RAIDER SUCCESS HUB HOW TO'S

Raider Success Hub is an online platform that will guide your educational experience toward success by removing limits to when, where and how you are able to connect with your academic Success Team. You will be able to connect with Success Team members - academic advisors, success specialists, financial aid advisors and career advisors – to get the help you need when you need it. Read on to learn all the "Hub How-To's".

HOMEPAGE

On the homepage, you can:

- Find out who is on your Success Team and view Success Plans.
- Schedule an appointment with your Success Team.
- Add notes or files to appointments scheduled in Raider Success Hub.
- View your weekly agenda, class schedule, holds and alerts.
- Access important links and resources.
The top menu includes links to internal and external pages and resources.

- **Advising & Registration**
  - Academic Advising*
  - Registration*
  - Course Catalog
- **Billing & Financial Aid**
  - Student Business Services
  - Important Billing Dates
  - eBill How-To Guides
  - Financial Aid & Scholarships
- **Resources**
  - Resource Library*
  - Graduation
  - Blackboard

*Indicates a dedicated page within Raider Success Hub.

---

**ACADEMIC ADVISING PAGE**

On the Academic Advising page, you can:

- Use Quick Links to access DegreeWorks, Schedule Builder, Add/Drop Classes, view FERPA information and more.
- View and schedule an appointment with your Success Team.
- View and complete tasks on your Success Plan.
- Use the **Request Change of Academic Program button** to explore majors or minors and initiate the process of requesting an appointment with the appropriate change of major advisor.
REGISTRATION PAGE

On the Registration page, you can:

- Use Quick Links to access the Student/Registrar Dashboard, Registration information, Schedule Builder, your Degree Plan, Registration FAQs and more.
- View your class schedule and holds.

RESOURCE LIBRARY PAGE

The Resource Library page includes links to important student resources and tools all in one place. Get quick access to external sites such as:

- Academic Coaching
- Center for Campus Life
- Find a Mentor
- Library
- Raider Red's Food Pantry
- Student Disability Services
- Student Health Services
- Tutoring
- Campus Map
- Diversity, Equity & Inclusion
- Student Handbook & Code of Conduct
- Student ID Cards
- Student Wellness
- Study Abroad
- Undergraduate Research
- University Career Center
- Writing Centers of Texas Tech
THE STUDENT PROFILE

When logged in to Raider Success Hub, you are able to view your R#, major advisor, which academic program you are enrolled in and files that were uploaded to appointments in the Student Profile. This is also where you are able to opt-in to SMS messaging from Raider Success Hub.

After logging in to Raider Success Hub, click the profile photo in the upper, right-hand corner.

[Image]

Choose Profile. (Note: this is also how you can log out of RSH and view your uploaded files.)

You can also use the My Information button on the home page to access their Student Profile.

[Image]

SMS Messaging: How to Opt In

On the Student Profile page:

1. Hover over the SMS Opted In row.
2. Click the pencil icon to edit.

[Image]

3. Click the box under SMS Opted In to add a checkmark.
4. Click Save.

After following these steps, you will be able to receive important academic information and appointment reminders from Raider Success Hub. Students who opt-in to SMS messaging in Raider Success Hub will only receive SMS alerts from RSH-affiliated staff and Success Team members.
SCHEDULING APPOINTMENTS

Scheduling appointments with your Success Team is easy and there are numerous ways to do it.

**Schedule Appointment Buttons**

Students have access to two *Schedule Appointment buttons* at the top of the homepage.

When you click on the button, the Scheduling Wizard will walk you through the process of making the appointment. Recently viewed Success Team members will auto-populate the first screen and you'll have the ability to search for other Success Team members using the search tool.

After choosing an available Success Team member, you'll be asked to choose a topic to meet about.

The next two screens provide details on the availability of the Success Team member and allow you to choose a date and time for the appointment as well as the modality of the appointment (in-person, phone, online). After confirming the details, the appointment is set!

**Request Change of Academic Program Button**

The *Request Change of Academic Program button* is an exciting and unique feature in Raider Success Hub. The button, located on the Academic Advising page in RSH, guides you through the process of exploring available majors and minors, selecting a new major or minor of interest and then initiating an appointment with the change of major advisor.
MANAGING APPOINTMENTS & TASKS

Appointments and tasks can be viewed and managed on the homepage of Raider Success Hub.

**Appointments**

*Upcoming, past* and *cancelled* appointments can be viewed by switching between the tabs on the homepage. You are able to click on specific upcoming appointments to add notes or requested files to that appointment.

![Appointment Example]

**Tasks**

Tasks that you or your Success Team have created are organized by *due date*. You can toggle between *Overdue, This Week, No Due Date* and *Completed* tasks to view more information and mark tasks complete. If you need further details on specific tasks, click on the task underneath the *Subject column* to be directed to a screen that includes detailed information and notes about the task.

![Task Example]
SUCCESS TEAMS & PLANS

A Success Team may include advisors, success specialists, coaches, financial aid advisors, mentors, instructors and others that are responsible for supporting your academic success. The Success Team list can be filtered based on topic assignments.

You will be able to keep track of your academic expectations through assigned Success Plans. A Success Plan is made up of tasks that you need to complete to achieve certain goals.

Viewing and Completing Tasks

You can view, complete tasks and track the progress of assigned Success Plans on the homepage and RSH Academic Advising page. Success plans can also be filtered based on topic assignments. You can also view the Success Plan on a screen of its own, by clicking the red View Success Plan button.

When an assigned task is clicked on, underneath the Subject column, you will be able to view specific, detailed information related to the task. This information may include:

- links to any related tasks
- appointments related to the task
- notes added by the student or Success Team member
- communication that has been sent via email or SMS message related to the task
- who assigned the task.

When you have an update to add or have completed a task, you can simply click the circle next to the task and indicate the update.