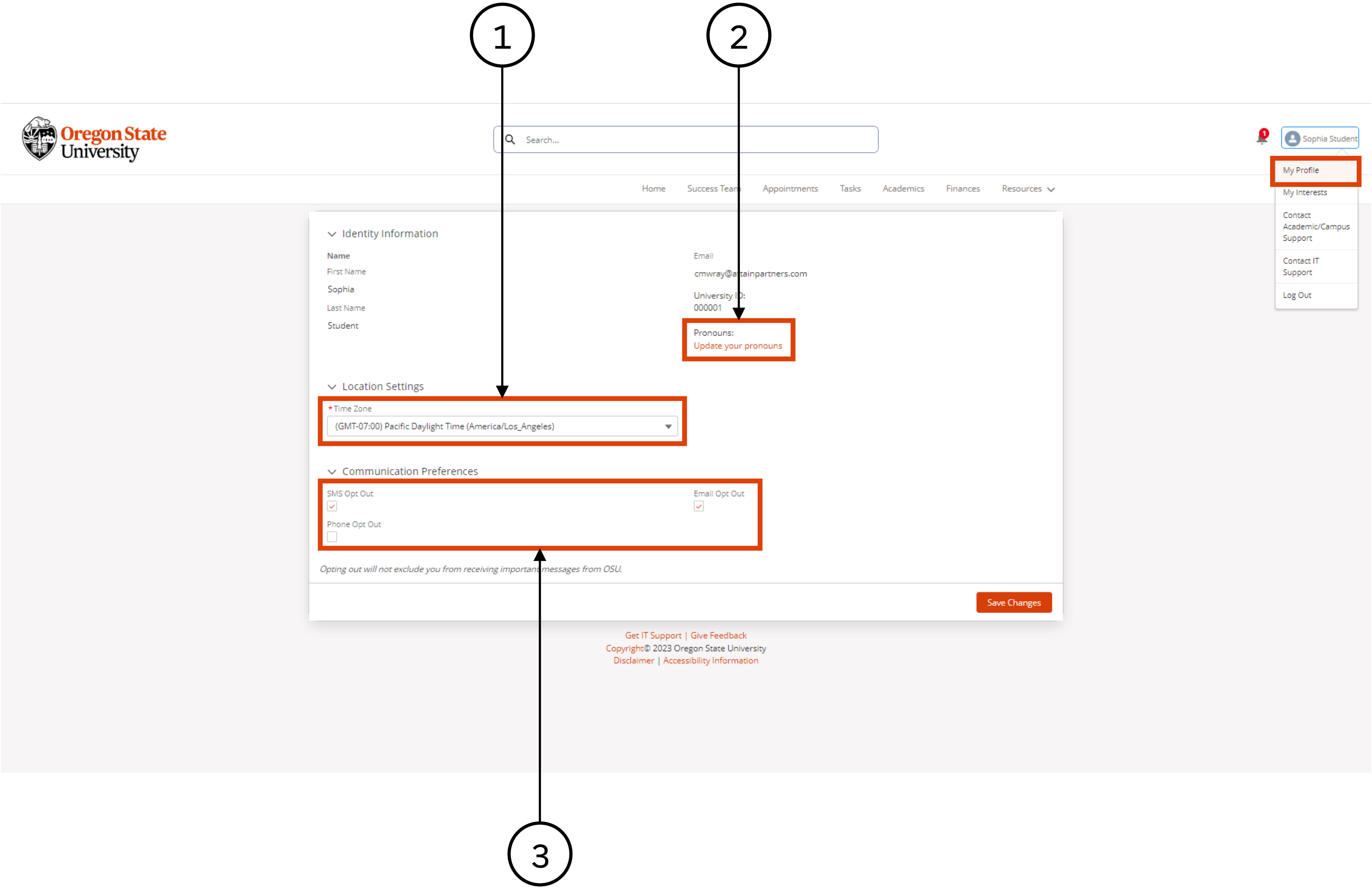
2 | **Update Pronouns**

If the system doesn’t show your correct pronouns, you can click the “Update your pronouns” link to make any necessary changes.

3 | **Communication Preferences**

For now, Beaver Hub will only send emails. However, it may have texting/calling capabilities down the road.

If ay any point you’d like to change how it communicates with you, you can opt in and out of SMS, email, and phone communications here.



My Interests

Oregon State University Beaver Hub

1 | My Interests

If you want to highlight topics you're interested in, you may do so here!

For now, Beaver Hub will simply store the information and your Success Team might peek at it if there are events or opportunities coming up that you may be interested in.

Eventually, the hope is automatically show you opportunities that relate to what you're interested in!

2 | Add Interests

Select interest you'd like to have on your profile

3 | Remove Interests

If your interests change and you no longer want to highlight a topic as an interest, you can remove them here.