



**Oregon State University**  
Beaver Hub

# Beaver Hub Student View

*For OSU Students*

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# Homepage Navigation

(1/2)

## 1 | Calendar

### Assignments

Link Beaver Hub with Canvas so that your assignments show up here!

### Courses

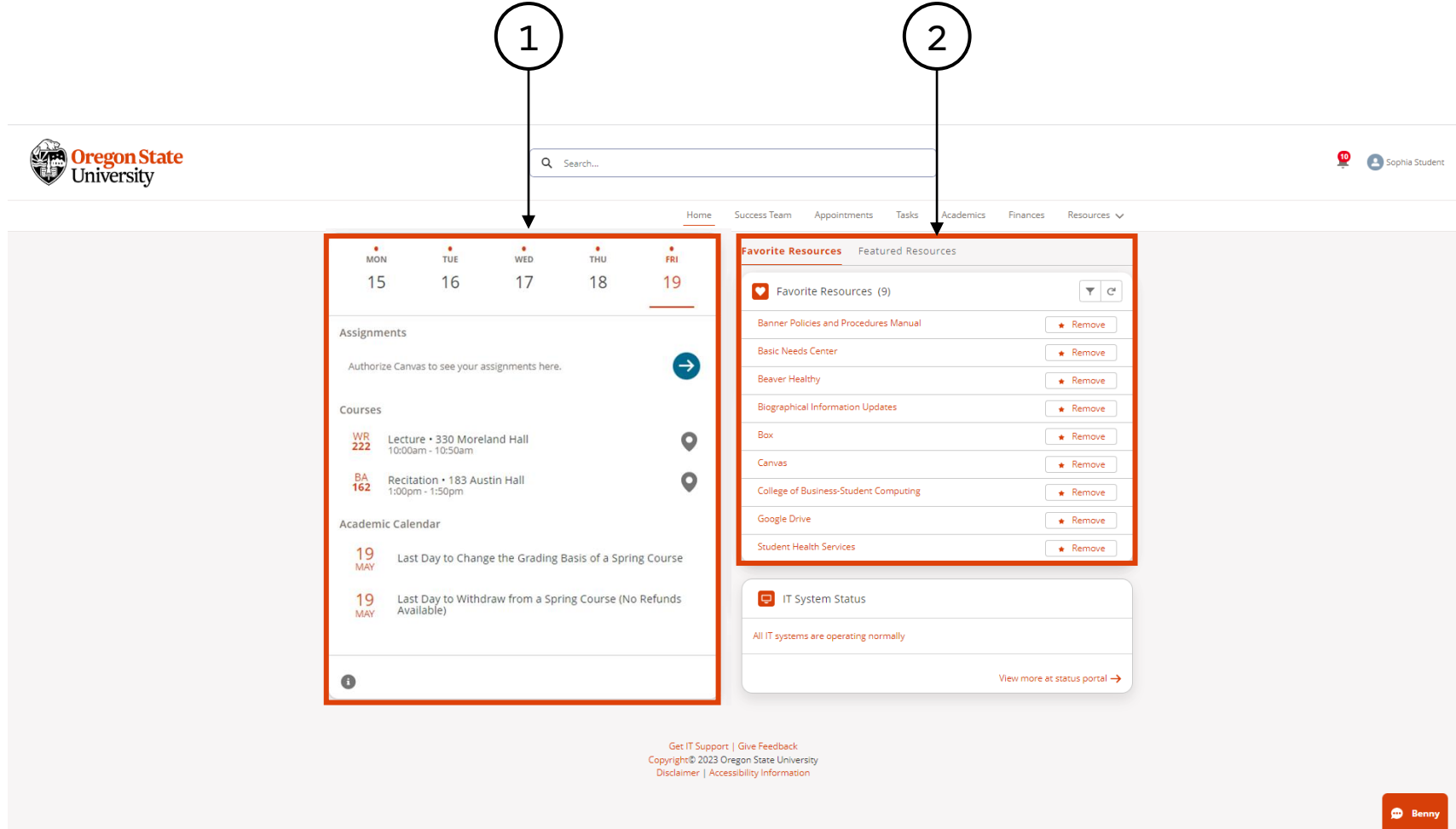
A list of the courses you're currently taking with access to maps to the classroom's location

### Academic Calendar

OSU's general academic calendar for information on important dates

## 2 | Favorite Resources

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



The screenshot shows the Oregon State University Beaver Hub homepage. At the top, there is a search bar and a navigation menu with links: Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources. A user profile for 'Sophia Student' is visible in the top right corner. Two callout boxes are present: Callout 1 points to the 'Calendar' section on the left, which includes 'Assignments', 'Courses', and 'Academic Calendar'. Callout 2 points to the 'Favorite Resources' section on the right, which lists various resources like 'Banner Policies and Procedures Manual', 'Basic Needs Center', 'Beaver Healthy', 'Biographical Information Updates', 'Box', 'Canvas', 'College of Business-Student Computing', 'Google Drive', and 'Student Health Services'. Below the 'Favorite Resources' section is an 'IT System Status' box indicating that all IT systems are operating normally. At the bottom of the page, there is a footer with links for 'Get IT Support', 'Give Feedback', 'Copyright © 2023 Oregon State University', 'Disclaimer', and 'Accessibility Information'. A 'Benny' chat button is located in the bottom right corner.

1

2

Oregon State University

Search...

10 Sophia Student

Home Success Team Appointments Tasks Academics Finances Resources

MON 15 TUE 16 WED 17 THU 18 FRI 19

Assignments

Authorize Canvas to see your assignments here.

Courses

WR 222 Lecture • 330 Moreland Hall 10:00am - 10:50am

BA 162 Recitation • 183 Austin Hall 1:00pm - 1:50pm

Academic Calendar

19 MAY Last Day to Change the Grading Basis of a Spring Course

19 MAY Last Day to Withdraw from a Spring Course (No Refunds Available)

Favorite Resources

Featured Resources

Favorite Resources (9)

Banner Policies and Procedures Manual Remove

Basic Needs Center Remove

Beaver Healthy Remove

Biographical Information Updates Remove

Box Remove

Canvas Remove

College of Business-Student Computing Remove

Google Drive Remove

Student Health Services Remove

IT System Status

All IT systems are operating normally

View more at status portal →

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Benny

# Homepage Navigation

(2/2)

## 1 | Featured Resources

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

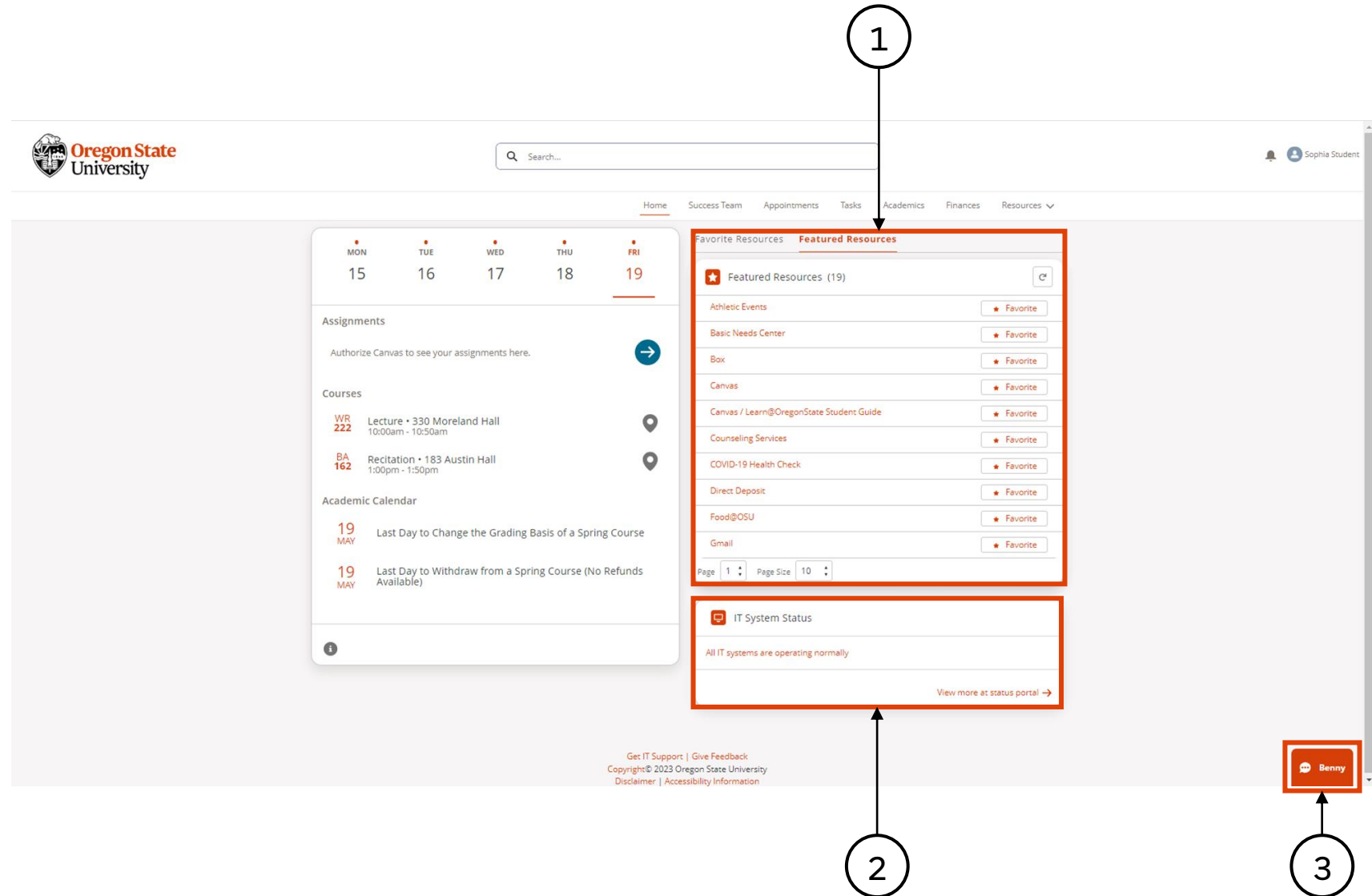
## 2 | IT System Status

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.



The screenshot shows the Oregon State University Beaver Hub homepage. The navigation bar includes links for Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources. The main content area is divided into three sections: Assignments, Courses, and Academic Calendar. The Assignments section shows a calendar for May 15-19. The Courses section lists two courses: WR 222 and BA 162. The Academic Calendar section shows two events: Last Day to Change the Grading Basis of a Spring Course and Last Day to Withdraw from a Spring Course. The Featured Resources section is highlighted with a red box and a callout '1'. The IT System Status section is highlighted with a red box and a callout '2'. The Benny ChatBot is highlighted with a red box and a callout '3'.

**1**

**2**

**3**

# Success Team

## 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):

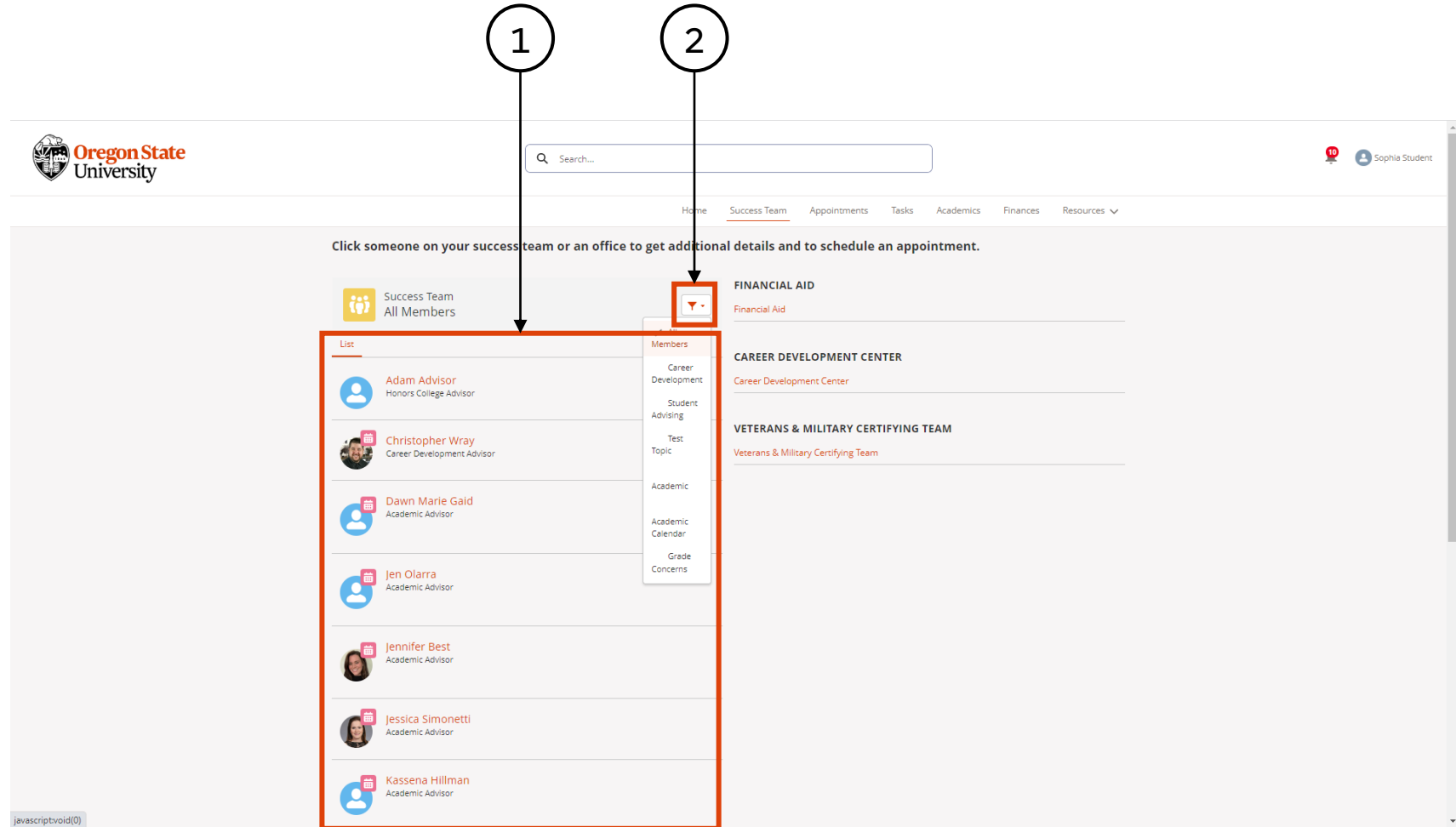
- Career Development Advisors
- Honors College Advisors

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



The screenshot shows the Oregon State University Beaver Hub interface. At the top, there is a search bar and a navigation menu with links: Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources. Below the navigation bar, a message reads: "Click someone on your success team or an office to get additional details and to schedule an appointment." There are two main sections: "Success Team All Members" and a list of offices. The "Success Team All Members" section is highlighted with a red box and a callout labeled "1". It contains a list of advisors: Adam Advisor (Honors College Advisor), Christopher Wray (Career Development Advisor), Dawn Marie Gald (Academic Advisor), Jen Olarra (Academic Advisor), Jennifer Best (Academic Advisor), Jessica Simonetti (Academic Advisor), and Kassena Hillman (Academic Advisor). The "Members" dropdown menu is also visible, showing options: Career Development, Student Advising, Test Topic, Academic, Academic Calendar, and Grade Concerns. The "OFFICES" section includes: FINANCIAL AID (Financial Aid), CAREER DEVELOPMENT CENTER (Career Development Center), and VETERANS & MILITARY CERTIFYING TEAM (Veterans & Military Certifying Team). A callout labeled "2" points to the "OFFICES" section. The user's name, Sophia Student, is visible in the top right corner.

# Schedule an Appointment with a Success Team Member

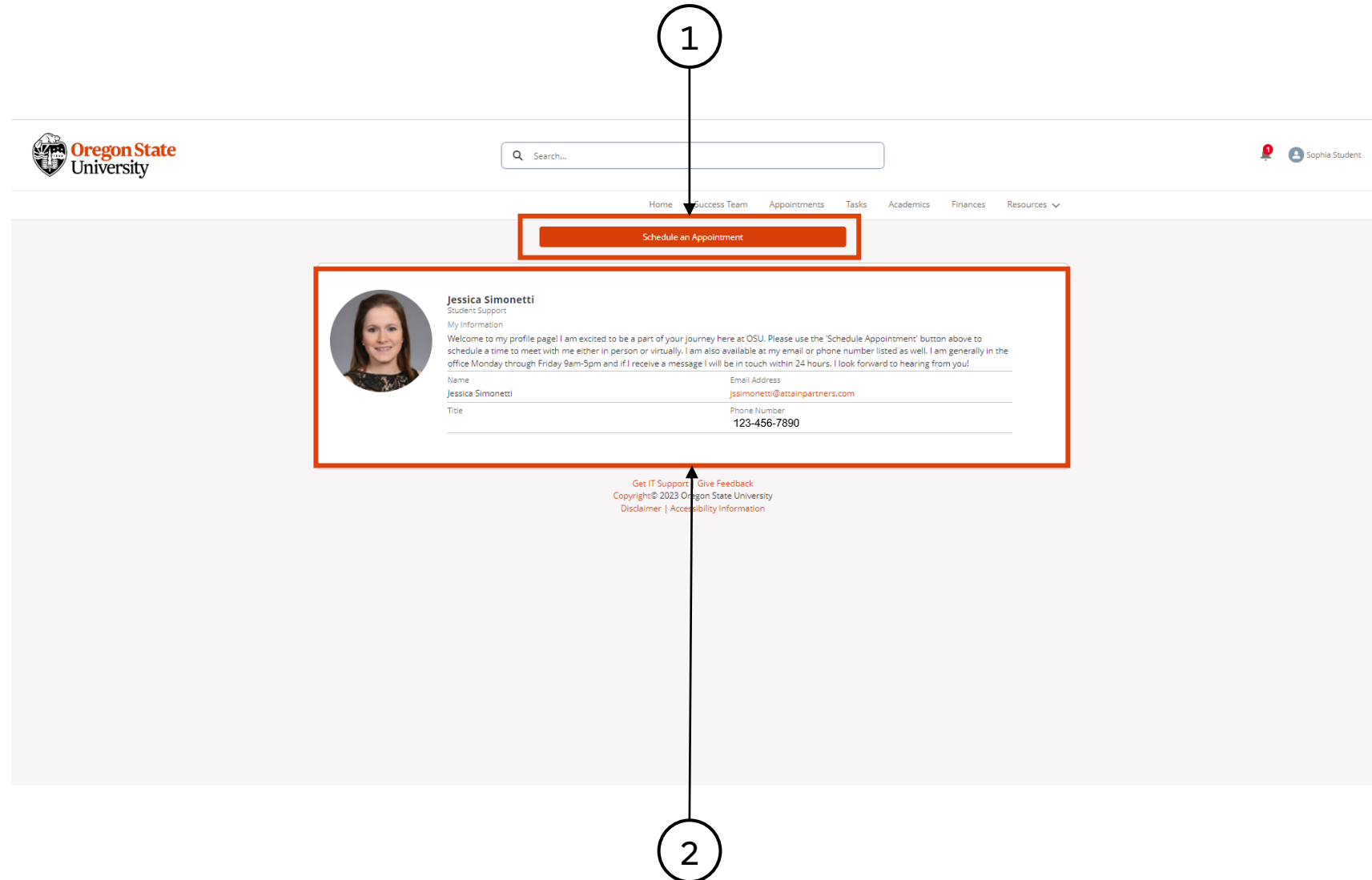
(1/5)

## 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



1

Oregon State University

Search...

Home Success Team Appointments Tasks Academics Finances Resources

Schedule an Appointment

**Jessica Simonetti**  
Student Support  
My Information

Welcome to my profile page! I am excited to be a part of your journey here at OSU. Please use the "Schedule Appointment" button above to schedule a time to meet with me either in person or virtually. I am also available at my email or phone number listed as well. I am generally in the office Monday through Friday 9am-5pm and if I receive a message I will be in touch within 24 hours. I look forward to hearing from you!

Name	Email Address
Jessica Simonetti	jssimonetti@attainpartners.com
Title	Phone Number
	123-456-7890

2

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# Schedule an Appointment with a Success Team Member

(2/5)

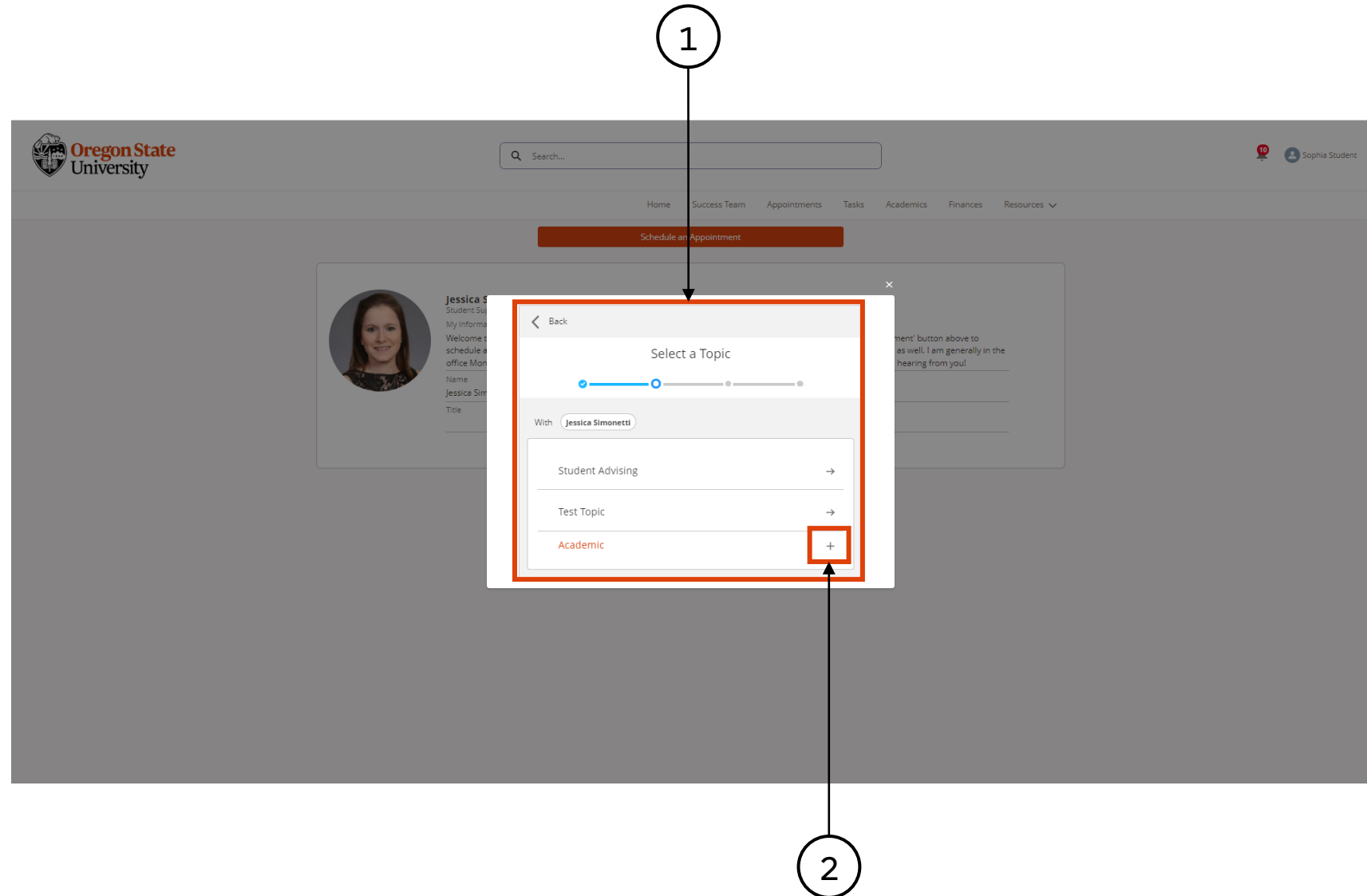
## 1 | Select a Topic

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)

## 1 Available Date(s)

Select the date that works best for your schedule.

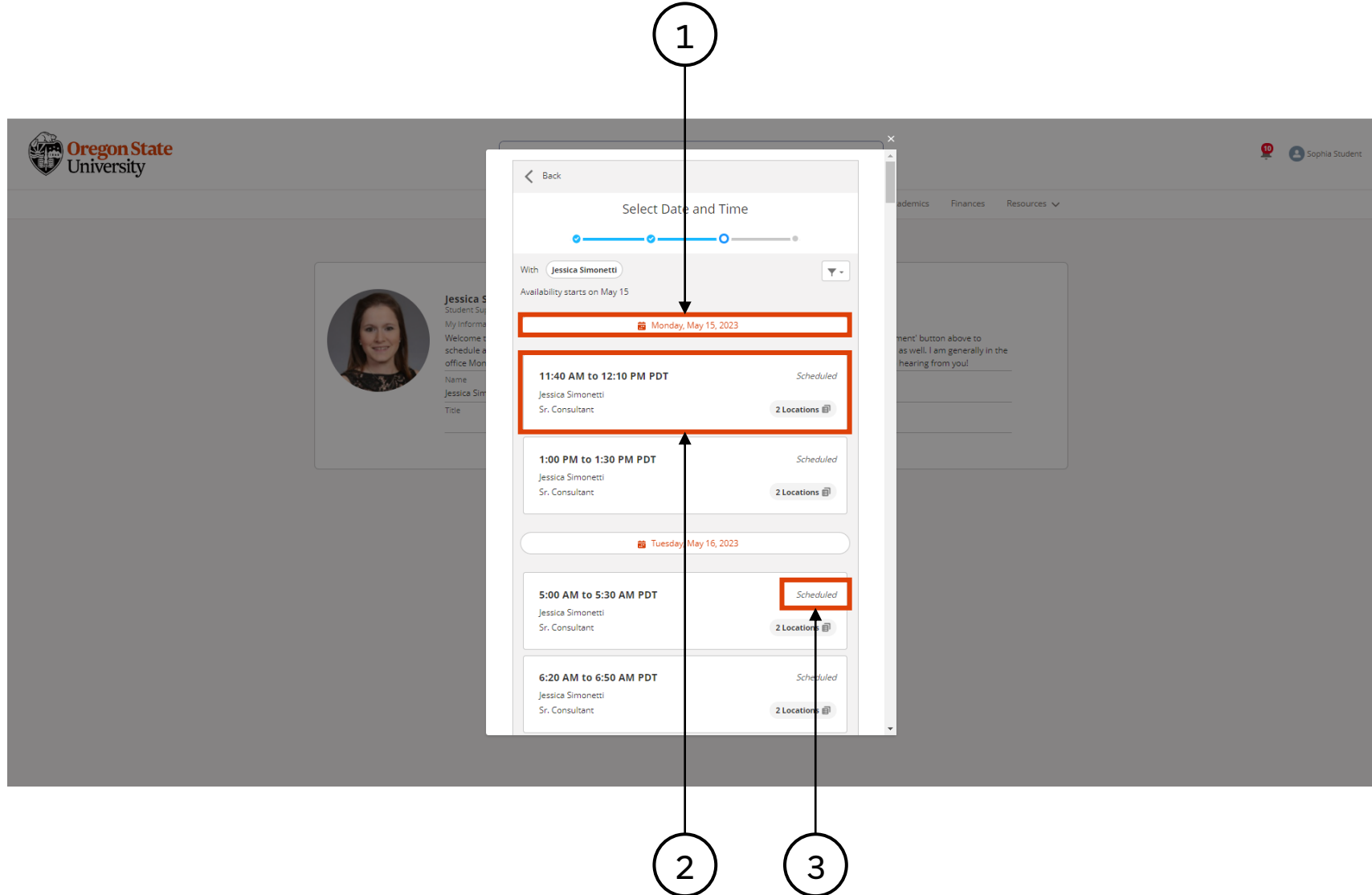
## 2 Available Times

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.



The screenshot shows the Oregon State University appointment scheduling interface. A modal window titled "Select Date and Time" is open, displaying a calendar and a list of available time slots for Jessica Simonetti, Sr. Consultant. The interface includes a "Back" button, a date range selector, and a list of time slots for Monday, May 15, 2023, and Tuesday, May 16, 2023. The time slots are listed with their respective times and locations. The word "Scheduled" is visible next to the 11:40 AM to 12:10 PM PDT slot on Monday and the 5:00 AM to 5:30 AM PDT slot on Tuesday. Numbered callouts (1, 2, 3) point to the date selection, the time slot selection, and the "Scheduled" status, respectively.

1

2

3



# Schedule an Appointment with a Success Team Member

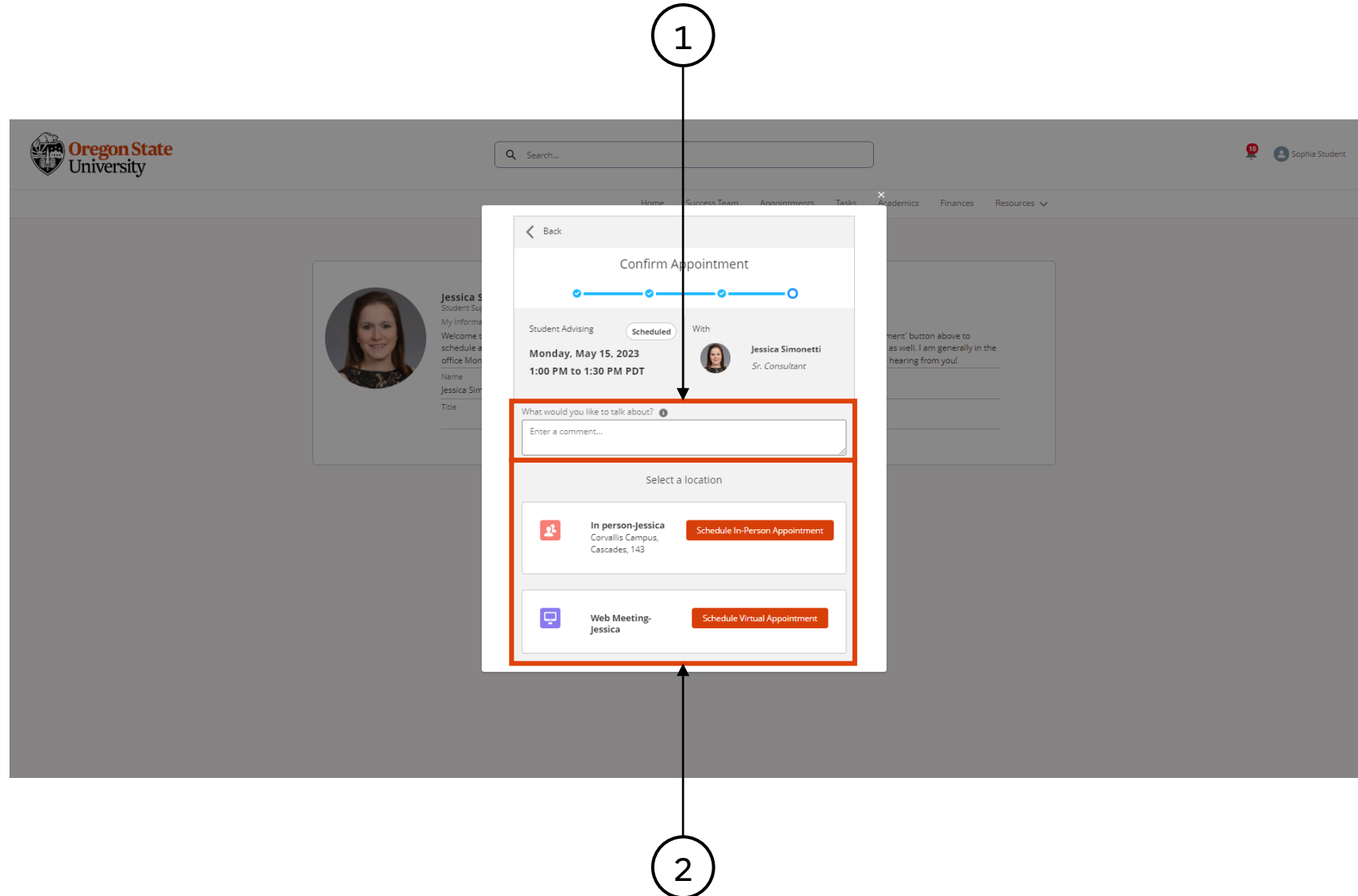
(4/5)

## 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.



The screenshot shows the Oregon State University website with a modal window titled "Confirm Appointment". A progress bar at the top of the modal indicates four steps, with the first step being the current one. The appointment is scheduled for Monday, May 15, 2023, from 1:00 PM to 1:30 PM PDT with Jessica Simonetti, Sr. Consultant. Below the appointment details, there is a text input field labeled "What would you like to talk about?" with a placeholder "Enter a comment...". Below this, there is a section titled "Select a location" with two options: "In person-Jessica" (Corvallis Campus, Cascades, 143) and "Web Meeting-Jessica". Each option has a corresponding "Schedule" button. A red rectangular box highlights the "Select a location" section. A black arrow points from a circled number "1" to the "What would you like to talk about?" input field, and another black arrow points from a circled number "2" to the "Select a location" section.

1

2

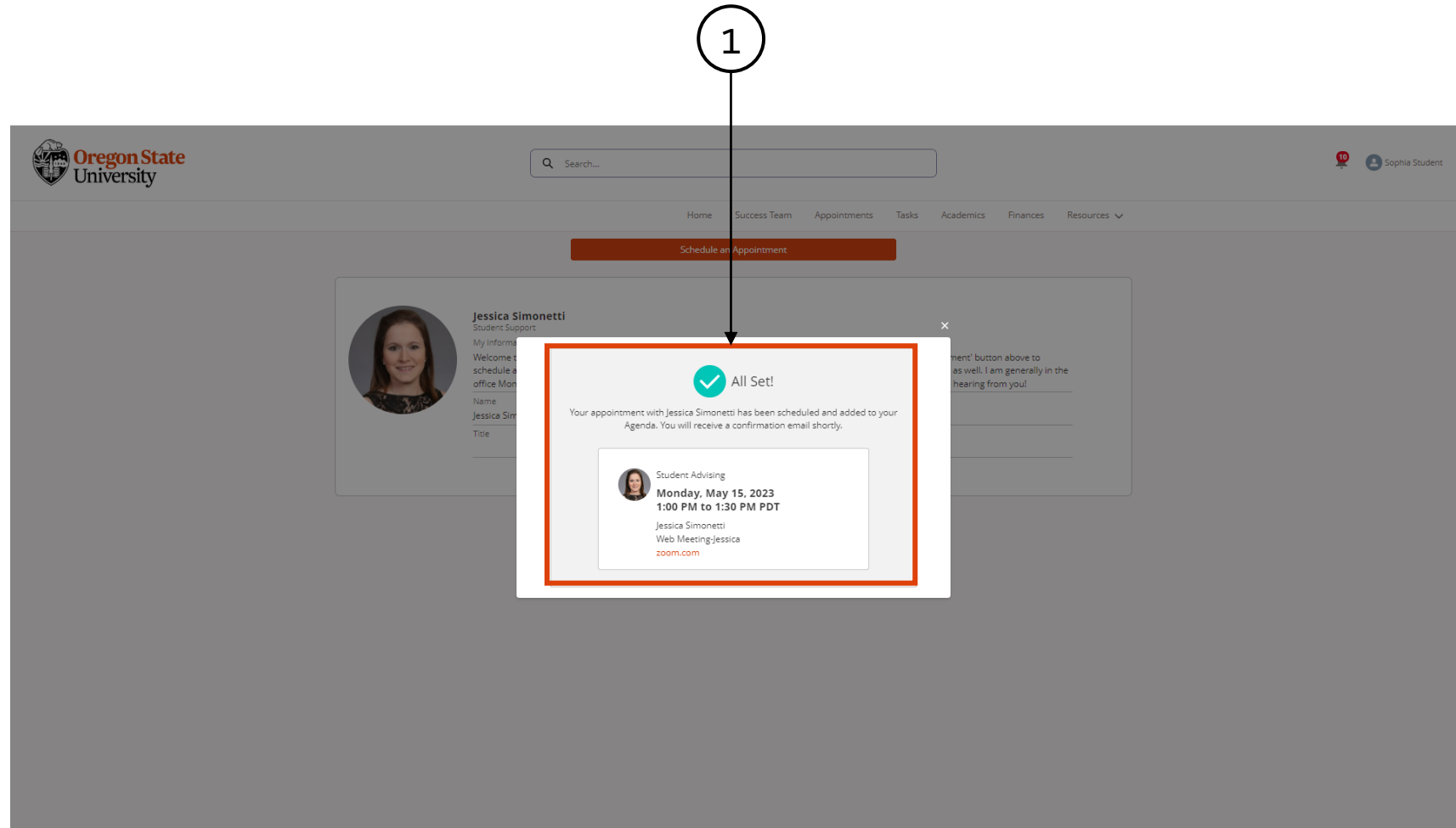
# Schedule an Appointment with a Success Team Member

(5/5)

## 1 Appointment Confirmation

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

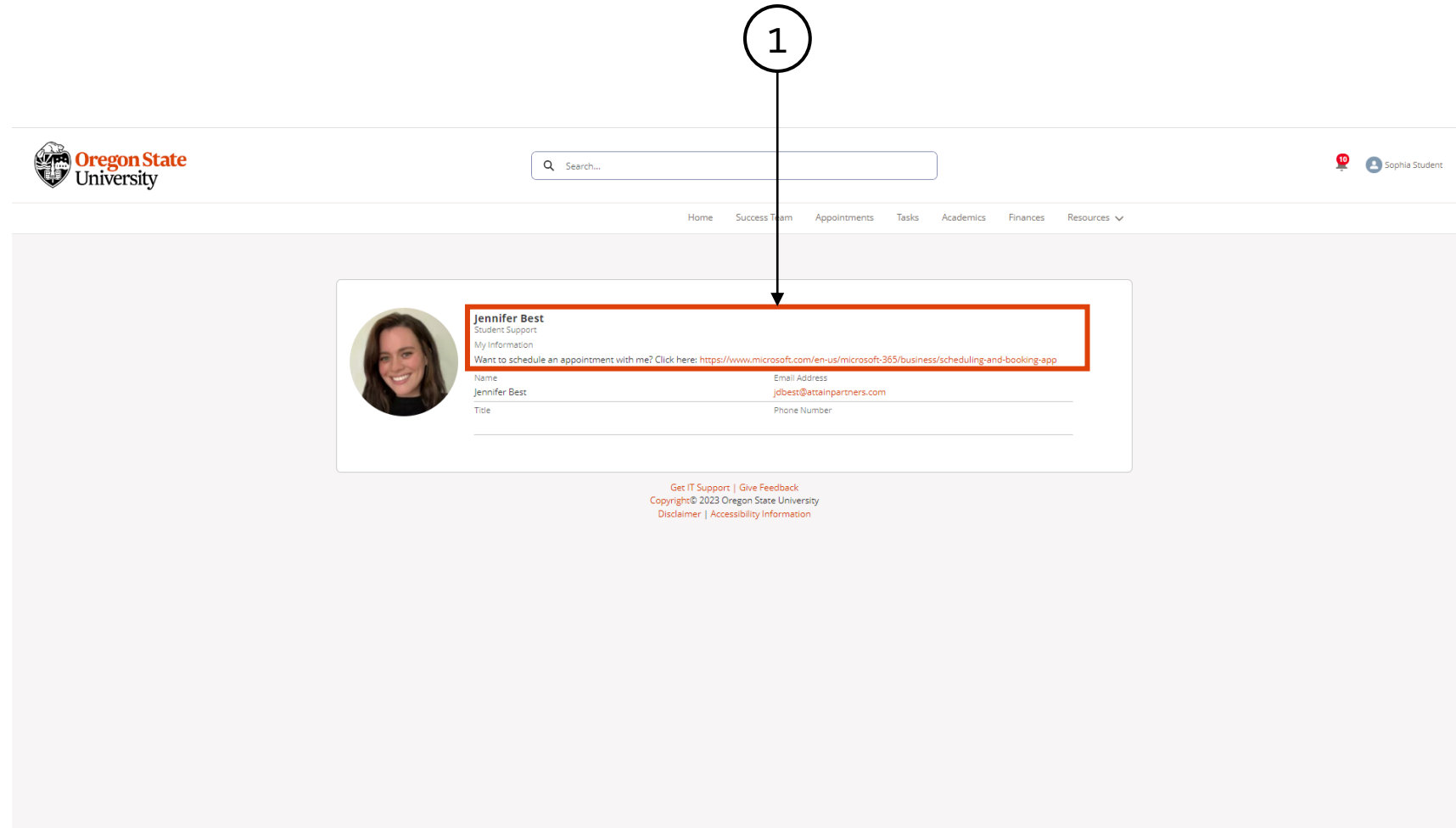
If you do not receive a confirmation, there is a chance that your appointment was not scheduled. You can look at your Appointments page to confirm.



# Other Appointment Scheduling Apps

## 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.



The screenshot shows the Oregon State University Beaver Hub interface. At the top left is the Oregon State University logo. To its right is a search bar. Further right is a notification bell icon with '10' and a user profile icon for 'Sophia Student'. Below the header is a navigation menu with links: Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources (with a dropdown arrow). The main content area displays a profile for Jennifer Best, Student Support. A red box highlights the 'My Information' section, which contains a link to schedule an appointment: 'Want to schedule an appointment with me? Click here: <https://www.microsoft.com/en-us/microsoft-365/business/scheduling-and-booking-app>'. Below this link are fields for Name (Jennifer Best), Email Address (jdbest@attainpartners.com), Title, and Phone Number. A circled '1' with a downward arrow points to the red box. At the bottom of the page are links for 'Get IT Support | Give Feedback', 'Copyright © 2023 Oregon State University', and 'Disclaimer | Accessibility Information'.

# Schedule an Appointment with a Support Pool

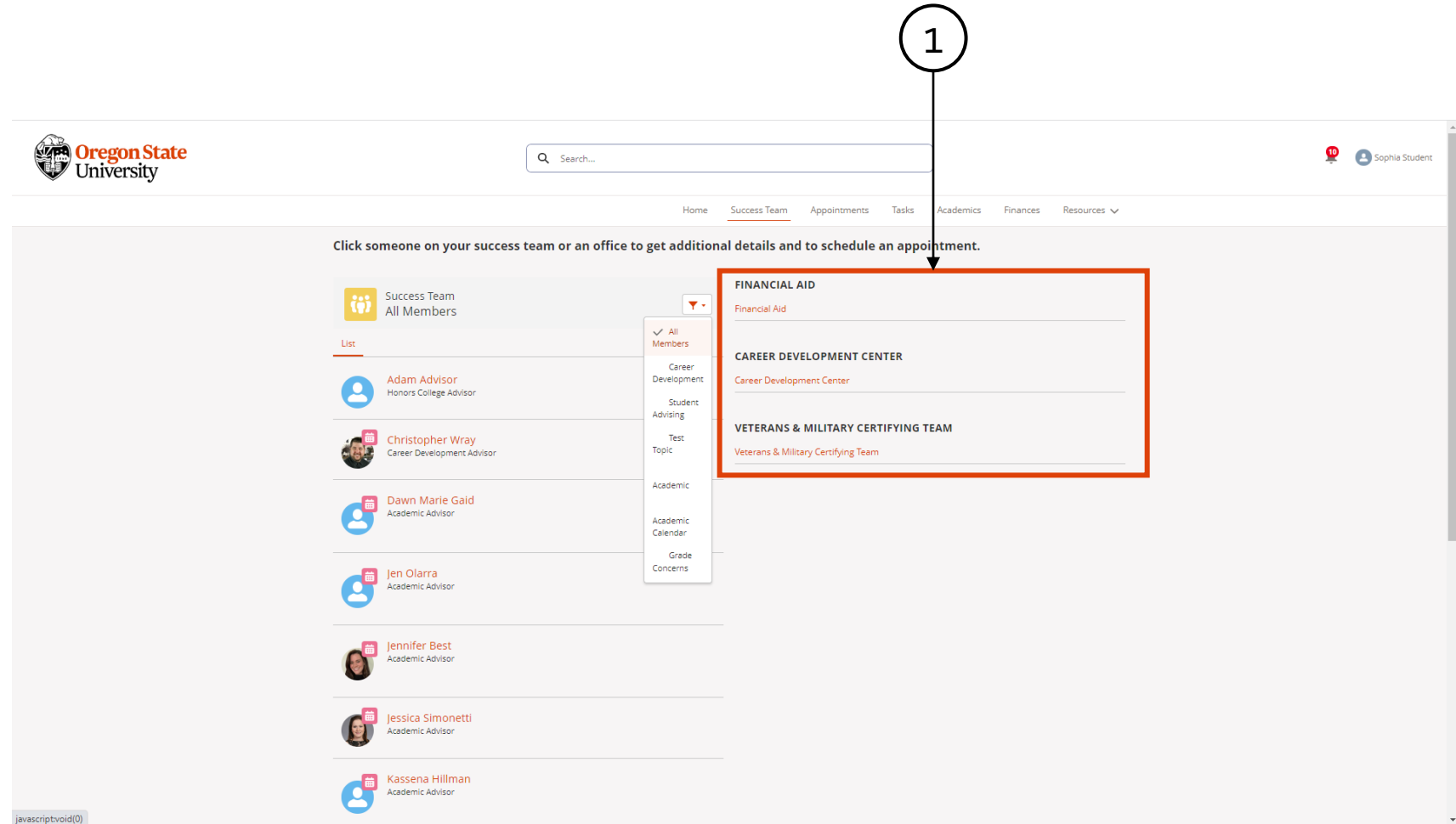
(1/6)

## 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 faculty 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



The screenshot displays the Oregon State University Success Team interface. At the top, there is a search bar and navigation links for Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources. A user profile for Sophia Student is visible in the top right corner. Below the navigation bar, a message states: "Click someone on your success team or an office to get additional details and to schedule an appointment." A red box highlights the "FINANCIAL AID" section, which includes "Financial Aid", "CAREER DEVELOPMENT CENTER", and "VETERANS & MILITARY CERTIFYING TEAM". A circled number "1" with an arrow points to the "FINANCIAL AID" section. On the left, a list of success team members is shown, including Adam Advisor, Christopher Wray, Dawn Marie Gald, Jen Olarra, Jennifer Best, Jessica Simonetti, and Kassena Hillman. A dropdown menu is open next to the "Success Team All Members" header, showing options like "All Members", "Career Development", "Student Advising", "Test Topic", "Academic", "Academic Calendar", and "Grade Concerns".

# Schedule an Appointment with a Support Pool

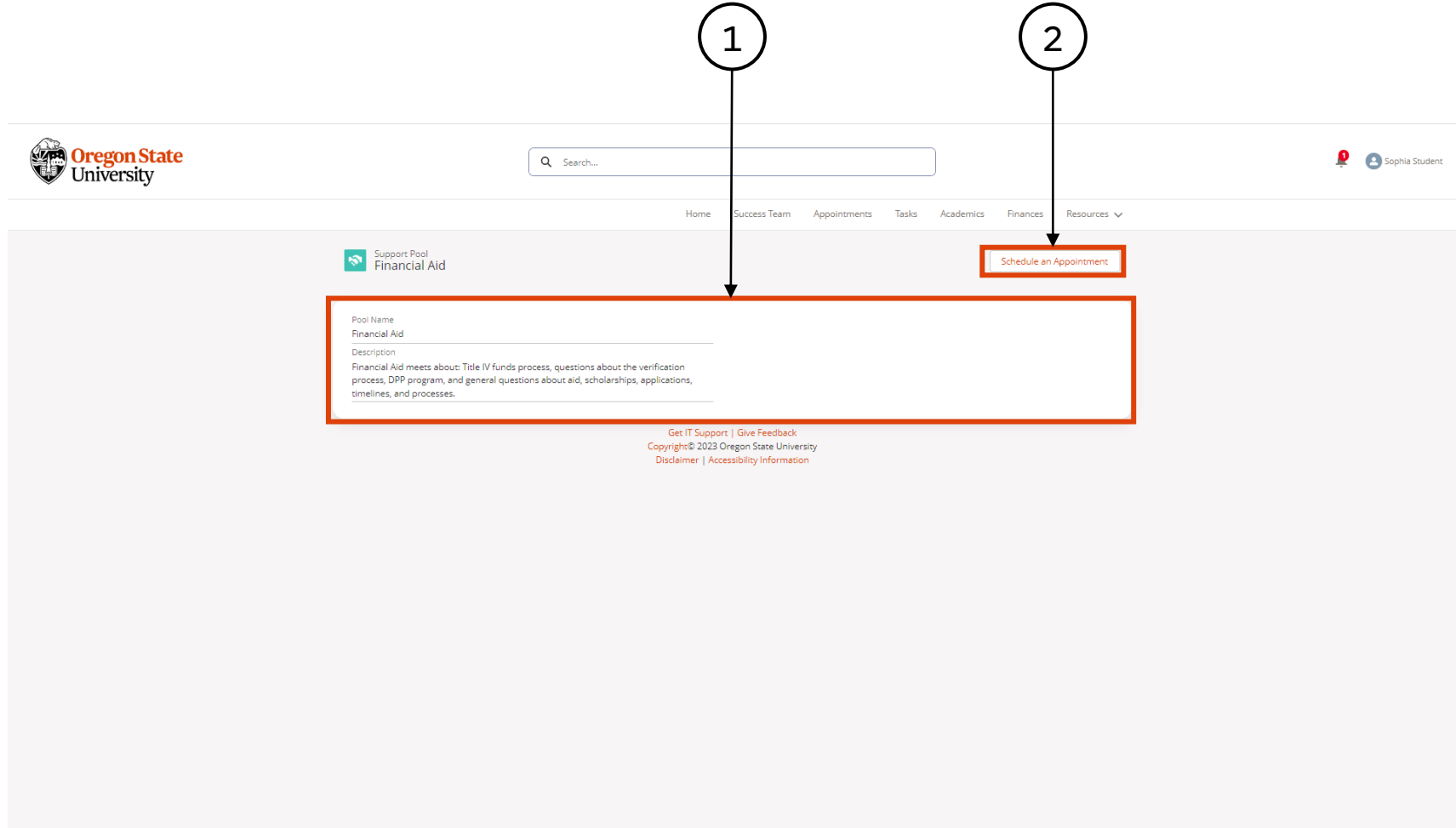
(2/6)

## 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!



The screenshot shows the Oregon State University Beaver Hub website. At the top, there is a search bar and a navigation menu with links: Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources. A user profile for 'Sophia Student' is visible in the top right corner. Below the navigation menu, there is a section titled 'Support Pool Financial Aid'. A red box highlights the 'Schedule an Appointment' button in the top right corner of this section. Another red box highlights the 'Financial Aid' pool details, which include the pool name, description, and a link to 'Schedule an Appointment'. The description states: 'Financial Aid meets about: Title IV funds process, questions about the verification process, DPP program, and general questions about aid, scholarships, applications, timelines, and processes.'

Pool Name  
Financial Aid

Description  
Financial Aid meets about: Title IV funds process, questions about the verification process, DPP program, and general questions about aid, scholarships, applications, timelines, and processes.

[Schedule an Appointment](#)

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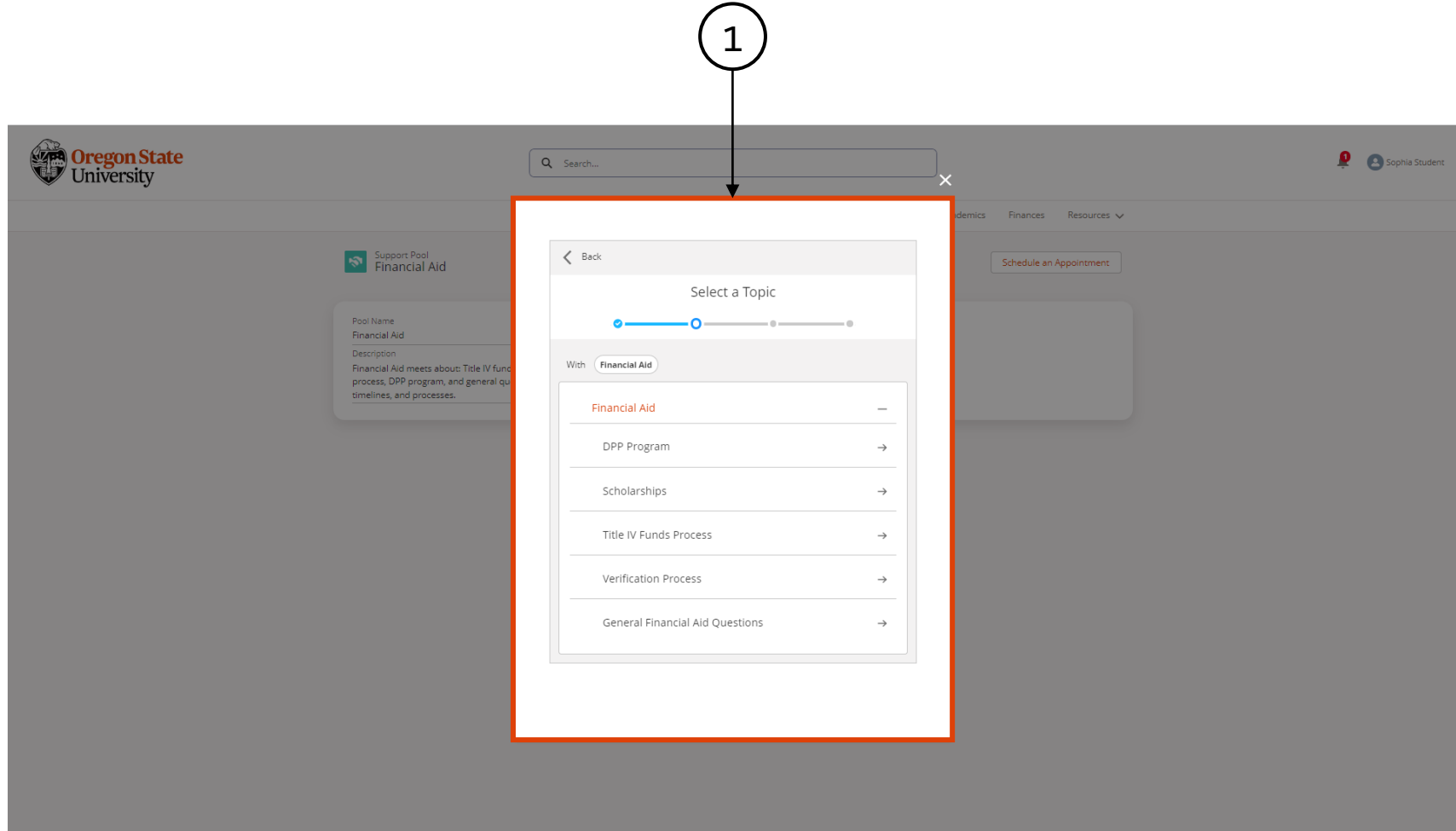
# Schedule an Appointment with a Support Pool

(3/6)

## 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.



The screenshot shows the Oregon State University Beaver Hub interface. A modal window titled "Select a Topic" is open, with a red box highlighting it. A circled number "1" with an arrow points to the search bar at the top of the modal. The modal has a "Back" button and a progress indicator. Below the progress indicator, there is a "With" section showing "Financial Aid" selected. A list of topics is displayed, each with a right arrow:

- Financial Aid
- DPP Program
- Scholarships
- Title IV Funds Process
- Verification Process
- General Financial Aid Questions

In the background, the main page shows the "Support Pool Financial Aid" section with a description: "Financial Aid meets about: Title IV fund process, DPP program, and general questions, timelines, and processes."

# Schedule an Appointment with a Support Pool

(4/6)

## 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.

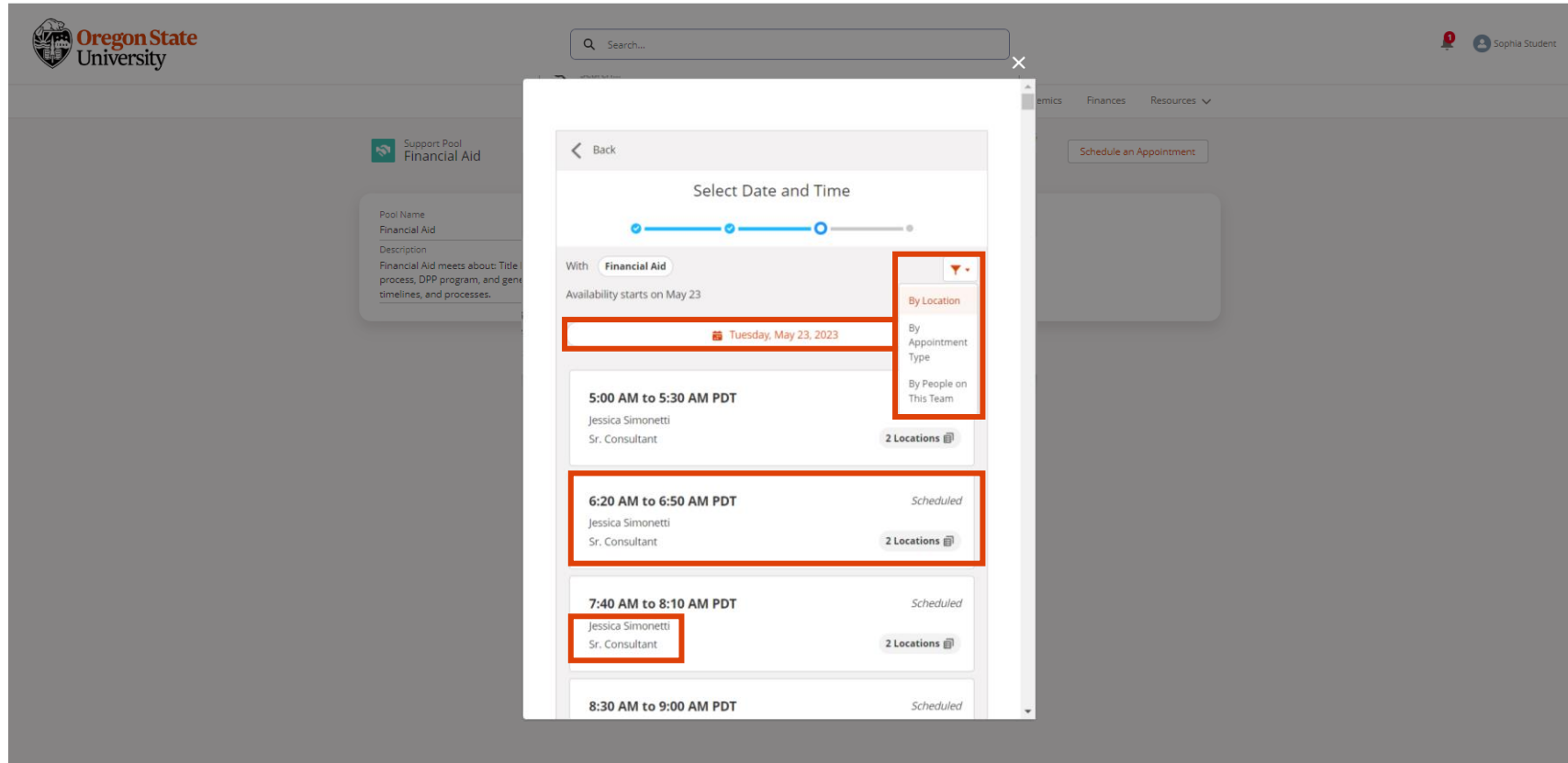
## 3 Available Times

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

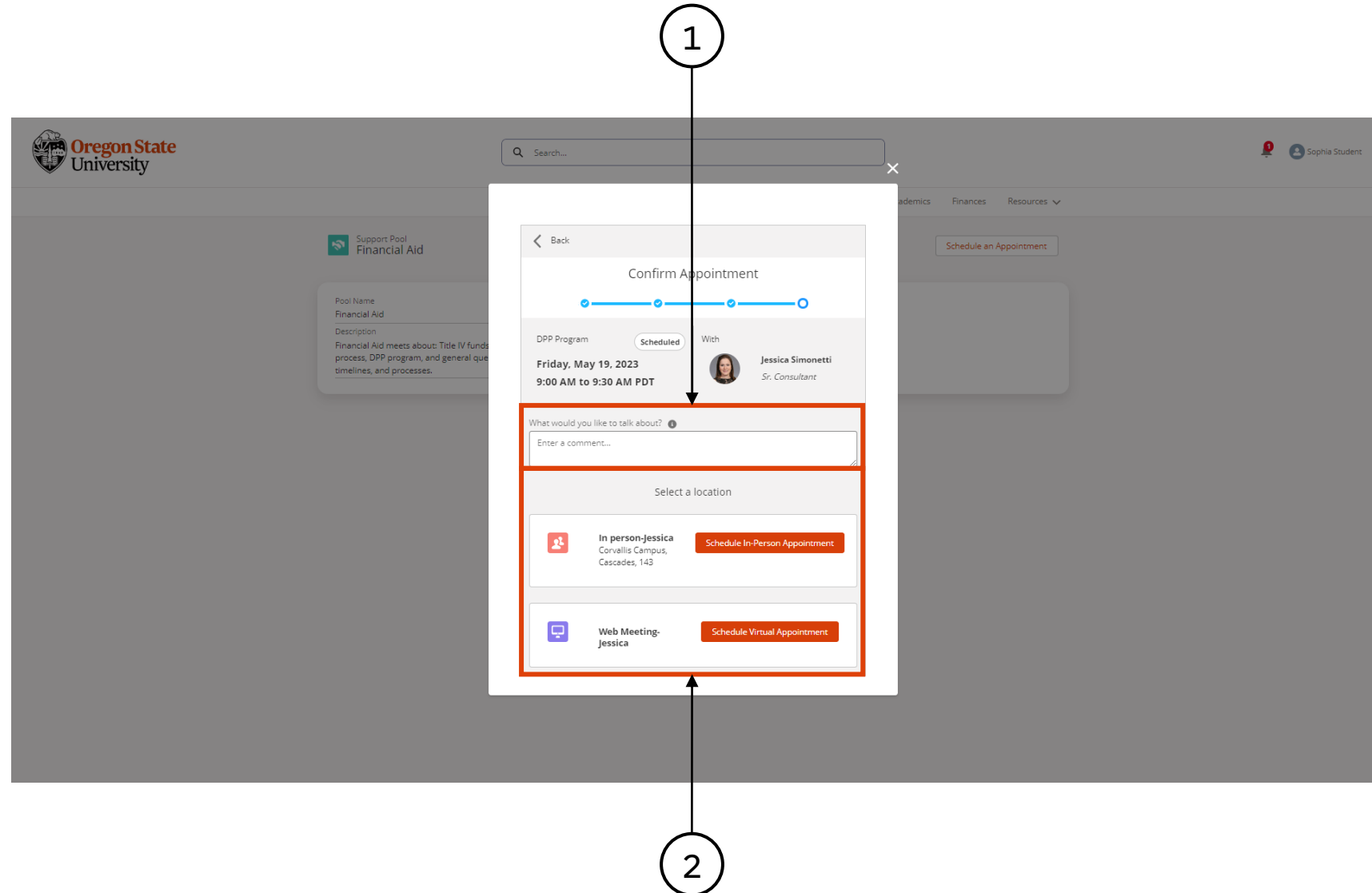
(5/6)

## 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.



1

2



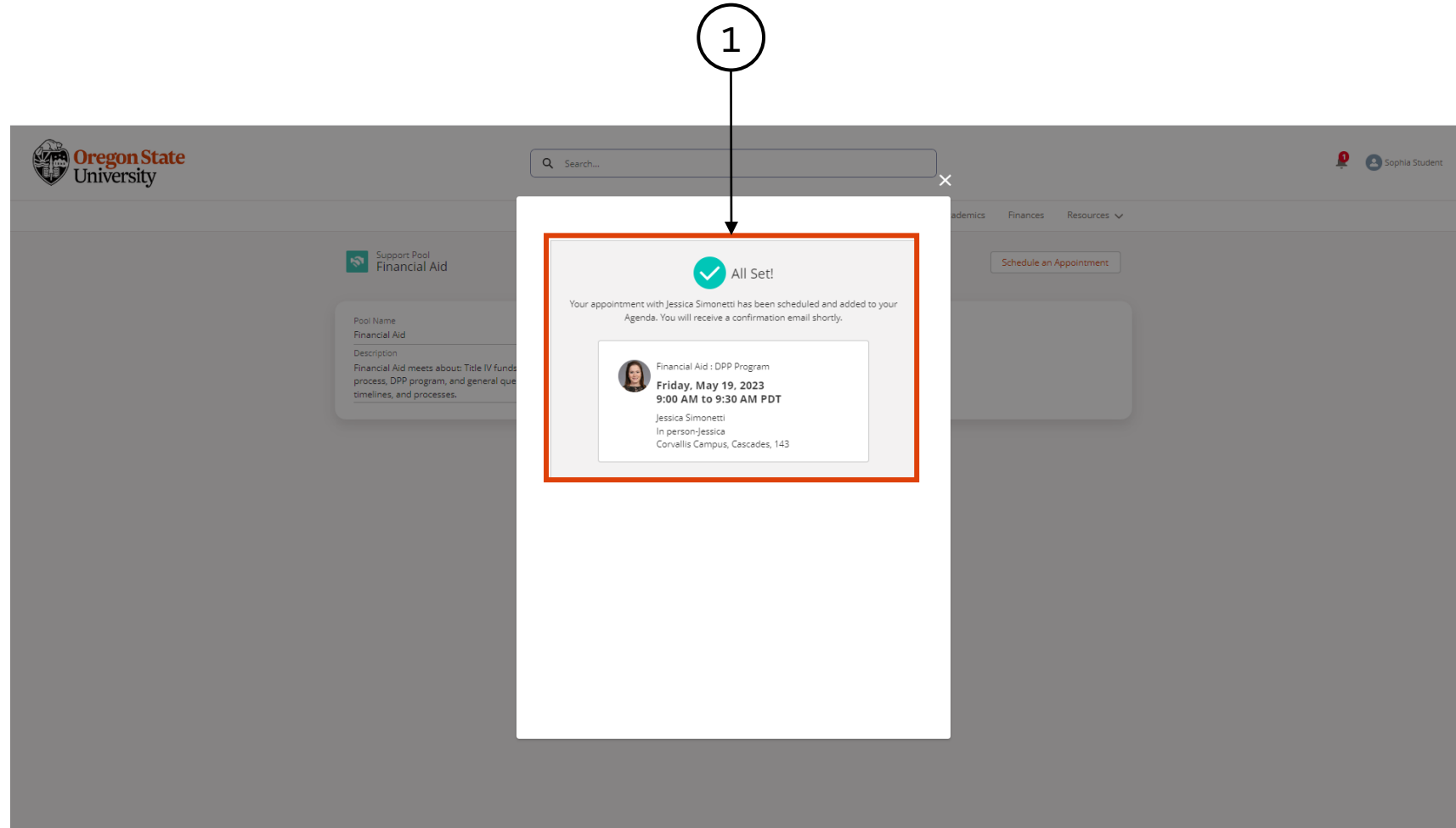
# Schedule an Appointment with a Support Pool

(6/6)

## 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

## 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.

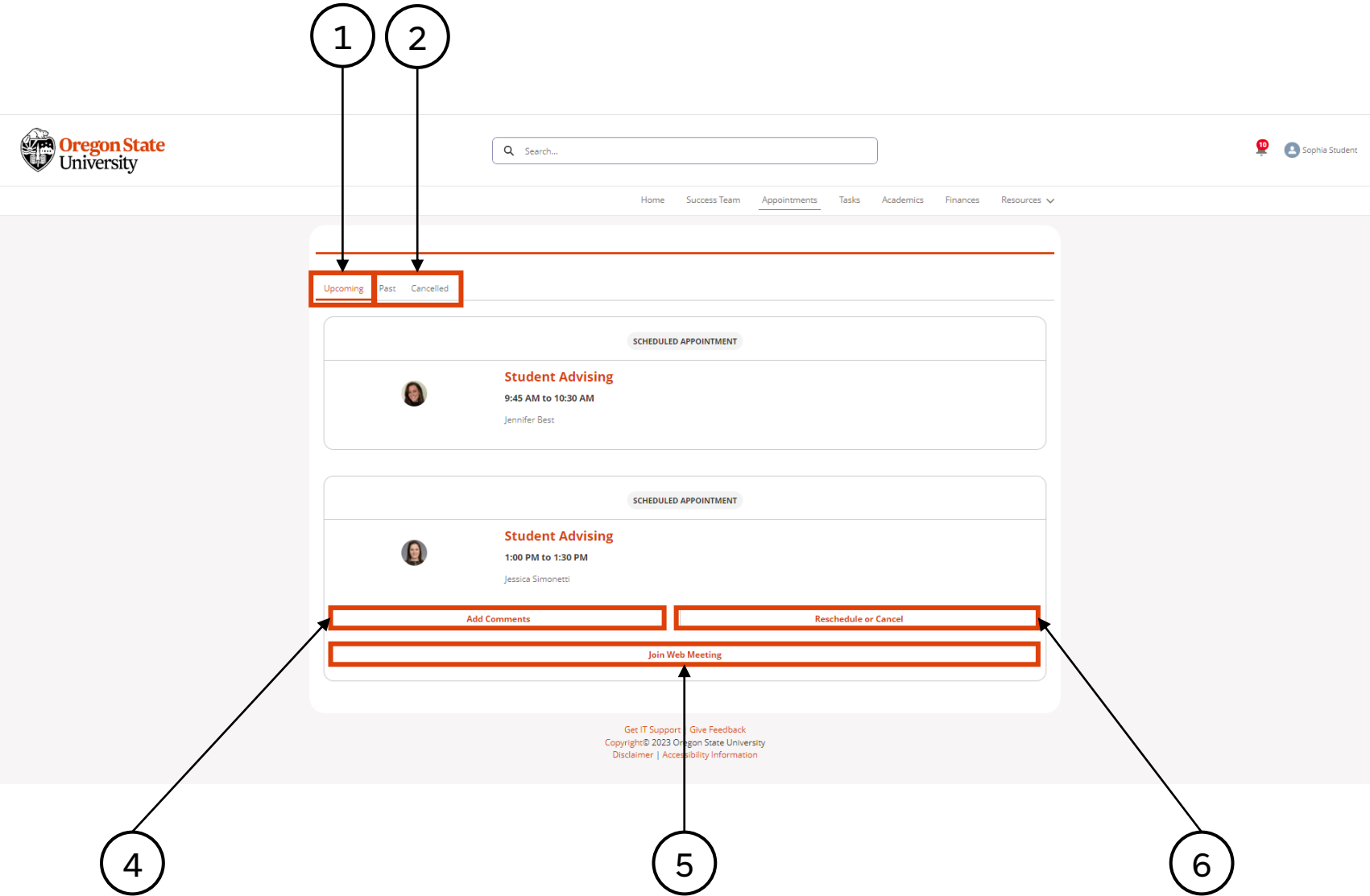
## 4 Join Web Meeting

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

## 1 Upcoming Tasks

### Overdue

Tasks that were assigned to you that you have not completed by the due dates

### This Week

Tasks due during the current calendar week

### This month

Tasks due during the current calendar month

### Future

Tasks due beyond the current calendar month

## 2 Mark Complete

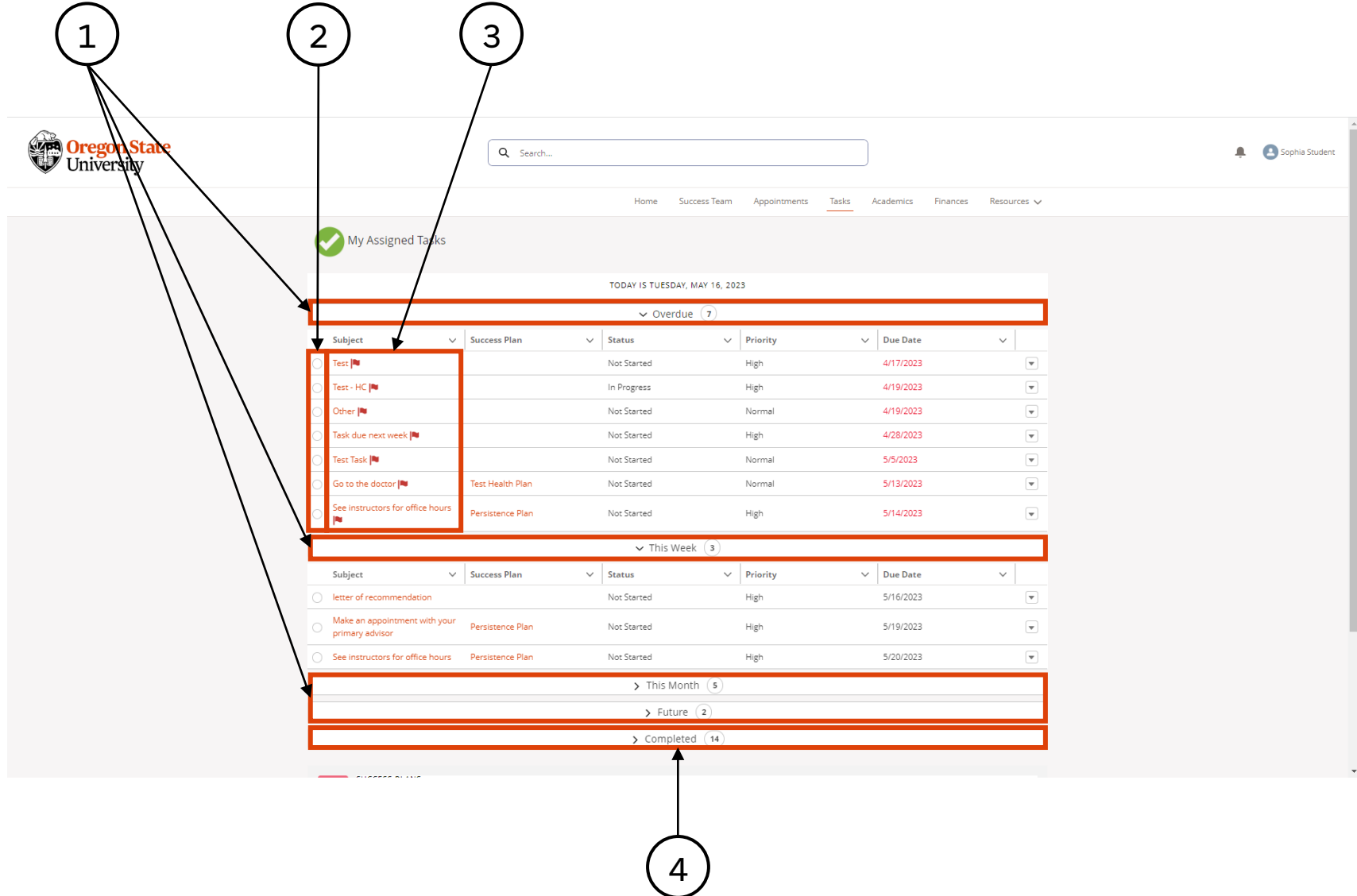
Easily mark a task complete by clicking the radio button next to it in this list view

## 3 View Task

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

## 4 Completed Tasks

A list of tasks that you have completed



The screenshot shows the 'My Assigned Tasks' page on the Oregon State University Beaver Hub. The page displays a list of tasks categorized by status: Overdue (7), This Week (3), This Month (5), Future (2), and Completed (14). The tasks are listed in a table with columns for Subject, Success Plan, Status, Priority, and Due Date. Callout 1 points to the 'Overdue' section header. Callout 2 points to the 'This Week' section header. Callout 3 points to the 'This Month' section header. Callout 4 points to the 'Completed' section header.

**Overdue (7)**

Subject	Success Plan	Status	Priority	Due Date
<input type="radio"/> Test		Not Started	High	4/17/2023
<input type="radio"/> Test - HC		In Progress	High	4/19/2023
<input type="radio"/> Other		Not Started	Normal	4/19/2023
<input type="radio"/> Task due next week		Not Started	High	4/28/2023
<input type="radio"/> Test Task		Not Started	Normal	5/5/2023
<input type="radio"/> Go to the doctor	Test Health Plan	Not Started	Normal	5/13/2023
<input type="radio"/> See instructors for office hours	Persistence Plan	Not Started	High	5/14/2023

**This Week (3)**

Subject	Success Plan	Status	Priority	Due Date
<input type="radio"/> letter of recommendation		Not Started	High	5/16/2023
<input type="radio"/> Make an appointment with your primary advisor	Persistence Plan	Not Started	High	5/19/2023
<input type="radio"/> See instructors for office hours	Persistence Plan	Not Started	High	5/20/2023

**This Month (5)**

**Future (2)**

**Completed (14)**

# Task Details Page

## 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

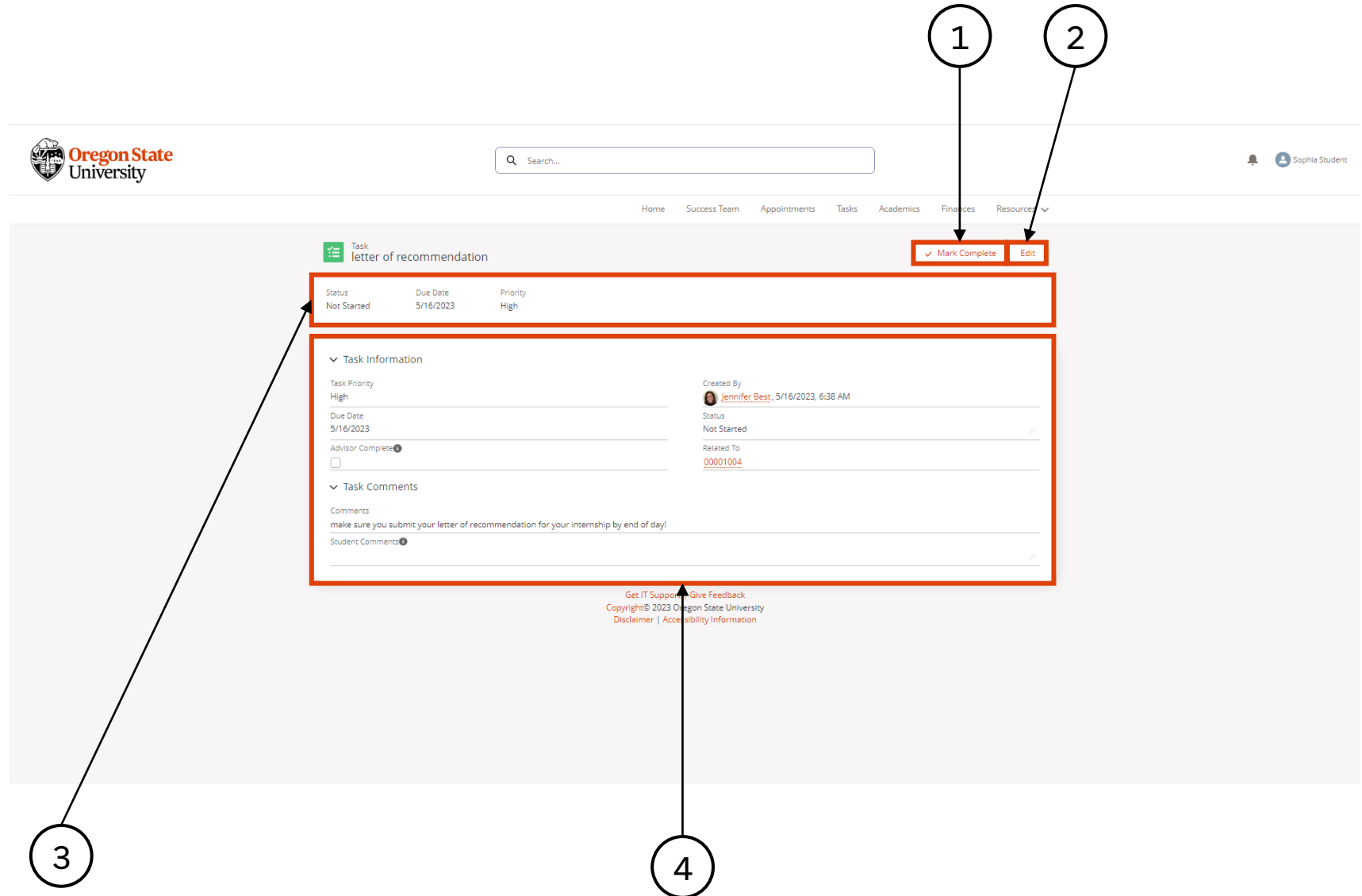
Add comments to a task or change the status.

## 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.



The screenshot displays the Oregon State University Beaver Hub interface. At the top, there's a navigation bar with the university logo, a search bar, and user information (Sophia Student). Below this is a menu with links: Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources. The main content area shows a task titled "letter of recommendation".

Callout 1 points to the "Mark Complete" button, and callout 2 points to the "Edit" button, both located in the top right corner of the task details section.

Callout 3 points to the task details section, which includes a table with the following information:

Status	Due Date	Priority
Not Started	5/16/2023	High

Callout 4 points to the task information section, which includes the following details:

- Task Priority: High
- Due Date: 5/16/2023
- Advisor Complete: ☐
- Task Comments: make sure you submit your letter of recommendation for your internship by end of day!

At the bottom of the page, there is a footer with links: Get IT Support, Give Feedback, Copyright © 2023 Oregon State University, Disclaimer, and Accessibility Information.

# 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

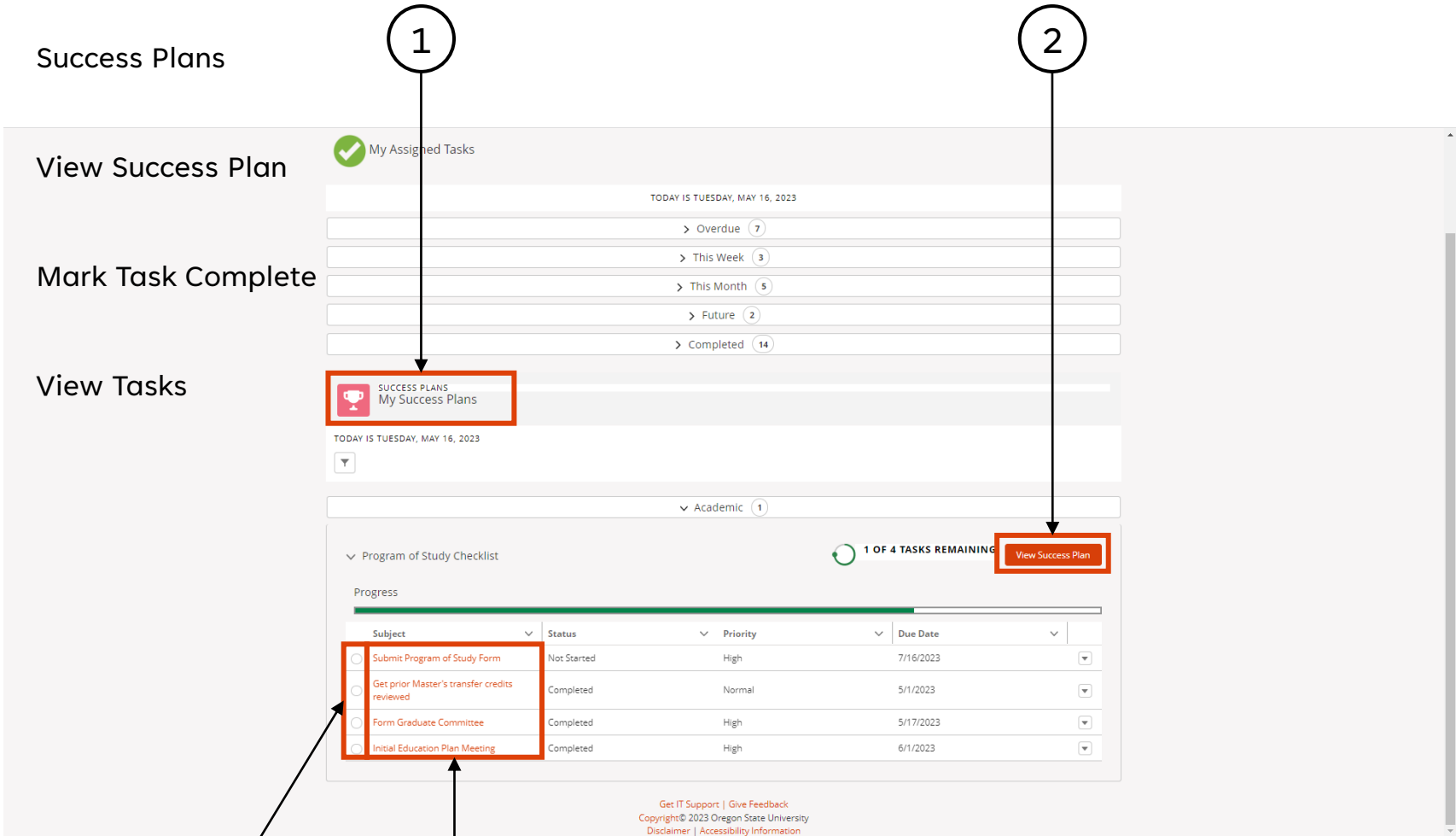
Click here to see more detail about the Success Plan and its related tasks.

## 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



The screenshot shows the 'My Assigned Tasks' dashboard. Callout 1 points to the 'SUCCESS PLANS My Success Plans' link. Callout 2 points to the 'View Success Plan' button. Callout 3 points to the radio button next to 'Submit Program of Study Form'. Callout 4 points to the 'Initial Education Plan Meeting' task.

**1** Success Plans

**2** View Success Plan

**3** Mark Task Complete

**4** View Tasks

My Assigned Tasks

TODAY IS TUESDAY, MAY 16, 2023

- > Overdue (7)
- > This Week (3)
- > This Month (5)
- > Future (2)
- > Completed (14)

SUCCESS PLANS My Success Plans

TODAY IS TUESDAY, MAY 16, 2023

Academic (1)

Program of Study Checklist 1 OF 4 TASKS REMAINING View Success Plan

Progress

Subject	Status	Priority	Due Date
<input type="radio"/> Submit Program of Study Form	Not Started	High	7/16/2023
<input type="radio"/> Get prior Master's transfer credits reviewed	Completed	Normal	5/1/2023
<input type="radio"/> Form Graduate Committee	Completed	High	5/17/2023
<input type="radio"/> Initial Education Plan Meeting	Completed	High	6/1/2023

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# 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

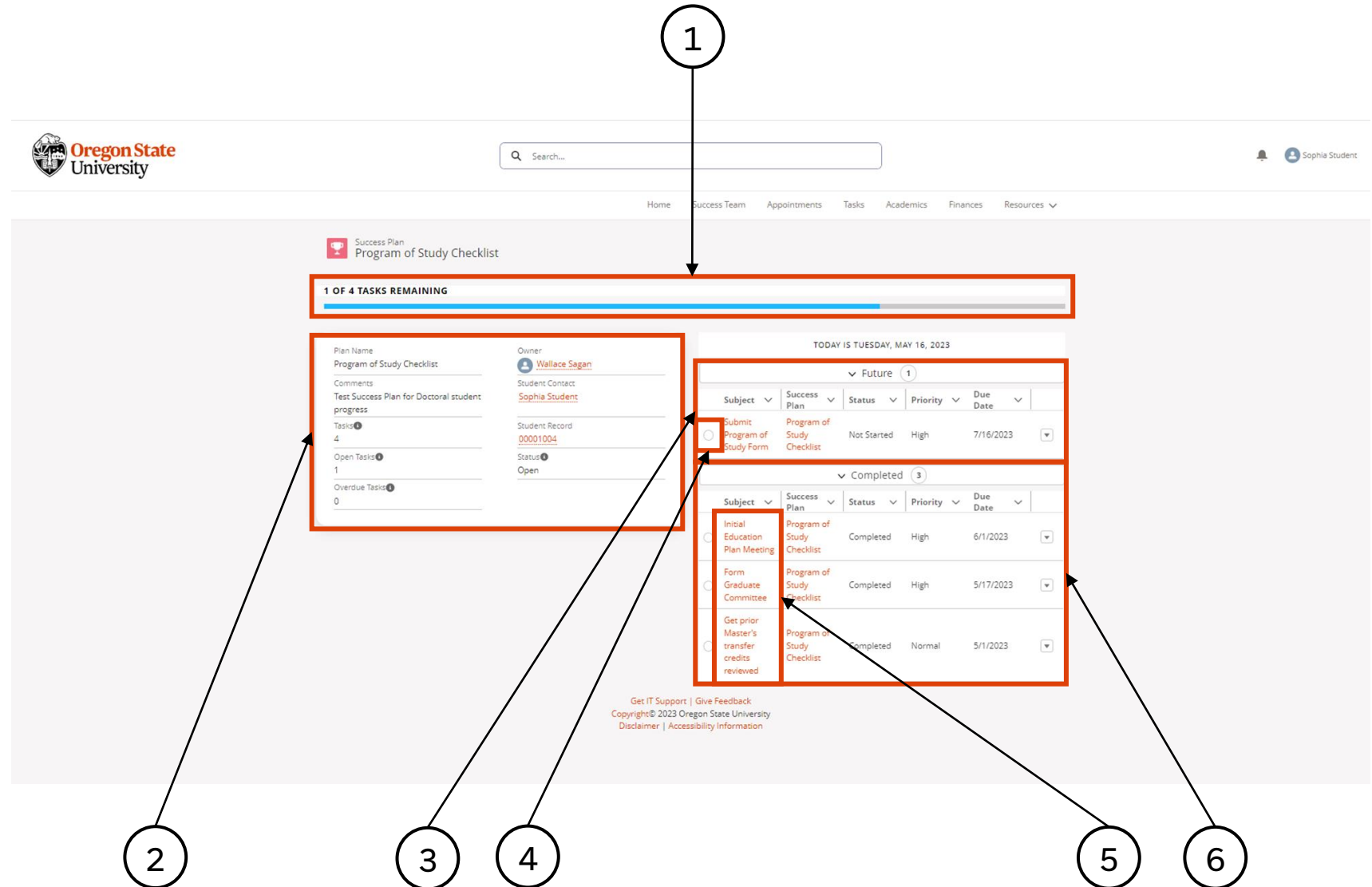
To indicate that you've finished the task, you can click the radio button next to the hyperlinked name

## 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



The screenshot shows the 'Success Plan Details' page for a 'Program of Study Checklist'. The page is titled '1 OF 4 TASKS REMAINING' with a progress bar. The main content is divided into two sections: 'Future' and 'Completed'. The 'Future' section contains one task: 'Submit Program of Study Form'. The 'Completed' section contains three tasks: 'Initial Education Plan Meeting', 'Form Graduate Committee', and 'Get prior Master's transfer credits reviewed'. The page also includes a sidebar with 'Plan Name', 'Owner', 'Comments', 'Tasks', 'Open Tasks', and 'Overdue Tasks'. The footer contains 'Get IT Support | Give Feedback', 'Copyright © 2023 Oregon State University', and 'Disclaimer | Accessibility Information'.

1. Status Bar: A progress bar showing '1 OF 4 TASKS REMAINING'.

2. Success Plan Overview: A sidebar containing details about the success plan, including Plan Name, Owner, Comments, Tasks, Open Tasks, and Overdue Tasks.

3. Future Tasks: A table listing tasks that are yet to be completed. The first task is 'Submit Program of Study Form'.

4. Mark Complete: A radio button next to the task name in the 'Future' section, used to mark the task as complete.

5. View Task: A link next to the task name in the 'Completed' section, used to view the task details.

6. Completed Tasks: A table listing tasks that have been completed. The tasks are 'Initial Education Plan Meeting', 'Form Graduate Committee', and 'Get prior Master's transfer credits reviewed'.

## 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.

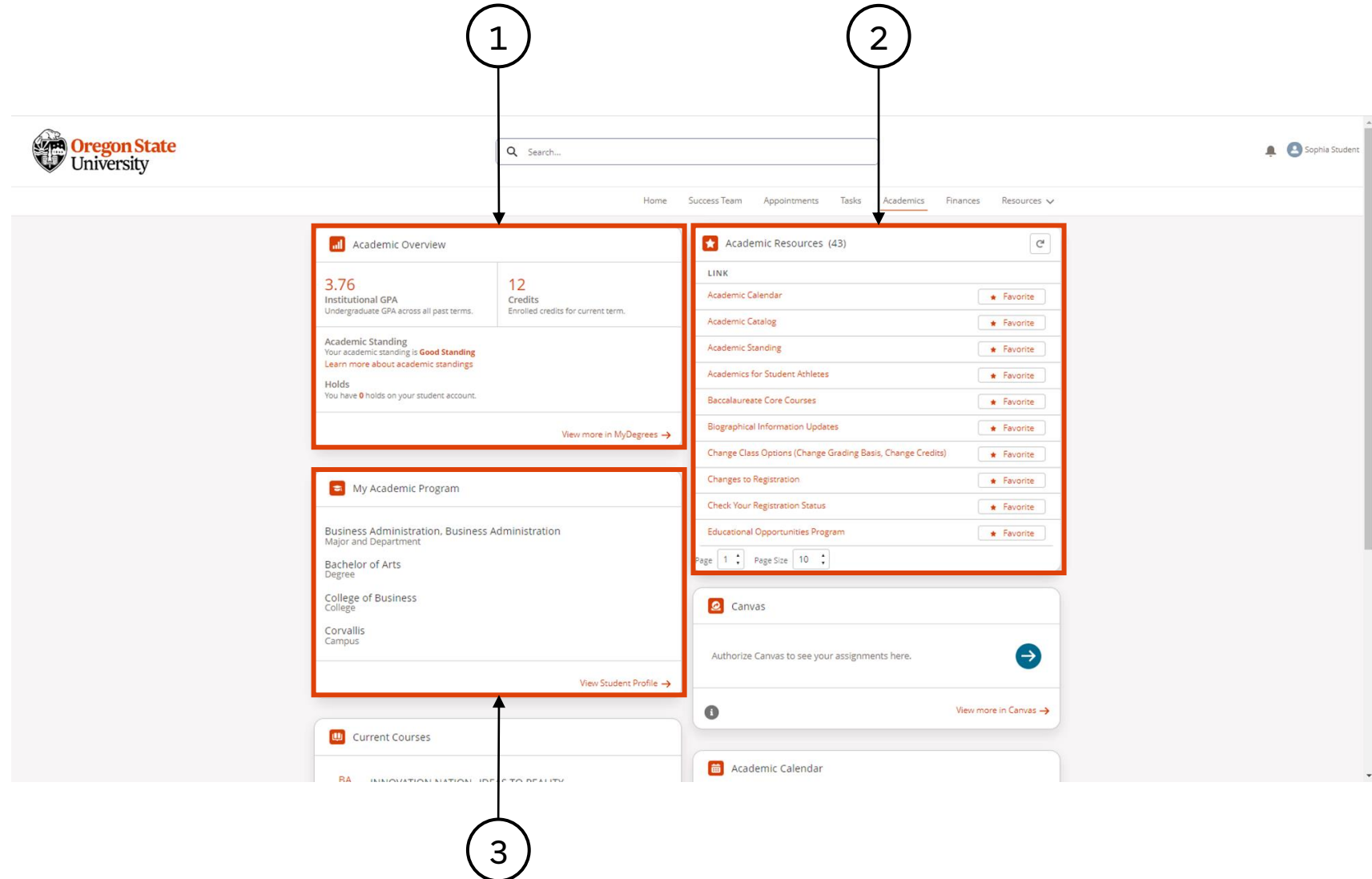
## 2 Academic Resources

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.



The screenshot shows the Oregon State University Academics page. The page header includes the Oregon State University logo, a search bar, and navigation links: Home, Success Team, Appointments, Tasks, Academics (highlighted), Finances, and Resources. The Academics section is divided into three main areas:

- Academic Overview (Callout 1):** Displays the student's GPA (3.76), Institutional GPA, Credits (12), Academic Standing (Good Standing), and Holds (0). It includes a link to "View more in MyDegrees".
- Academic Resources (43) (Callout 2):** A list of resources with links and favorite buttons, including Academic Calendar, Academic Catalog, Academic Standing, Academics for Student Athletes, Baccalaureate Core Courses, Biographical Information Updates, Change Class Options, Changes to Registration, Check Your Registration Status, and Educational Opportunities Program.
- My Academic Program (Callout 3):** Displays the student's major (Business Administration), degree (Bachelor of Arts), college (College of Business), and campus (Corvallis). It includes a link to "View Student Profile".

Below these sections, there are partial views of "Current Courses" and "Academic Calendar".

## 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

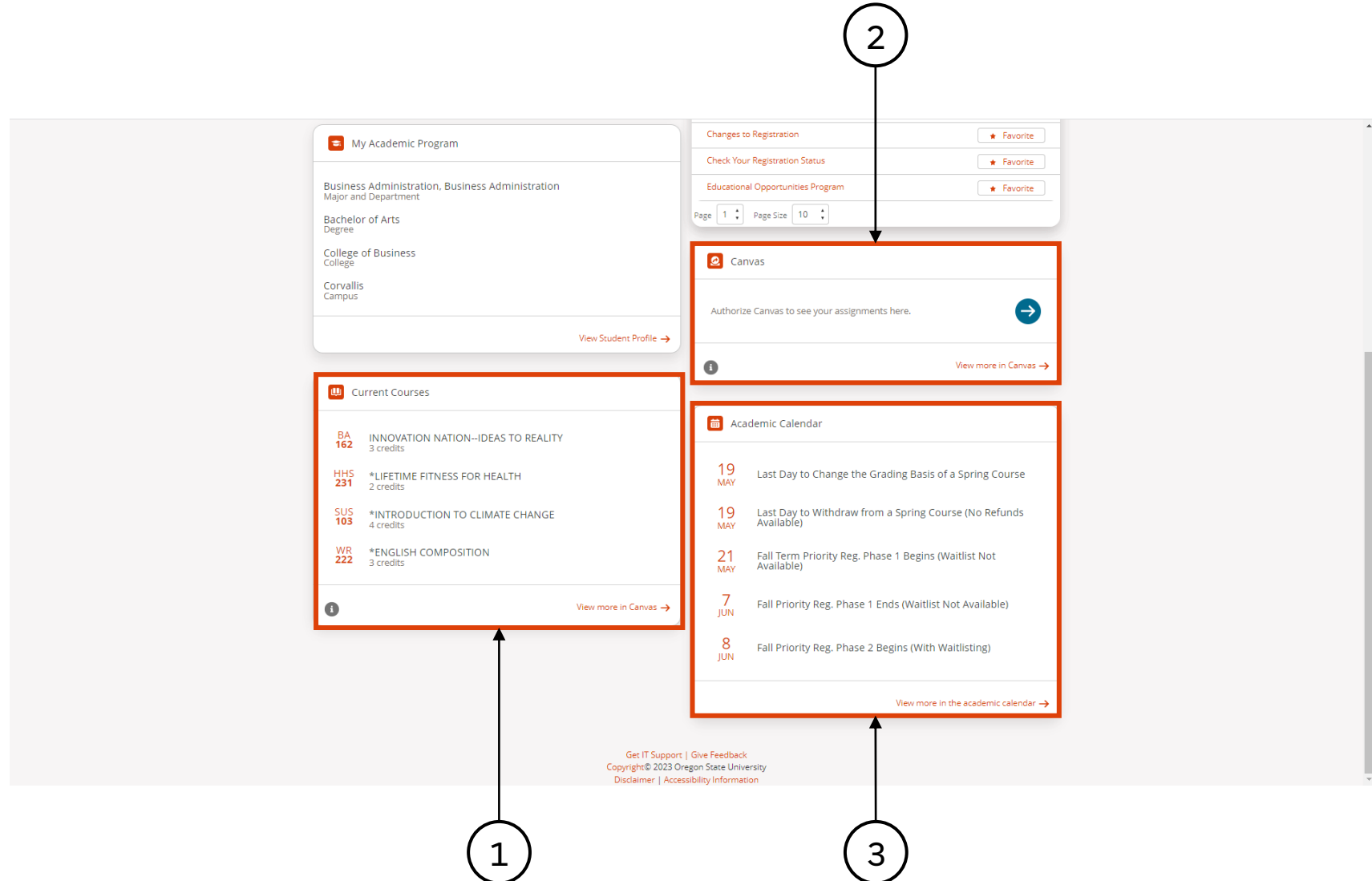
Since Beaver Hub is connected with Canvas, it can display your coursework information!

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.



The screenshot displays the Beaver Hub Academics page. It features three main sections: 'My Academic Program', 'Current Courses', and 'Academic Calendar'. The 'Current Courses' section lists three courses: BA 162 INNOVATION NATION-IDEAS TO REALITY (3 credits), HHS 231 \*LIFETIME FITNESS FOR HEALTH (2 credits), and SUS 103 \*INTRODUCTION TO CLIMATE CHANGE (4 credits). The 'Academic Calendar' section lists key dates: 19 MAY Last Day to Change the Grading Basis of a Spring Course, 19 MAY Last Day to Withdraw from a Spring Course (No Refunds Available), 21 MAY Fall Term Priority Reg. Phase 1 Begins (Waitlist Not Available), 7 JUN Fall Priority Reg. Phase 1 Ends (Waitlist Not Available), and 8 JUN Fall Priority Reg. Phase 2 Begins (With Waitlisting). Three numbered callouts are present: 1 points to the 'View more in Canvas' link in the 'Current Courses' section; 2 points to the 'Authorize Canvas to see your assignments here.' button in the 'Canvas' section; and 3 points to the 'View more in the academic calendar' link in the 'Academic Calendar' section.

1

2

3

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# Finances

## 1 Financial Overview

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

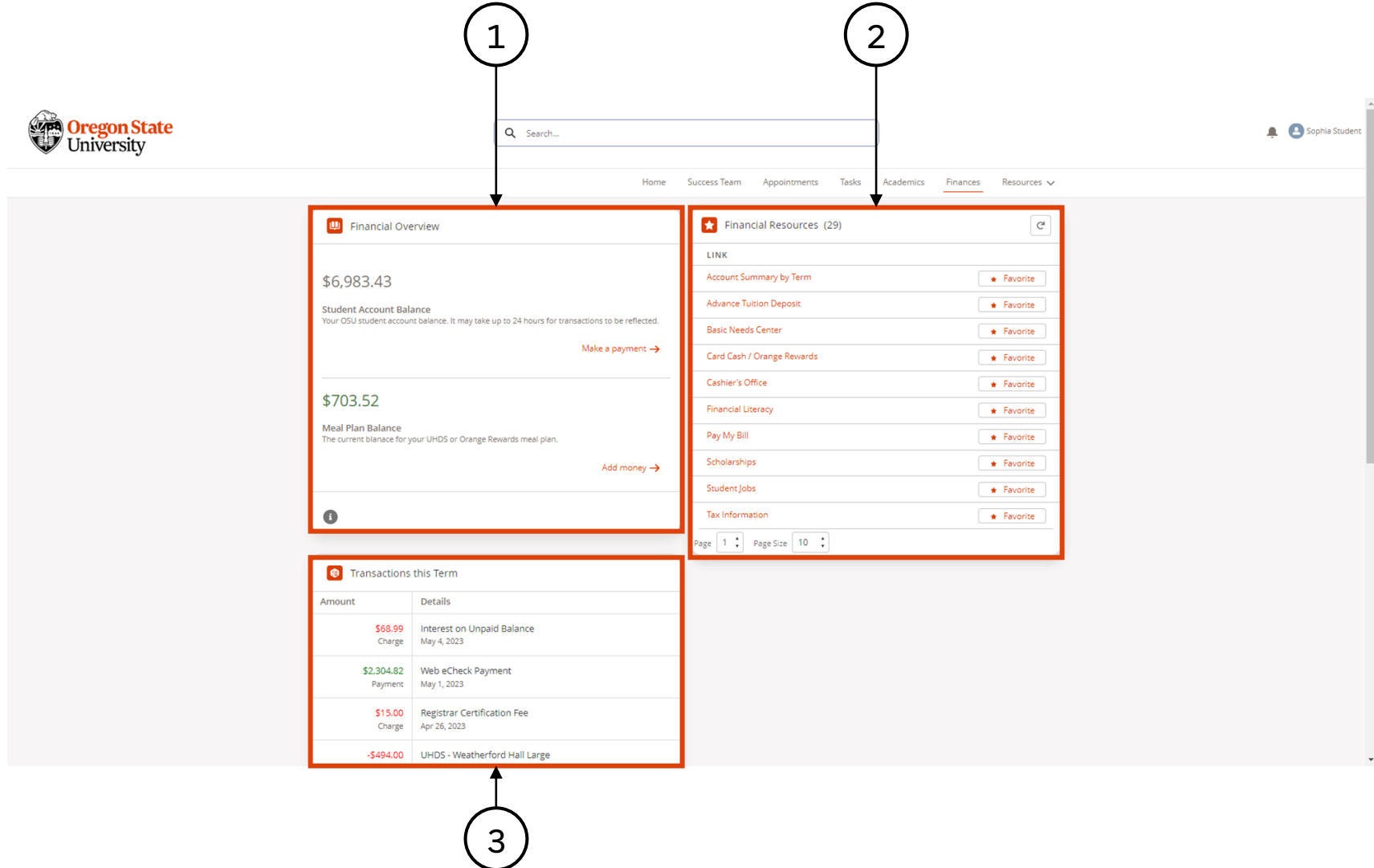
Click the “Make a payment” link to pay down your balance or add money to your meal plan.

## 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



The screenshot shows the Oregon State University Beaver Hub interface. At the top is a search bar and a navigation menu with links: Home, Success Team, Appointments, Tasks, Academics, **Finances**, and Resources. The user is logged in as Sophia Student.

Three areas are highlighted with red boxes and numbered callouts:

- Callout 1:** Points to the **Financial Overview** section. It displays the **Student Account Balance** as \$6,983.43 and the **Meal Plan Balance** as \$703.52. Below each balance is a link to "Make a payment" or "Add money".
- Callout 2:** Points to the **Financial Resources (29)** section. It lists various resources with "Favorite" buttons, including Account Summary by Term, Advance Tuition Deposit, Basic Needs Center, Card Cash / Orange Rewards, Cashier's Office, Financial Literacy, Pay My Bill, Scholarships, Student Jobs, and Tax Information.
- Callout 3:** Points to the **Transactions this Term** section. It shows a table of recent transactions.

Amount	Details
\$68.99 Charge	Interest on Unpaid Balance May 4, 2023
\$2,304.82 Payment	Web eCheck Payment May 1, 2023
\$15.00 Charge	Registrar Certification Fee Apr 26, 2023
-\$494.00	UHDS - Weatherford Hall Large

# Get Academic/Campus Support

(1/2)

## 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.

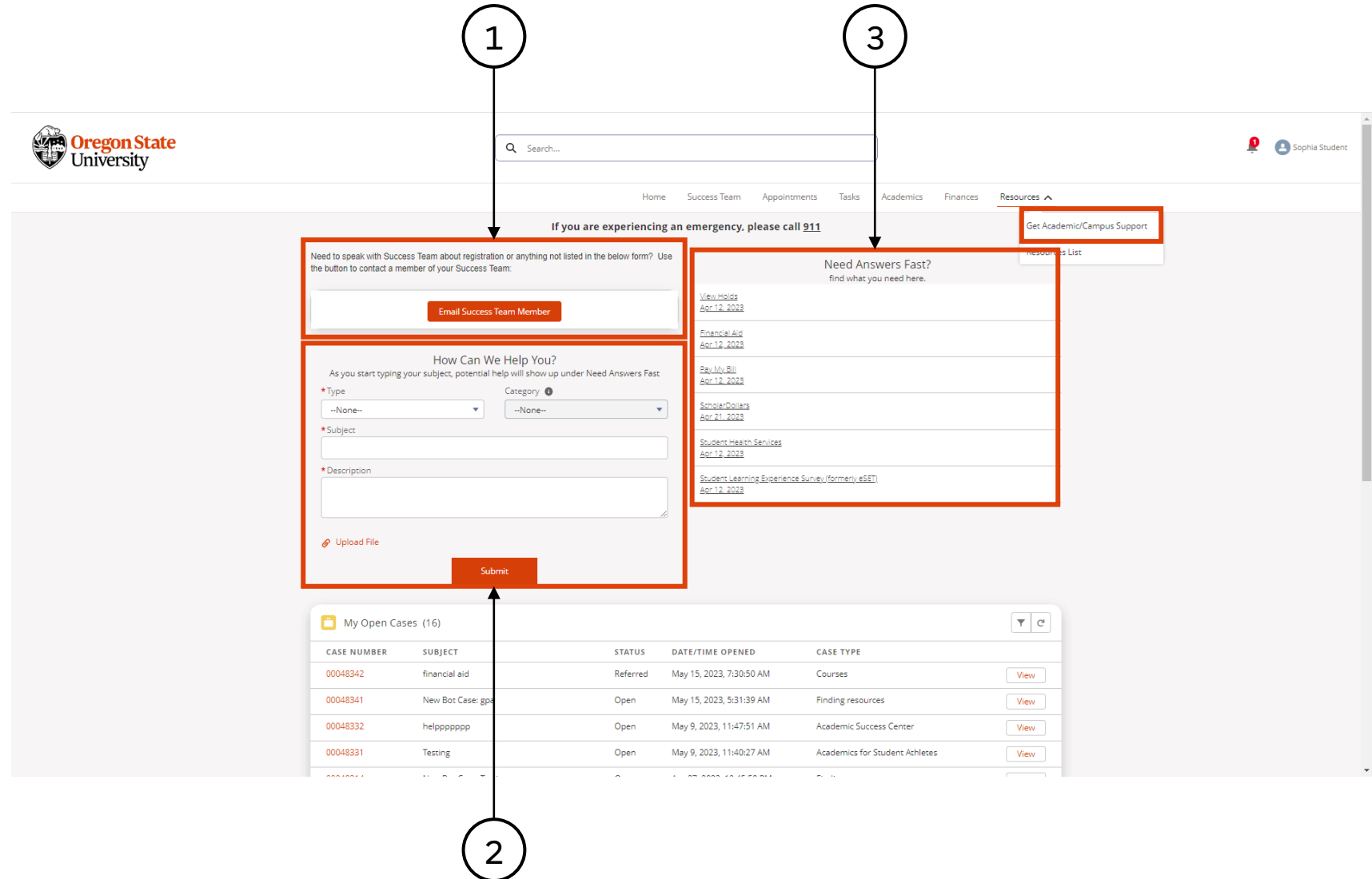
When your Success Team Member responds, you will receive an email to your regular inbox and you can continue the conversation there.

## 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!



The screenshot shows the Oregon State University Beaver Hub interface. Callout 1 points to the "Email Success Team Member" button. Callout 2 points to the "Submit" button. Callout 3 points to the "Need Answers Fast?" section, which displays a list of resources.

**Callout 1: Email Success Team Member**

**Callout 2: Submit**

**Callout 3: Need Answers Fast?**

**Resources List:**

Resource	Date
View Holds	Apr 12, 2023
Financial Aid	Apr 12, 2023
Pay My Bill	Apr 12, 2023
Scholarships	Apr 21, 2023
Student Health Services	Apr 12, 2023
Student Learning Experience Survey (formerly eSET)	Apr 12, 2023

**My Open Cases (16)**

CASE NUMBER	SUBJECT	STATUS	DATE/TIME OPENED	CASE TYPE	View
00048342	financial aid	Referred	May 15, 2023, 7:30:50 AM	Courses	View
00048341	New Bot Case: gpa	Open	May 15, 2023, 5:31:39 AM	Finding resources	View
00048332	helppppppp	Open	May 9, 2023, 11:47:51 AM	Academic Success Center	View
00048331	Testing	Open	May 9, 2023, 11:40:27 AM	Academics for Student Athletes	View

# Get Academic/Campus Support

(2/2)

## 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.

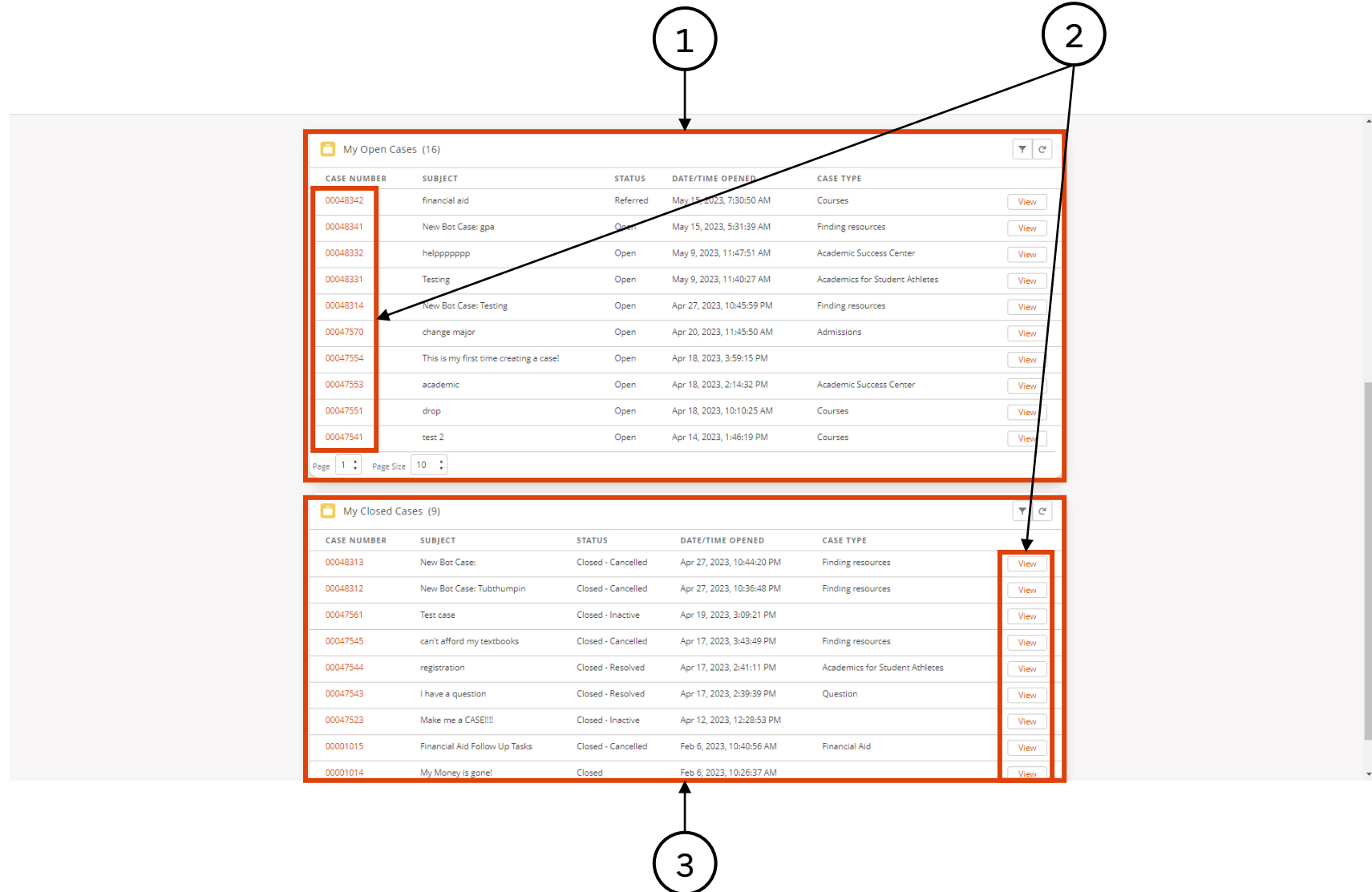
## 2 View Case

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.



The screenshot displays the Beaver Hub support case interface. It is divided into two main sections: "My Open Cases (16)" and "My Closed Cases (9)".

**My Open Cases (16):** This section contains a table with columns: CASE NUMBER, SUBJECT, STATUS, DATE/TIME OPENED, and CASE TYPE. A red box highlights the first 10 rows of this table. A callout labeled "1" points to the top right corner of the table area. A callout labeled "2" points to the "View" button in the first row of the "My Closed Cases" section.

**My Closed Cases (9):** This section also contains a table with the same columns as the open cases. A red box highlights the first 10 rows of this table. A callout labeled "3" points to the bottom right corner of the table area.

CASE NUMBER	SUBJECT	STATUS	DATE/TIME OPENED	CASE TYPE
00048342	financial aid	Referred	May 15, 2023, 7:30:50 AM	Courses
00048341	New Bot Case: gpa	Open	May 15, 2023, 5:31:39 AM	Finding resources
00048332	helppppppp	Open	May 9, 2023, 11:47:51 AM	Academic Success Center
00048331	Testing	Open	May 9, 2023, 11:40:27 AM	Academics for Student Athletes
00048314	New Bot Case: Testing	Open	Apr 27, 2023, 10:45:59 PM	Finding resources
00047570	change major	Open	Apr 20, 2023, 11:45:50 AM	Admissions
00047554	This is my first time creating a case!	Open	Apr 18, 2023, 3:59:15 PM	
00047553	academic	Open	Apr 18, 2023, 2:14:32 PM	Academic Success Center
00047551	drop	Open	Apr 18, 2023, 10:10:25 AM	Courses
00047541	test 2	Open	Apr 14, 2023, 1:46:19 PM	Courses

CASE NUMBER	SUBJECT	STATUS	DATE/TIME OPENED	CASE TYPE
00048313	New Bot Case:	Closed - Cancelled	Apr 27, 2023, 10:44:20 PM	Finding resources
00048312	New Bot Case: Tubthumpin	Closed - Cancelled	Apr 27, 2023, 10:36:48 PM	Finding resources
00047561	Test case	Closed - Inactive	Apr 19, 2023, 3:09:21 PM	
00047545	can't afford my textbooks	Closed - Cancelled	Apr 17, 2023, 3:43:49 PM	Finding resources
00047544	registration	Closed - Resolved	Apr 17, 2023, 2:41:11 PM	Academics for Student Athletes
00047543	I have a question	Closed - Resolved	Apr 17, 2023, 2:39:39 PM	Question
00047523	Make me a CASE!!!!	Closed - Inactive	Apr 12, 2023, 12:28:53 PM	
00001015	Financial Aid Follow Up Tasks	Closed - Cancelled	Feb 6, 2023, 10:40:56 AM	Financial Aid
00001014	My Money is gone!	Closed	Feb 6, 2023, 10:26:37 AM	

# Support Case Details

## 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

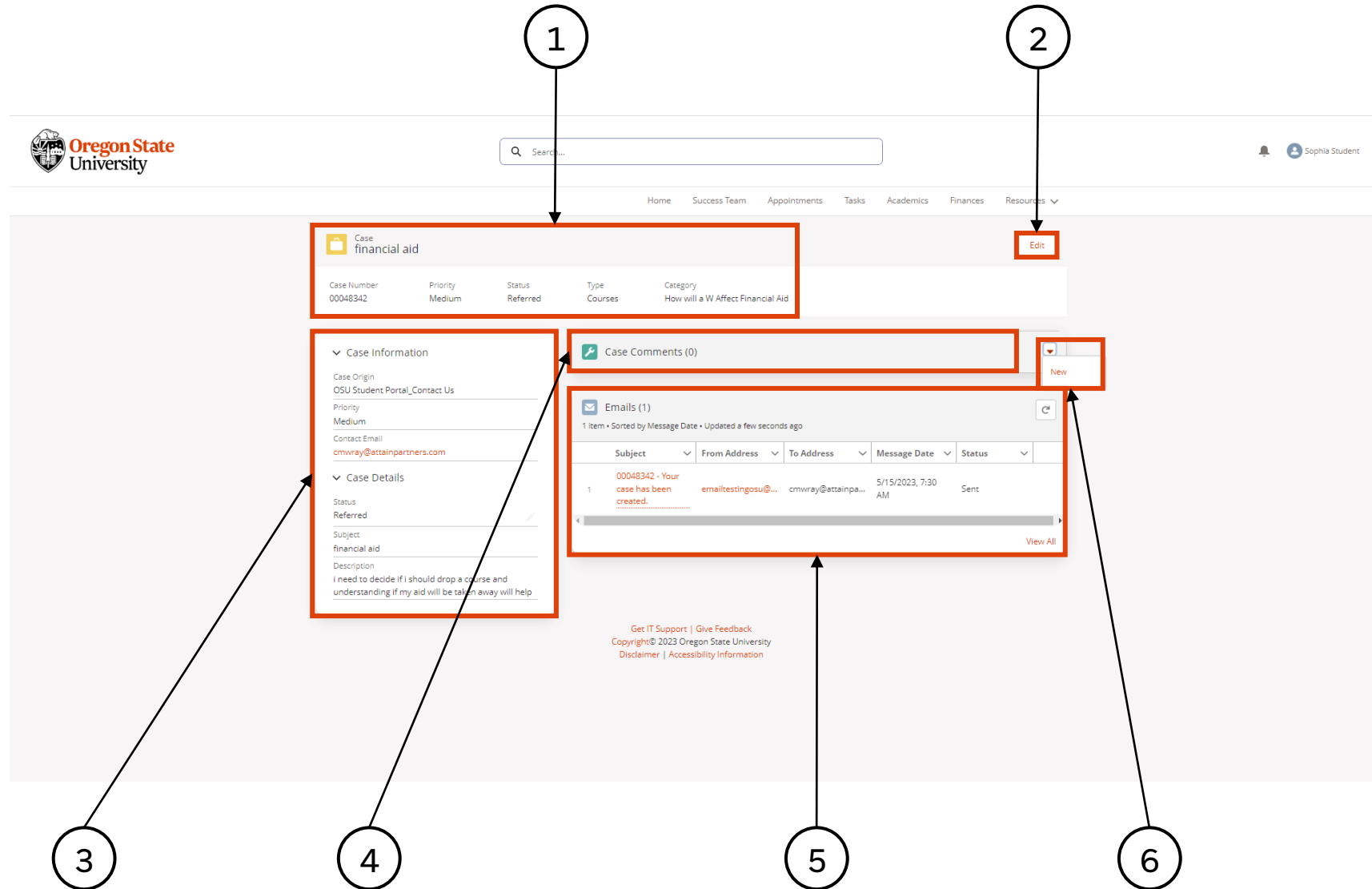
If you or the team member who's helping you leaves a comment on the case, the comments will show up here.

## 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.



The screenshot displays the 'Support Case Details' page for a case titled 'financial aid'. The page is divided into several sections, each highlighted with a red box and a numbered callout:

- 1** Points to the 'Case Overview' section, which includes a table with columns: Case Number (00048342), Priority (Medium), Status (Referred), Type (Courses), and Category (How will a W Affect Financial Aid).
- 2** Points to the 'Edit' button located in the top right corner of the case overview section.
- 3** Points to the 'Case Information' section, which contains details such as Case Origin (OSU Student Portal\_Contact Us), Priority (Medium), Contact Email (cmwray@attainpartners.com), Status (Referred), Subject (financial aid), and Description (I need to decide if I should drop a course and understanding if my aid will be taken away will help).
- 4** Points to the 'Case Comments' section, which currently shows 0 comments and includes a 'New' button to add a comment.
- 5** Points to the 'Emails' section, which shows 1 email item. The email details are: Subject (00048342 - Your case has been created), From Address (emailtestingosu@...), To Address (cmwray@attainpa...), Message Date (5/15/2023, 7:30 AM), and Status (Sent).
- 6** Points to the 'New Case Comment' button, which is located in the top right corner of the 'Case Comments' section.

At the bottom of the page, there is a footer with the text: 'Get IT Support | Give Feedback Copyright© 2023 Oregon State University Disclaimer | Accessibility Information'.

# Resources

(1/3)

## 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

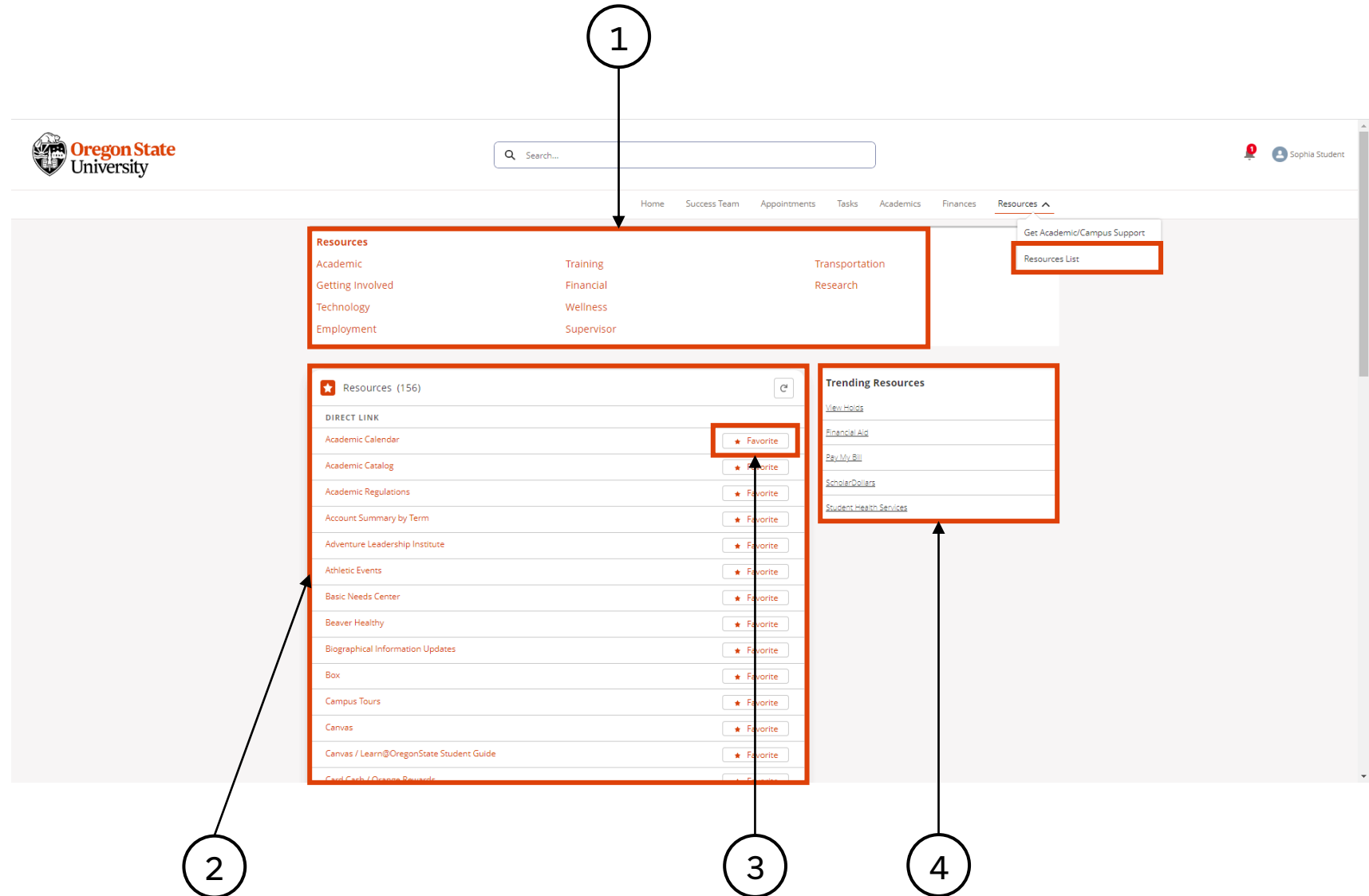
An alphabetical list of all articles and resources that Beaver Hub has to offer

## 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!



The screenshot shows the Oregon State University Beaver Hub Resources page. The page layout includes a header with the university logo, a search bar, and a navigation menu. The main content area is divided into several sections:

- Resources Topics:** A grid of topic links including Academic, Training, Transportation, Getting Involved, Financial, Research, Technology, Wellness, Employment, and Supervisor. This section is highlighted with a red box and labeled with a circled '1'.
- Resources List:** A list of 156 resources with a 'DIRECT LINK' column and a 'Favorite' button for each item. This section is highlighted with a red box and labeled with a circled '2'.
- Trending Resources:** A list of resources that are frequently accessed by peers, including View Hours, Financial Aid, Pay My Bill, Scholar Dollars, and Student Health Services. This section is highlighted with a red box and labeled with a circled '4'.
- Add to Favorites:** A red box highlights the 'Favorite' button for the 'Academic Calendar' resource in the Resources List, labeled with a circled '3'.

# Resources – Direct Link

(2/3)

## 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

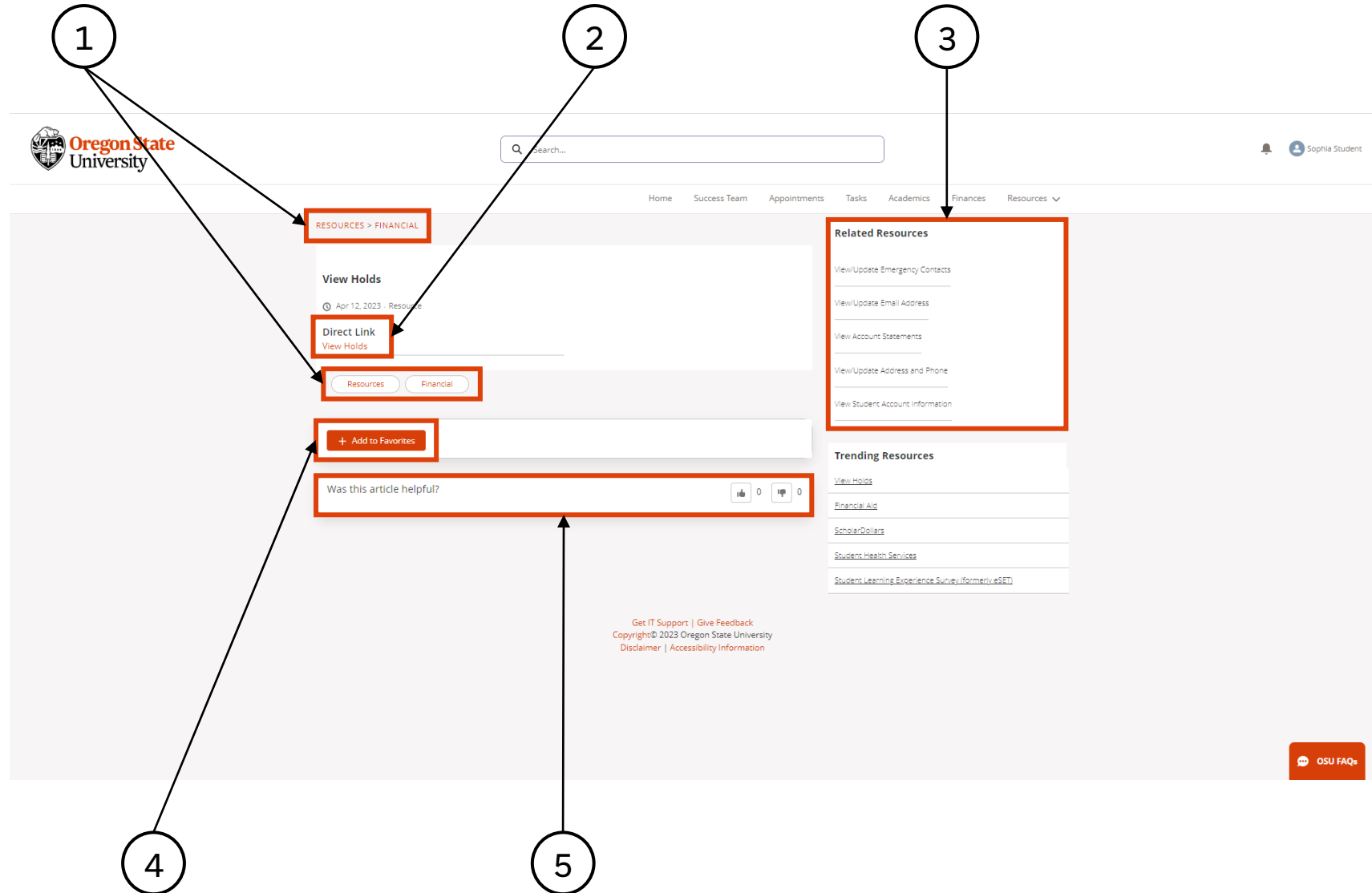
Articles that are similar to the resource you're viewing

## 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.



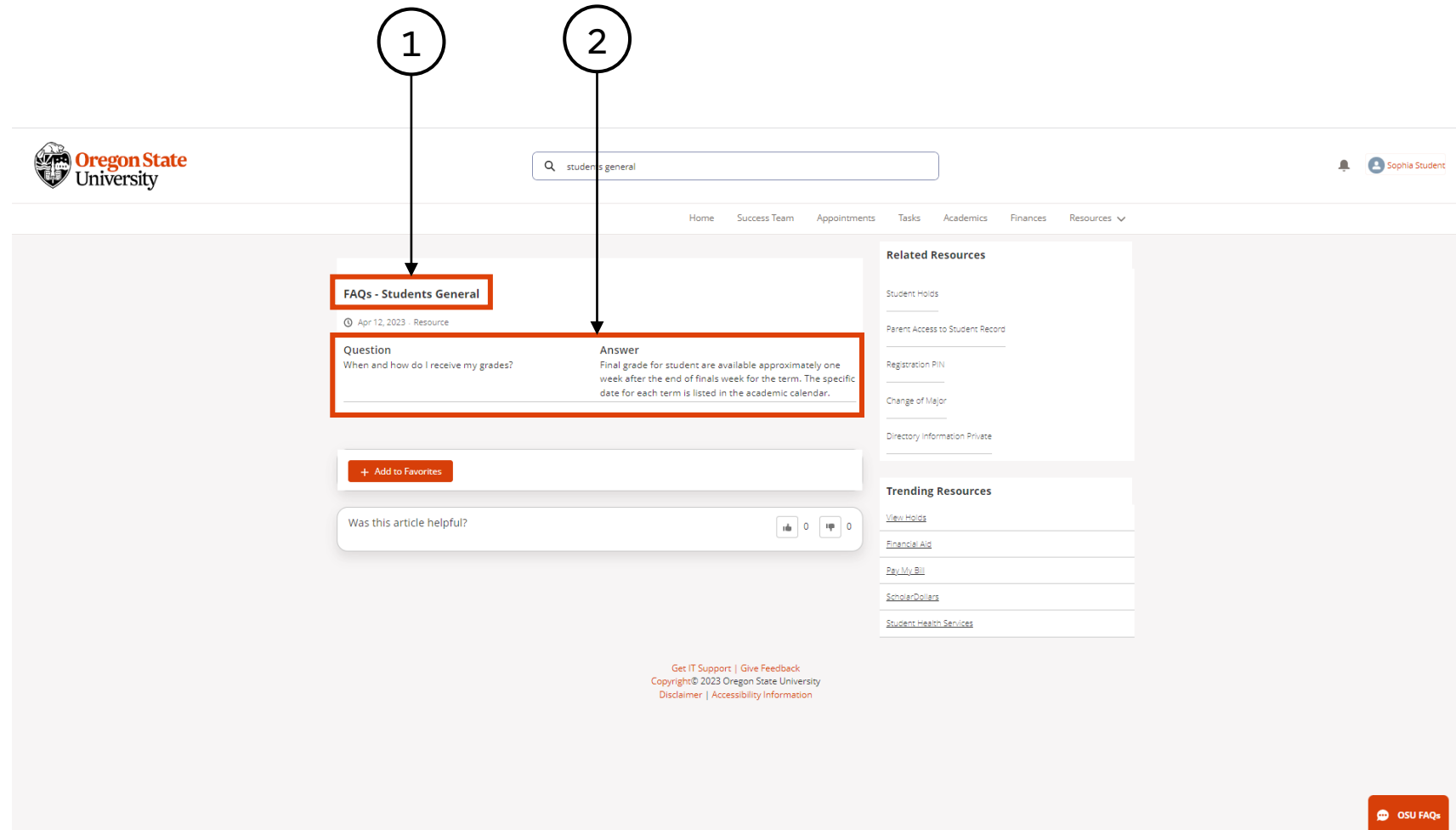
## 1 FAQ

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.



The screenshot shows the Oregon State University Beaver Hub interface. At the top, the OSU logo and name are on the left, and a search bar with the text "students general" is on the right. Below the search bar is a navigation menu with links: Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources (with a dropdown arrow). The main content area displays a search result for "FAQs - Students General". This result is highlighted with a red border and contains a "Question" section with the text "When and how do I receive my grades?" and an "Answer" section with the text "Final grade for student are available approximately one week after the end of finals week for the term. The specific date for each term is listed in the academic calendar." Two arrows point to this result: arrow 1 points to the title "FAQs - Students General" and arrow 2 points to the "Answer" section. Below the question and answer is a red "+ Add to Favorites" button. At the bottom of the result card is a "Was this article helpful?" section with a thumbs up icon, a thumbs down icon, and a "0" next to each. To the right of the main content area is a sidebar with two sections: "Related Resources" and "Trending Resources". The "Related Resources" section lists links: Student Holds, Parent Access to Student Record, Registration PIN, Change of Major, and Directory Information Private. The "Trending Resources" section lists links: View Holds, Financial Aid, Pay My Bill, Scholar Dollars, and Student Health Services. At the bottom of the page, there is a footer with links: Get IT Support, Give Feedback, Copyright © 2023 Oregon State University, Disclaimer, and Accessibility Information. In the bottom right corner, there is a red button labeled "OSU FAQs".

# Search

## 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

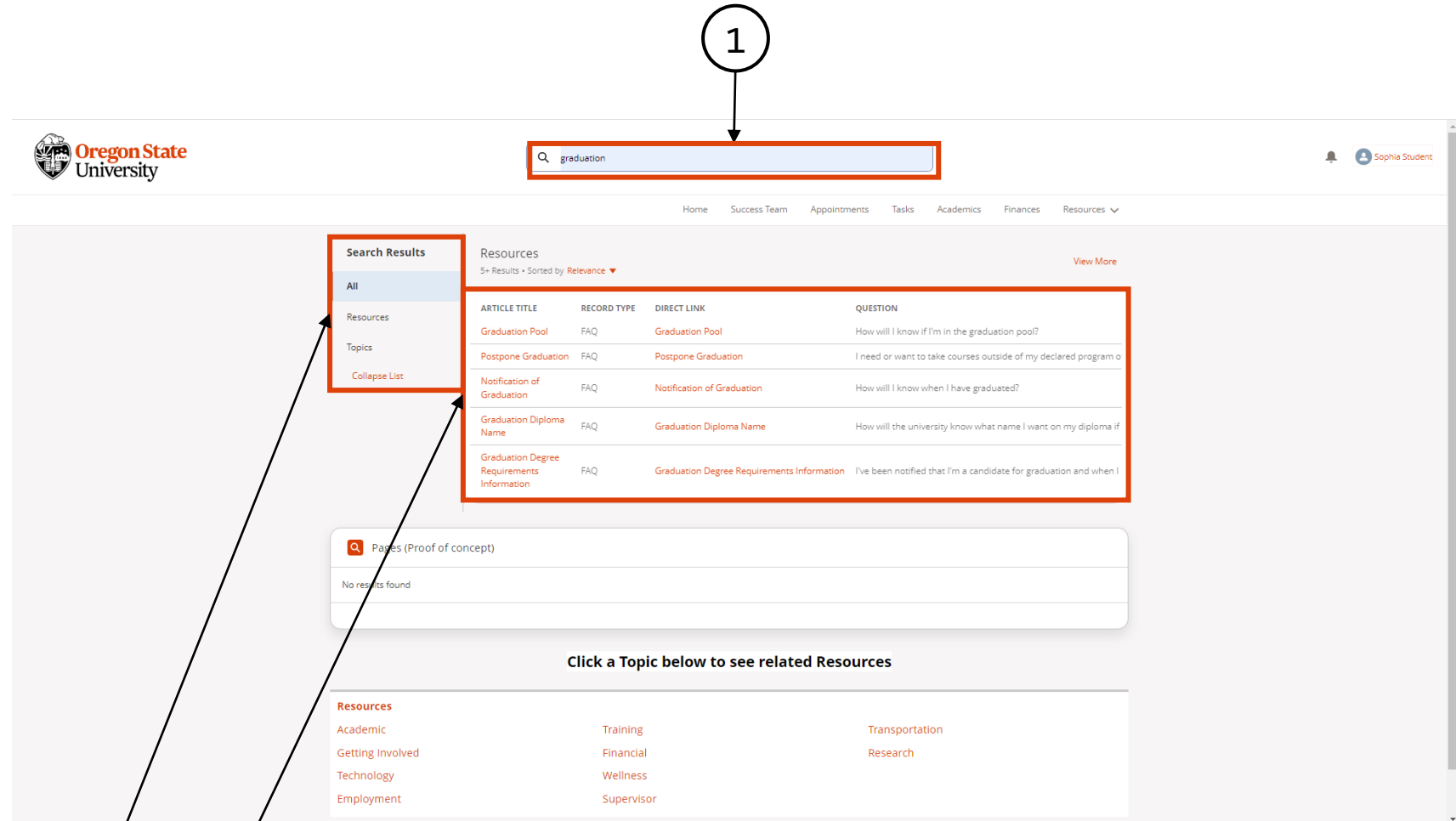
If you press “Enter” on a search, you will be taken to a Search Results page.

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.



1

Oregon State University

Search graduation

Home Success Team Appointments Tasks Academics Finances Resources

**Search Results**

All Resources Topics Collapse List

**Resources**  
5+ Results • Sorted by Relevance View More

ARTICLE TITLE	RECORD TYPE	DIRECT LINK	QUESTION
<a href="#">Graduation Pool</a>	FAQ	<a href="#">Graduation Pool</a>	How will I know if I'm in the graduation pool?
<a href="#">Postpone Graduation</a>	FAQ	<a href="#">Postpone Graduation</a>	I need or want to take courses outside of my declared program o
<a href="#">Notification of Graduation</a>	FAQ	<a href="#">Notification of Graduation</a>	How will I know when I have graduated?
<a href="#">Graduation Diploma Name</a>	FAQ	<a href="#">Graduation Diploma Name</a>	How will the university know what name I want on my diploma if
<a href="#">Graduation Degree Requirements Information</a>	FAQ	<a href="#">Graduation Degree Requirements Information</a>	I've been notified that I'm a candidate for graduation and when I

Pages (Proof of concept)

No results found

**Click a Topic below to see related Resources**

<a href="#">Resources</a>	<a href="#">Training</a>	<a href="#">Transportation</a>
<a href="#">Academic</a>	<a href="#">Financial</a>	<a href="#">Research</a>
<a href="#">Getting Involved</a>	<a href="#">Wellness</a>	
<a href="#">Technology</a>	<a href="#">Supervisor</a>	
<a href="#">Employment</a>		

2

3

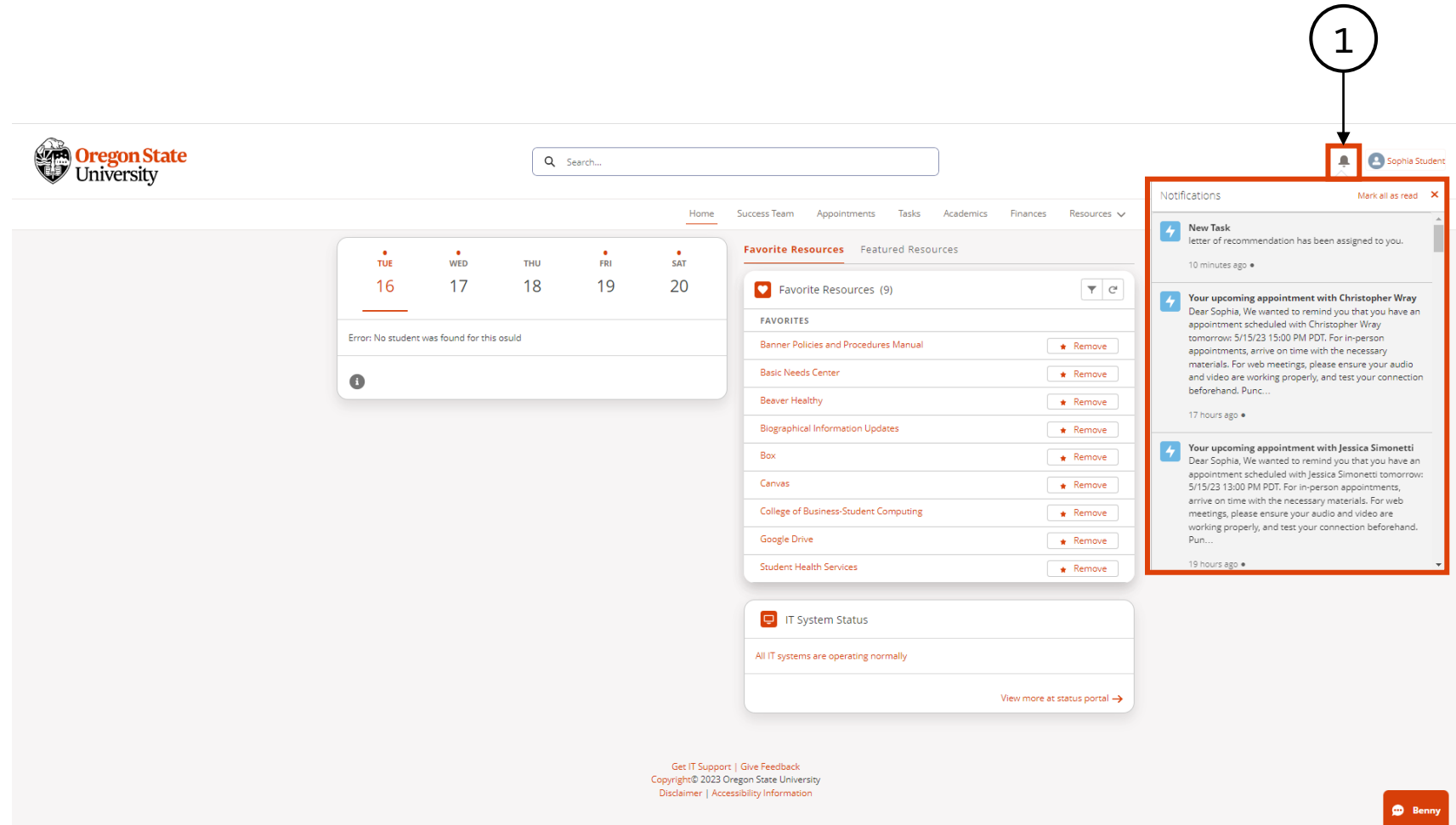


# Notifications

## 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.



The screenshot displays the Oregon State University Beaver Hub interface. At the top, there is a search bar and navigation links: Home, Success Team, Appointments, Tasks, Academics, Finances, and Resources. A calendar widget shows dates from Tuesday 16 to Saturday 20, with an error message: "Error: No student was found for this osuid". Below the calendar is a "Favorite Resources" section with a list of 9 items, each with a "Remove" button. At the bottom of the main content area is an "IT System Status" section stating "All IT systems are operating normally" with a link to "View more at status portal". On the right side, a "Notifications" panel is open, showing three notifications: "New Task" (letter of recommendation assigned), "Your upcoming appointment with Christopher Wray" (scheduled for 5/15/23 at 15:00 PM PDT), and "Your upcoming appointment with Jessica Simonetti" (scheduled for 5/15/23 at 13:00 PM PDT). A circled number 1 points to the notification bell icon in the top right corner of the interface.

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Benny

# My Profile

## 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.

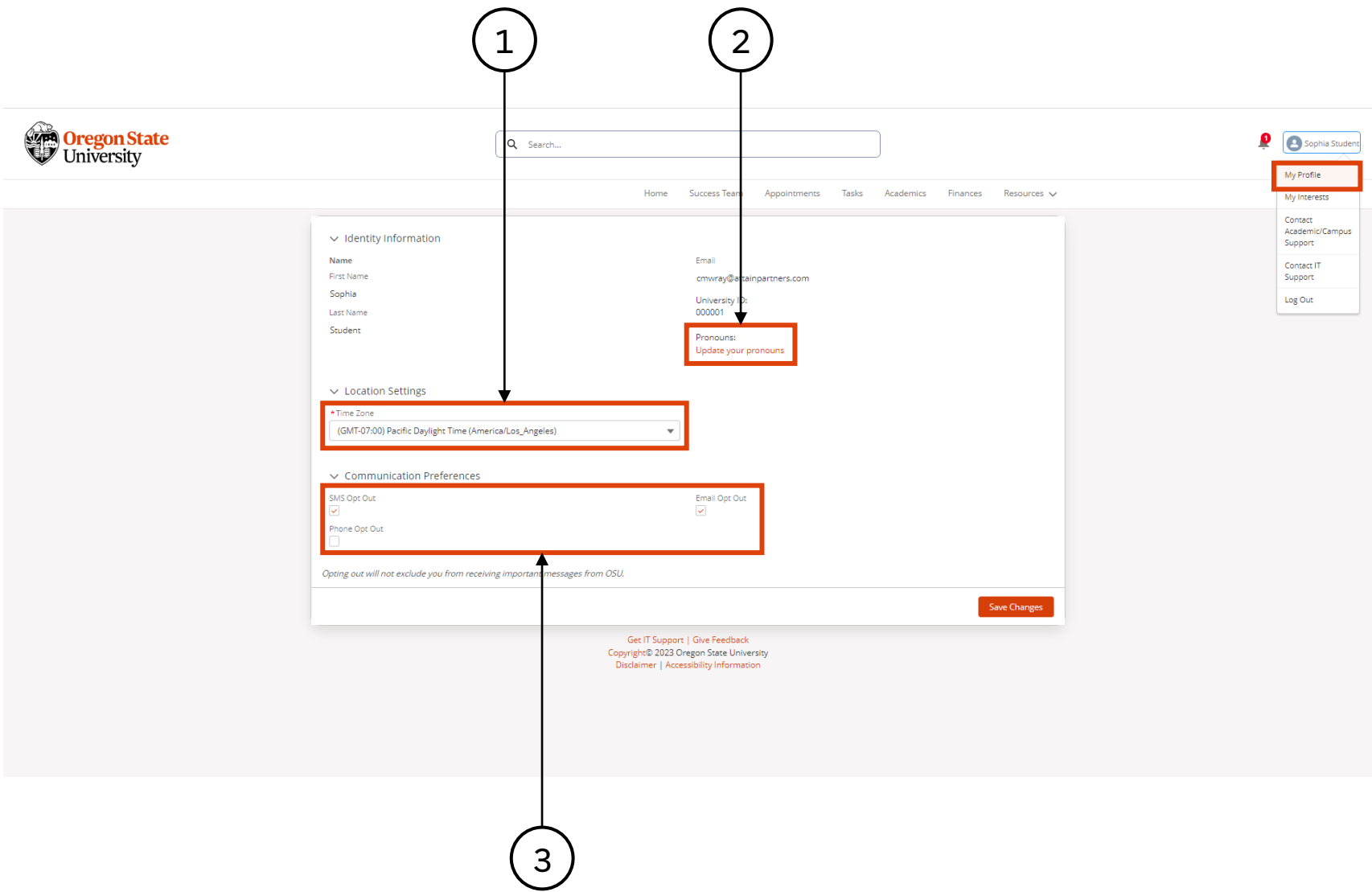
## 2 Update Pronouns

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 at 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.



The screenshot shows the 'My Profile' page of the Oregon State University Beaver Hub. The page has a header with the OSU logo, a search bar, and a navigation menu. A user profile dropdown is visible in the top right corner, showing the user's name 'Sophia Student' and a 'My Profile' link. The main content area is divided into three sections: 'Identity Information', 'Location Settings', and 'Communication Preferences'. Callout 1 points to the 'Time Zone' dropdown menu in the 'Location Settings' section, which is currently set to '(GMT-07:00) Pacific Daylight Time (America/Los Angeles)'. Callout 2 points to the 'Pronouns: Update your pronouns' link in the 'Identity Information' section. Callout 3 points to the 'Communication Preferences' section, which includes checkboxes for 'SMS Opt Out', 'Phone Opt Out', and 'Email Opt Out'. The 'Email Opt Out' checkbox is currently checked. A 'Save Changes' button is located at the bottom right of the profile card. At the bottom of the page, there are links for 'Get IT Support', 'Give Feedback', 'Copyright © 2023 Oregon State University', 'Disclaimer', and 'Accessibility Information'.

# My Interests

## 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.

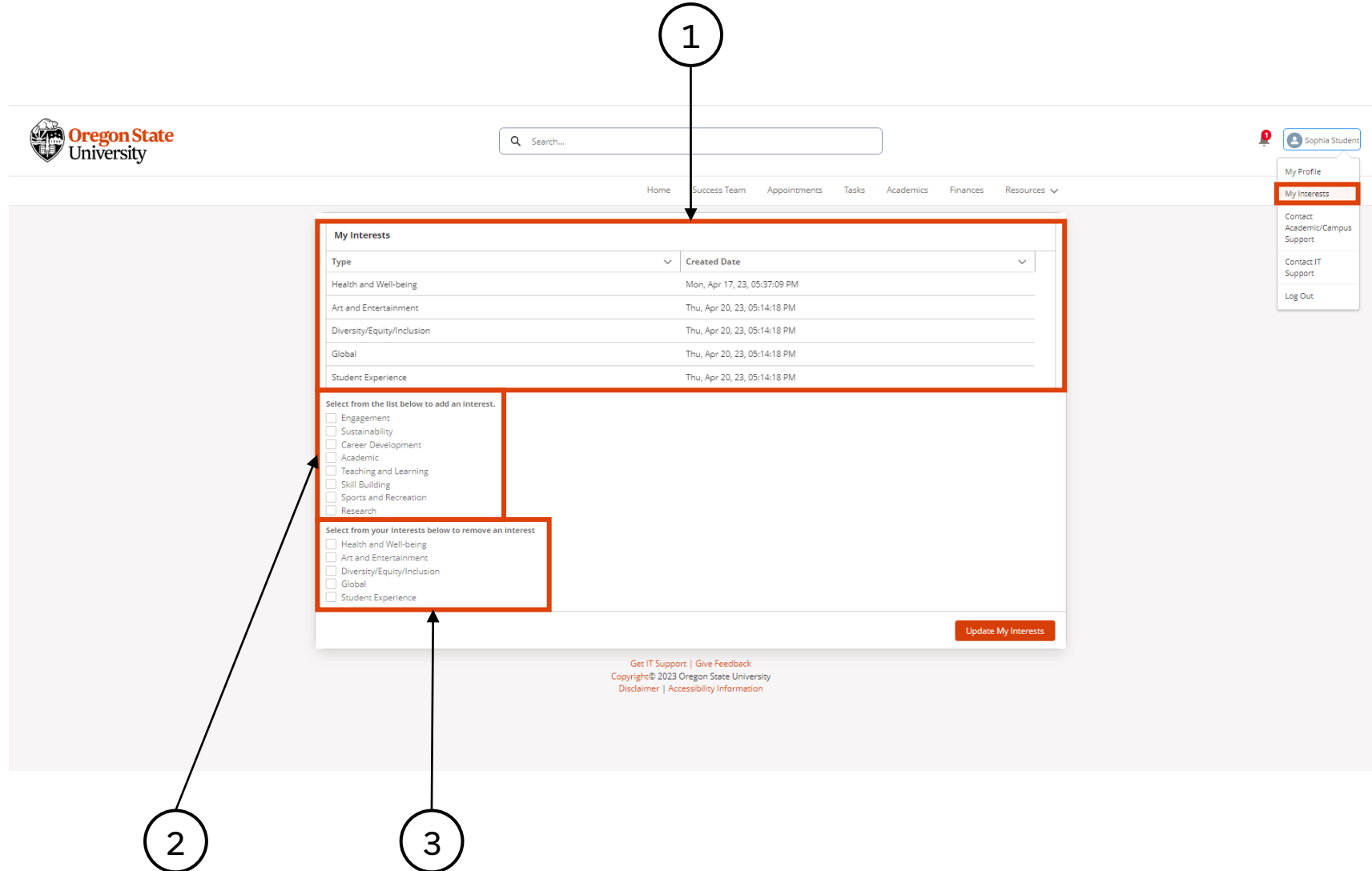
Eventually, the hope is automatically show you opportunities that relate to what you're interested in!

## 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.



The screenshot shows the 'My Interests' page in the Beaver Hub. At the top, a search bar and navigation links are visible. A dropdown menu on the right shows 'My Interests' selected. The main content area is titled 'My Interests' and contains a table of current interests. Below the table are two sections for adding and removing interests, each with a list of checkboxes. A red box highlights the 'Add Interests' section, and a red box highlights the 'Remove Interests' section. A red box also highlights the 'My Interests' dropdown menu. Numbered callouts 1, 2, and 3 point to these elements respectively.

Type	Created Date
Health and Well-being	Mon, Apr 17, 23, 05:37:09 PM
Art and Entertainment	Thu, Apr 20, 23, 05:14:18 PM
Diversity/Equity/Inclusion	Thu, Apr 20, 23, 05:14:18 PM
Global	Thu, Apr 20, 23, 05:14:18 PM
Student Experience	Thu, Apr 20, 23, 05:14:18 PM

Select from the list below to add an interest.

- ☐ Engagement
- ☐ Sustainability
- ☐ Career Development
- ☐ Academic
- ☐ Teaching and Learning
- ☐ Skill Building
- ☐ Sports and Recreation
- ☐ Research

Select from your Interests below to remove an interest

- ☐ Health and Well-being
- ☐ Art and Entertainment
- ☐ Diversity/Equity/Inclusion
- ☐ Global
- ☐ Student Experience

Update My Interests

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