2023 DEN Department Orientation

Daniel J. Epstein Department of Industrial and Systems Engineering
• Please direct your attention to the short presentation.

• At the end of the presentation, you may ask questions via the Q&A window.

• The chat window is reserved for announcements. Please do not use the chat window for questions.
AGENDA

1. General Orientation Reminders
2. Student Support Services
3. Industrial and Systems Engineering
4. Reminders and Resources
5. Q & A
DEN General Orientation Reminders

• USC Welcome Packet pdf + DEN General Orientation Recording
  • [https://viterbigrad.usc.edu/ms-denviterbi-new-student-information/](https://viterbigrad.usc.edu/ms-denviterbi-new-student-information/)
  • Both are mandatory, please review if you have not already
• USC Mandatory Online Trainings
  • Found in myUSC > Safety & Wellness, completion is required. Hold placed if not completed.
• Remember to Create DEN@Viterbi Profile Before Registration
  • viterbi.usc.edu/denprofile
• Limited Status Students
  • USC NetID and email will be created within 2 weeks of the start of the term or within 3 days after enrollment of you register after start of term.
  • General advisement for limited status students: den@vase.usc.edu
• After Registration, Technical Support and Training is available for DEN@Viterbi Students
  • [https://viterbigrad.usc.edu/technical-support/training-options/](https://viterbigrad.usc.edu/technical-support/training-options/)
  • Much is covered in DEN general orientation, please review that first
Student Support Services at Viterbi

- **Academic Department Advising**: Academic advising on course registration and planning for future semesters.
- **VASE DEN Student Services**: General advisement and policies and procedures.
- **DEN Technical Support Center**: Technical support services for D2L, lecture posting, course notes support, and exams.
- **DEN Exams**: Support and coordinate homework and exams on D2L. *Part of the Technical support team*
ISE Academic Advising

Master’s Programs Assistant Director

Alex Luong
ajluong@usc.edu
Available for 15 minute Zoom appointments
“What guidance can my ISE advisor assist me with?”
Can I transfer graduate units into my program?
Graduate units which have not been applied to a prior graduate degree, may apply towards your degree program at USC.

What classes should I register for in the first semester?
Core courses are always recommended to register for in the first semester of graduate study.

Is there a minimum or maximum class unit requirement for each semester?
International students are required to enroll in 8-units to fulfill the requirements of full-time status.

Domestic students have the option to enroll in their respective program, part-time or full-time.
• **Can I take electives in other departments?**
  The ISE Department has a pre-approved list of elective courses for certain programs. Elective course not included in the pre-approved list, or not listed, must be approved by the Faculty Director of the student’s MS program.

• **Can I change my program to another one within ISE?**
  After completing your first semester. You must receive a minimum GPA of 3.0 and be evaluated by the Faculty Director/and or a committee at the department level responsible for current students who wish to change their degree objectives.

• **How can I engage in research as a MS student?**
  The best strategy is to contact the Faculty Director directly. This is especially encouraged for faculty members that you are taking classes with.

• **Do you have virtual walk-in hours? How do I contact you?**
  The ISE Department is advising students via Zoom and in person, but on a case-by-case basis. Contact the ISE Master’s Program Assistant Director, Alex Luong (ajluong@usc.edu), to schedule an advisement meeting using Calendly.
D2L Login and Training

USC Viterbi School of Engineering - DEN@Viterbi

Log in to view your courses offered through DEN@Viterbi, explore tools and features, and customize your eLearning experience for programs and courses supported by DEN@Viterbi. Students must be registered and approved to view select courses.

First Time Logging in?
DEN@Viterbi Students: You must create a profile first before you can log in.
On-campus students: Profile is created automatically.
If you have problems logging on or seeing your courses, please contact DEN@Viterbi Technical Support Center office at dentsc@usc.edu or 213-740-9356.

Log In Options

- USC NetID: Active users with a @usc.edu address can use their USC NetID login option. If this does not work, you may still use your original D2L credentials described below

  USC NetID Login

- D2L email account and password: Log on by D2L email account and password option below. Your D2L username is your FULL EMAIL ADDRESS.
DEN D-Clearance Request

Important reminders:

• Approval process takes 1-2 business days. To view the status of a request, click on “Check D-Clearance Status”

• You can register once your request has been processed. D-clearances expire 7 days from when it is issued so register as soon as you obtain it to secure a seat in a course.

All DEN courses require D-clearance.

For questions on D-Clearance status, contact den@vase.usc.edu
Questions?

Please submit your questions in the Q&A box
ISE Advising
The ISE Department currently uses My Calendly for students to schedule an advising appointment. Please find Alex’s link below his name:
Website: [https://ise.usc.edu/people/staff/](https://ise.usc.edu/people/staff/)

VASE Advising
Email: welcome@vase.usc.edu
Website: [https://viterbigrad.usc.edu/](https://viterbigrad.usc.edu/)
Virtual Walk-in Hours (Monday-Thursday, PST):
• 10:00 AM - 12:00 PM
## DEN CONTACT INFORMATION

**Location:** Olin Hall of Engineering (OHE), Rm. 106  
**Hours:** Mon. - Fri. 8:30 am - 5 pm (Pacific Time)  
[https://viterbigrad.usc.edu/academic-services/denviterbi-student-services/](https://viterbigrad.usc.edu/academic-services/denviterbi-student-services/)

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<tr>
<th>DEN@Viterbi Support</th>
<th>Contact Information</th>
<th>Staff</th>
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| Technical support, Desire2Learn training, Homework | dentsc@usc.edu  
213-740-9356 | Daniel Cueva |
| DEN d-clearance inquiries | den@vase.usc.edu | |
| Exams | denexam@usc.edu  
213-740-9356 | Shirley Schutt |
| VASE Advisor  
• General advisement  
• Policies & Procedures | den@vase.usc.edu | Andrea Mora, Andy Chen, William Wences |
Please help us by submitting the survey after you leave the meeting.

THANK YOU!