Student Getting Started Guide

Welcome to Shasta Summit!

Shasta Summit provides you with a central location to connect to the people and services that can help you be successful at Shasta College. Instructors can offer feedback about your academic performance, and counselors and student success staff can provide additional support.

Your Home page includes access to a customizable profile and personalized channels. Contact information for your instructors, counselors and other support staff will be listed in the “My Success Network” section. If your instructor offers online scheduling you can easily schedule an appointment using Shasta Summit. Shasta Summit can also help you manage the steps you need to take to stay on track and meet your goals.

Here are three great ways to get started:

1. **Set up your profile**
   Make it easier for your instructors, counselors and support staff to get to know you and stay in contact.

2. **Connect to people and services that can help you**
   Use your personalized My Success Network and Courses channels for quick access to contact information, appointment scheduling, and course help.

3. **Stay on track**
   Use your personalized Dashboard to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors.

*How will it impact you?*

You can receive the following messages through Shasta Summit:
- Flags when there is a concern about your academic performance.
- Kudos to acknowledge when you’ve done great work!
- Referrals & To-Do’s in connection with campus resources and services.

*How will you be notified?*

- An email is sent to the address you have on your Shasta College account.
- SMS Text messaging is an option if you complete the set up on your Shasta Summit profile.
- You can also view all messages by logging into your Shasta Summit account.

*That’s it. Simple for you. Powerful for your future.*
First Time Log In Instructions
Shasta Summit can be accessed through the Shasta College Portal.

Please note that if you do not already have a California Community Colleges account and id, that you will need to create an OpenCCC account. The process of creating an account consists of entering some general information. If you are unsure, continue to follow the steps below and it will determine if your OpenCCC account information matches. Information on creating the OpenCCC Account are included in this guide.

In the CCC Campus field type SHASTA and you will see Shasta College displayed in the dropdown list – Click on “Shasta College Identity Provider”.
If this is your first time accessing the Shasta College Portal you will be prompted to set up Challenge Answers and provide phone and email information. Continue to follow the prompts and steps of finalizing access to the Portal. At the end a One Time Passcode (OTP) will be emailed to the email address you provided and you will need to enter it. Screen shots illustrate the steps here on page 3.

Please note that students will not check the “I am Staff/Faculty” box.
Once you finish the Portal Log In process you will be able to log in for the first time. However, if you are not recognized as having an OpenCCC Account you will either need to recover your existing account or create your new account.

Website Link to OpenCCC Account - https://www.openccc.net/uPortal/p/AccountCreation.ctf1/max/render.uP
Once You Have Successfully Logged Into Shasta Summit

Set up your Profile

Begin by setting up your student profile. Your profile lets instructors, counselors and support staff know who you are and how to contact you. It also gives you control over how you wish to receive emails.

1. Click your name in the top right corner of your Home page to open your profile.
   From here, you can customize your profile by uploading a photo, setting appointment reminders, and adding a secondary email address for receiving SMS/Text messages (e.g. your mobile phone).

   **Important note** - Your MyShasta Login information and Institution Email address will automatically populate from the main college information source, and you cannot update them. If you need to update your email address you will need to either do so through your MyShasta account or in person at Admissions and Records. Also, any information you add or change in regards to Phone or Cell Phone on your Shasta Summit profile will not update the college source account. If your contact numbers have changed please update them through your MyShasta account.

Follow these steps to have Shasta Summit emails sent to your mobile phone (in addition to sending to your primary email address):
• Enter the **email address** of your mobile phone in the **Alternate Email** field. This address will be a combination of your phone number plus carrier information. Click the more information icon ( ) for a list of common carriers and email address formats:

• Check the **Also send notifications to my alternate email address** radio button.

2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

## Connect to people and services that can help you

The **My Success Network** and **Courses** channels display the people and services that are available to help you succeed. Here you can find key contact information as well as links to student service web sites and online appointment scheduling.

### Messages

Click the **Messages** icon on your Home page to display messages sent to you in Shasta Summit. Click on any message in the list to display the full contents of that message.

### My Success Network

Click the **My Success Network** icon from the navigation menu to display your personalized network. This channel lists the people and resources that are available to assist you. For each person or service listed you will find contact information, supporting websites, and, if online scheduling is enabled, a link to **Schedule Appointment**. If a service includes a waiting room for walk-in appointments, you can click the “Waiting Room” link to find out how many students are currently in line.
The Services that are most relevant to you are displayed first. Select Show Other Services at the bottom of the page to see additional services.

Courses
Select **Courses** from the side navigation menu to display information about courses you are enrolled in as well as contacts and available support related to each. Like the **My Success Network** channel, it is personalized to show the people and services specific to the courses you are taking, and gives you the ability to **Schedule Appointment** or **Request Help** related to a course.

1. Click the Help icon ( tela ) link in the upper, right corner next to any of the courses in which you are currently enrolled.

2. This will bring up the **Request Help** form. Select the **Type** of help needed from the drop down menu and give specific **Details** on how staff can assist you.

3. Click the **Submit** button to submit your request when you are finished.
Make an Appointment

1. From the **My Success Network**, click the triangle beside the name of the person you want to schedule an appointment with, and then select **Schedule**.

   For Services where appointments are available, select **Schedule** for the desired service.

   Or, from the **Courses** channel, select **Schedule Appointment** below the contact information for the desired person or service.

2. Select the type of appointment you want to schedule and choose a reason from the list.

3. Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.

4. Complete your sign up by adjusting any details, such as duration or course, where applicable, and add a description for why you want to meet.

5. Click **Confirm** to finish scheduling the appointment. You will get an email with the appointment details and the appointment will be listed on your **Dashboard**.
Change an Appointment
Upcoming appointments will be listed on your Dashboard in the time line view (left column). Click the edit icon (📝) to modify the appointment or the cancel icon (❌) to cancel it.

Stay on track
Dashboard
Your Dashboard displays upcoming appointments and date-based tasks on the left to help you plan your week. The right-hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and Kudos from your instructors.

Messages
The messages will display the content of email messages sent to you through Shasta Summit.

Plans
The Success Plans channel will display any customized plans created for you by a counselor or student success staff. This might include an Academic Plan or a more targeted plan for a set of specific tasks with due dates. Click the View Details button associated with a plan to display a printable version of the plan.
Not sure what you need?
If you need help in Shasta Summit navigate to the My Success Network page and access the Shasta Summit Information and Help option.

You can either click on the blue band which reads “1. Shasta Summit Information and Help”, which will open up a new view and provide a list of Service Members connected with the Service, or you can click on the website link, which will take you to the Shasta Summit information on the Shasta College website. Located on the Shasta Summit website are additional links to Staff and Student Resources, a Student Help form and Frequently Asked Questions. Link to Shasta Summit site: [http://www.shastacollege.edu/ShastaSummit](http://www.shastacollege.edu/ShastaSummit)

Raise Your Hand
If you are needing help another option is to click on the Raise Your Hand/Request Help option from the navigation menu. Select the Type of help needed from the drop down menu and give specific Details on how staff can assist you. You will be asked to provide additional information, such as if it pertains to a particular course, if this is the case you can select the course from the drop down menu, as well as details on how staff can assist you.

We encourage you to make your description as detailed as possible to insure you get the appropriate help needed. Click Submit to submit your request when done.
Frequently Asked Questions

Where can I access additional Shasta Summit assistance on campus?

Visit the Shasta Summit webpage for more information and to access the Student Help form. See link below.

Who should I see in My Success Network?

The Success Network will include all of your instructors for the semester.

Counselors may also appear in your Success Network. If you meet with a specific counselor here at Shasta College and do not see him or her listed it is probably because your counselor is not part of the initial launch of Shasta Summit or we are still working on creating student cohorts and building the relationships into the program.

Shasta Summit, Student Success Support Staff and Student Life Support Staff may also appear in the Success Network.

Please note we are in the process of expanding the use of Shasta Summit and not all of the instructors, counselors and staff are using it at this time.

What if I need more help?

First step is to report an issue through the Shasta Summit Student Help Form. See link below. If we determine you need technical support from our IT department we will route the question to them. Otherwise you will hear directly back from the Shasta Summit support team.

For questions regarding a flag raised by your instructor, please contact your instructor first.

Shasta Summit web page link: http://www.shastacollege.edu/ShastaSummit