Campus Guide

Northeastern University – San Francisco operates directly within WeWork, a co-working space and community for global companies to innovate and connect.

San Francisco students have an opportunity to build their network and study in the heart of the Bay Area, surrounded by its innovation-driven cities that are home to some of the biggest startups and mega corporations.

The campus guide contains resources for student affairs and academic services at the San Francisco campus, as well as other locally relevant information. It contains information current as of the date of its release; however, such information should not be regarded as contractual and is subject to change at the discretion of the University.
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State Authorization

Northeastern in California

Northeastern University is granted approval to operate under the terms of California Education Code (CEC) section 94890(a)(1) per CEC section 94890(b). The Bureau for Private Postsecondary Education (BPPE) determines Northeastern to be in compliance with the requirements of Title 5, California Code of Regulations (CCR) section 7139. Any questions a student may have that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau’s internet website www.bppe.ca.gov.

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.

2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.

5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

**Equal Opportunity**

**Policy on Equal Opportunity**

The Policy on Equal Opportunity strictly prohibits discrimination or harassment on the basis of race, color, religion, religious creed, genetic information, sex, gender identity, sexual orientation, age, national origin, ancestry, veteran or disability status.

The Annual Equal Opportunity Notice can be found online at

https://www.northeastern.edu/policies/pdfs/Policy_on_Equal_Opportunity.pdf

**Staff and Support**

**Regional Campus Leadership**

Hillary Mickell  
Dean and Regional CEO  
Primary Location: San Francisco campus  
Email: h.mickell@northeastern.edu

Dawn Girardelli  
Associate Dean  
Primary Location: Silicon Valley campus  
Email: d.girardelli@northeastern.edu
Student Services & Advising

Jackie Li
Director of Student Services
Phone: 669-216-6048
Email: jac.li@northeastern.edu

Hing Potter
Assistant Director of Student Services
Phone: 408-206-7627
Email: h.potter@northeastern.edu

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Senior International Student Advisor
Phone: 408-707-3849
Email: g.dimanche@northeastern.edu

Juan Taitague
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Khoury College of Computer Science

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Additional Key Contacts in San Francisco

Gloria Balderas
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Email: g.balderas@northeastern.edu

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Project Coordinator (Programs)
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Megan Powell
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Email: m.powell@northeastern.edu

Ghislaine Gozum
Operations Assistant (Part-Time)
Email: g.gozum@northeastern.edu

Lizabeth Wan
Operations Assistant (Part-Time)
Email: l.wan@northeastern.edu
San Francisco Campus Information

<table>
<thead>
<tr>
<th>Location</th>
<th>Shipping Address</th>
</tr>
</thead>
</table>
| WeWork 600 California Street  
San Francisco, CA 94108  
Phone: 628-800-7011 | WeWork c/o (Recipient’s Name)  
600 California Street, 11th Floor  
San Francisco, CA 94108 |

| WeWork Reception & Visitors:  
11th Floor Lounge |
|-------------------|

| Classrooms (19th and 20th floors):  
Room 19-102 | Rooms 20-A/B, C |
|--------------------|

| Employee Workspace (20th floor):  
Room 20-107 | Room 20-104 |
|-----------------|

<table>
<thead>
<tr>
<th>WeWork's Support Hours</th>
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<tbody>
<tr>
<td>Monday - Friday: 8:00 am - 5:00 pm</td>
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<table>
<thead>
<tr>
<th>Campus Hours of Operation</th>
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</thead>
<tbody>
<tr>
<td>Monday - Friday, 9:00 am - 9:30 pm</td>
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Parking and Local Transportation Information

Parking
Public parking garages are available within walking distance to the site. The nearest are 600 California Street, St. Mary’s Square at 433 Kearny Street, and 550 Kearny Street. Check online or call the garages to verify current hours. Parking is not reimbursable by Northeastern.

Public Transportation
Public transportation is recommended for getting to and from 600 California Street:
- SFMTA: [https://www.sfmta.com/muni](https://www.sfmta.com/muni)
- Bay Area Rapid Transit (BART): [www.bart.gov](http://www.bart.gov)
- Caltrain: [www.caltrain.com](http://www.caltrain.com)
- All-in-one transit card: [Clipper Card](http://www.clippercard.com)

Airport Travel
The most convenient airport to the San Francisco location is the San Francisco International Airport (SFO). The airport is accessible by taxi, Uber, Lyft, and BART.

Alternative airports within the greater Bay Area region include Oakland International Airport (OAK) and Mineta San Jose International Airport (SJC).

Access Information and Procedures
Access to WeWork
WeWork 600 California Street members have 24/7 access with their keycards to common areas of the building such as the community lounges, phone booths, and meeting rooms. To verify your member status, please email Gloria Balderas at g.balderas@northeastern.edu.
Access to Campus
San Francisco students, faculty, and staff may access campus space during regular campus hours of operation. Fall 2021 hours are Monday to Friday, 9:00 am to 9:30 pm. These hours are subject to change during the academic year due to operational requirements.

Outside of the campus areas, members still have access to WeWork as noted above.

Keycards
Keycards are issued to students at the start of each program and are collected at the end. All WeWork members are responsible for safeguarding their cards and remembering to bring them to the building each time.

WeWork does not issue day cards or temporary cards if forgotten.

Cards should never be shared or swapped as each one is linked to the specific cardholder through official ID for security purposes.

Guests
Please reach out to operations staff to confirm the current guest procedure.

NUID (Husky Card)
All students, staff, and faculty need a Northeastern ID in order to be on campus. If you do not have an ID, please complete the Husky Card Request Form. Note that cards are produced at the Silicon Valley campus and sent to San Francisco, which may take a few business days. If you plan to be on campus, but do not yet have a card, please notify San Francisco operations staff.

WeWork Amenities and Procedures
Meeting Rooms
WeWork conference rooms operate on an internal credit system, which is shared by all members under Northeastern University’s business account. Credit overages result in additional fees. Always review the number of remaining booking credits in advance of making a reservation. If the account is nearing its limit or Northeastern staff anticipates the need for more credits to conduct business, pre-approval from an operations staff member will be required to book a room.

Students should use all available/shared areas in the building prior to booking meeting rooms.

Lounge Areas
WeWork lounges and kitchens are available for you to use any time. All members are expected to clean up after themselves and help keep these areas tidy for others. Refrigerators are typically
cleaned out at 2:00 pm on Fridays. Leave a note on any items that you want kept over the weekend.

**Bike Storage**
Secure bicycle storage (up to 58 spots) is available and located on the Sacramento Street side of the building. To gain access with your white keycard, you must complete and submit a Bicycle Storage Room Waiver to WeWork staff. Email 600california@wework.com for the form. They will send your completed form to the property management team who manages the requests. Once approved, they can then activate your keycard.

**Fitness Room**
The fitness room on the 3rd floor contains showers, lockers, and limited machinery. Please reach out to a WeWork staff member on the 11th floor to verify current access to the room.

**Pet Policy**
WeWork maintains its own pet policy, unaffiliated with Northeastern University. **If a member is within any Northeastern space at WeWork, that member is subject to Northeastern policy regarding pets.** Persons with documented disabilities who are requesting to bring a service dog or other support animal must contact and submit appropriate documentation to the Disability Resource Center prior to the animal being on site.

**General Facilities Information**

**Support**
Facilities-related requests may be sent to San Francisco operations staff. Staff will submit a ticket on your behalf, follow up on the request, and ensure adequate support from the building.

If you cannot reach a staff member and the issue is immediate, submit a ticket via “support” on the WeWork App or Member site (members.wework.com).

**Security**
Video cameras are used onsite throughout the WeWork building. Security teams will only review video footage when necessary.

- **Lost and Found:** Members and visitors should safeguard their personal belongings while on site. Northeastern is not responsible for lost items, however, items may still be reported to a staff member and WeWork staff in case they have been recovered.

- **General Safety Guidelines:** If you notice anything or anyone suspicious, first and foremost, please report it to a Northeastern staff and faculty member immediately. If you are unable to reach them, contact a WeWork staff member on the 11th floor.
• Alcohol Consumption and Security: Keycards are always linked to a personal ID that verifies date of birth. No one under the legal drinking age of 21 is permitted to obtain/consume alcohol. Offenders will be subject to WeWork policy, local law enforcement, and the Northeastern University Police Department.

Video and Photography
Members who wish to record video or photograph in WeWork's open spaces must have approval by WeWork staff in advance. For further information, please reach out to a staff member on the 11th floor or submit a support ticket with information on your media project.

Emergency Information and Procedures

Emergency Contact Information

<table>
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<tr>
<th>Police, Fire, and Medical Emergencies:</th>
<th>Urgent Concerns at WeWork (9 am - 5 pm):</th>
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<tr>
<td>Dial “911” (for immediate/life-threatening emergencies only)</td>
<td>Contact Northeastern administration immediately or a WeWork team member.</td>
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</table>

<table>
<thead>
<tr>
<th>Northeastern’s SafeZone Mobile Safety App:</th>
<th>Ground Floor Lobby Security Console (evenings and weekends only): 415-391-3471</th>
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<tr>
<td>Download and use for free on any app store</td>
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Building Emergency Procedures
In the event of an emergency, remain calm and listen to the instructions from the public address system. WeWork floor wardens will be present to help direct people to the nearest stairwell exits. Do not use the elevators.

In the event of a fire, in a high-rise building, traditional building evacuation is replaced with relocation to a safe place within the building. Unless otherwise notified during announcements, you should walk to the nearest stairwell exit and relocate four floors below your current location.

In the event of an earthquake, remain in your room if possible and take cover under desks, tables, or strong doorways until the shaking stops. Keep away from windows and other glass, shelves, and high-stacked materials. Follow the directions of the floor wardens.

In the event of an act of violence, remain calm, dial “911”, and wait for further instructions. Tenants may be instructed to shelter in place or evacuate.

In the event of elevator malfunction or entrapment, stay in the elevator cab, press the red Emergency Call Button located on the elevator control panel to establish constant two-way voice communication with Building Security. The lobby security officer will respond to your call. Stay calm and wait for help.
Health Facilities and Community Resources

City and County of San Francisco
Non-Emergency Phone: Dial “311” or 415-701-2311 if calling from outside area code 415
Website: https://sf311.org/home

COVID-19 Response Information

<table>
<thead>
<tr>
<th>Support Line</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
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<tbody>
<tr>
<td>San Francisco, Silicon Valley campuses</td>
<td><a href="https://www.northeastern.edu/bayarea/frequently-asked-questions/">https://www.northeastern.edu/bayarea/frequently-asked-questions/</a></td>
<td></td>
</tr>
<tr>
<td>Northeastern University (Boston)</td>
<td><a href="http://news.northeastern.edu/coronavirus/">http://news.northeastern.edu/coronavirus/</a></td>
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Northeastern University Police Department (NUPD)
Non-Emergency Phone: 617-373-2121
Website: https://www.northeastern.edu/nupd/

Local 24-Hour Crisis Lines

<table>
<thead>
<tr>
<th>Support Line</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Riley Center (domestic violence support)</td>
<td>415-255-0165</td>
<td><a href="http://svdp-sf.org/what-we-do/riley-center/">http://svdp-sf.org/what-we-do/riley-center/</a></td>
</tr>
<tr>
<td>Community United Against Violence (LGBTQ support)</td>
<td>415-333-4357</td>
<td><a href="http://www.cuav.org/">http://www.cuav.org/</a></td>
</tr>
<tr>
<td>San Francisco Suicide Prevention</td>
<td>415-781-0500</td>
<td><a href="http://www.sfsuicide.org/">http://www.sfsuicide.org/</a></td>
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</table>

Local Medical Treatment

<table>
<thead>
<tr>
<th>Medical Center</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
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<tbody>
<tr>
<td>Zuckerberg San Francisco General Hospital and Trauma Center</td>
<td>628-206-7000</td>
<td><a href="https://zuckerbergsanfranciscogeneral.org/">https://zuckerbergsanfranciscogeneral.org/</a></td>
</tr>
<tr>
<td>California Pacific Medical Center</td>
<td>415-600-6000</td>
<td><a href="https://www.sutterhealth.org/cpmc">https://www.sutterhealth.org/cpmc</a></td>
</tr>
<tr>
<td>UCSF Medical Center</td>
<td>415-476-1000</td>
<td><a href="https://www.ucsfhealth.org/">https://www.ucsfhealth.org/</a></td>
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</table>
Information Technology Services (ITS) Resources

Printing/Copying/Scanning
WeWork printers are located on each floor of the building and they run on a credit system, which is shared by all Northeastern members. Please be mindful of how often you print to these devices in order to help curb additional fees.

To use any WeWork device in the building, simply scan your black keycard. For printing, you can send your documents to the Print Hub in advance (at members.wework.com) and then print when you reach the device. If you need assistance, please reach out to a WeWork staff member or submit a support ticket.

Northeastern also has printers that are available exclusively for its members outside of classroom 20C on the 20th floor. You can download and set up the printers for Mac or Windows. If you need support, email regionalhelp@northeastern.edu.

WiFi Access
WeWork members have access to the "WeWork WiFi" network. Your unique login credentials can be found under “Handy Information” on the WeWork App and online at members.wework.com. If you need to reset your password or do not have immediate access to the member website or app, visit https://wifi.we.co/.

For devices such as printers/streaming devices/smart television, the "WeWorkDevice" wireless network is available and intended for your secondary devices that do not support username and password authentication to connect to WiFi.

To connect to WeWorkDevice, you can use either of these two options:
1. Log in at https://wifi.we.co/ and navigate to the WeWorkDevice tab. You will be asked to enter the device type, the MAC address for that device, and provide a device name. Once you Add Device, you will be prompted with the password.
2. Submit a ticket through Global Support to register your device on WeWorkDevice. The same information will be required as in option 1.

IT Support
For immediate support, email regionalhelp@northeastern.edu.

For assistance with any WeWork device in the building, submit a support ticket on the App or Member site (members.wework.com).

For additional ITS resources at Northeastern, visit the website at its.northeastern.edu/.
Student Resources

<table>
<thead>
<tr>
<th>Disability Resource Center</th>
<th>Office of Student Conduct and Conflict Resolution (OSCCR)</th>
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<tbody>
<tr>
<td><a href="http://www.northeastern.edu/drc/">www.northeastern.edu/drc/</a></td>
<td><a href="http://www.northeastern.edu/osccr/">www.northeastern.edu/osccr/</a></td>
</tr>
<tr>
<td><strong>Information Technology Services (ITS)</strong></td>
<td><strong>Official Bookstore</strong></td>
</tr>
<tr>
<td>Local ITS: <a href="mailto:regionalhelp@northeastern.edu">regionalhelp@northeastern.edu</a></td>
<td><a href="http://www.northeastern.bncollege.com">www.northeastern.bncollege.com</a></td>
</tr>
<tr>
<td>Boston ITS: its.northeastern.edu/</td>
<td></td>
</tr>
<tr>
<td>Student Guide: its.northeastern.edu/get-started/students/</td>
<td></td>
</tr>
<tr>
<td><strong>Off Campus Housing and Support Services</strong></td>
<td><strong>Office of University Equity and Compliance (OUEC)</strong></td>
</tr>
<tr>
<td><a href="https://www.northeastern.edu/offcampus/">https://www.northeastern.edu/offcampus/</a></td>
<td><a href="https://www.northeastern.edu/ouec/">https://www.northeastern.edu/ouec/</a></td>
</tr>
<tr>
<td><a href="mailto:officampus@northeastern.edu">officampus@northeastern.edu</a></td>
<td></td>
</tr>
<tr>
<td><strong>Office of Global Services (OGS)</strong></td>
<td><strong>Student Financial Services (SFS)</strong></td>
</tr>
<tr>
<td><a href="https://international.northeastern.edu/ogs/">https://international.northeastern.edu/ogs/</a></td>
<td><a href="https://studentfinance.northeastern.edu/">https://studentfinance.northeastern.edu/</a></td>
</tr>
<tr>
<td><strong>Office of the University Registrar</strong></td>
<td><strong>We Care</strong></td>
</tr>
<tr>
<td><a href="https://registrar.northeastern.edu/">https://registrar.northeastern.edu/</a></td>
<td><a href="https://studentlife.northeastern.edu/we-care/">https://studentlife.northeastern.edu/we-care/</a></td>
</tr>
</tbody>
</table>

Student Discounts
Your Husky Card (student ID) can save you money! Many retailers, food and other establishments offer student discounts when you show your student ID, including the places listed below.

**Technology**
- Apple Store for Education provides special education pricing on their products as well as software.
- Amazon offers free six months of Two-Day shipping and half-off subscription to Prime.
- Microsoft typically provides up to 10% savings on hardware like desktop computers, laptops, and tablets. It also grants free access to some software, like Office 365.

Check out their websites or visit their stores directly for more information.

**Entertainment**
- The Walt Disney Family Museum - Save $5 off
- SF MOMA - $19 for young adults (19-24), $25 for adults (25+)
- The De Young Museum - Tickets are typically $15 but General Admission is free on the first Tuesday of every month.

Northeastern University – San Francisco Guide | Updated Sept 2021
• **Asian Art Museum** - Tickets are $10 with valid student ID
• **San Francisco Symphony** - In-person concerts resume June 30, 2021. $20 with registration. View instructions at [https://www.sfsymphony.org/Calendar/Purchasing-Options/Student](https://www.sfsymphony.org/Calendar/Purchasing-Options/Student)
• **SF Jazz** - 50% off a regular ticket price. Tickets can only be purchased at the venue ticket window on the day/night of the event with a valid student ID.
• AMC Theatres offers discounted student tickets every Thursday.
• **Cinemark – Century San Francisco – Centre 9 and XD** - Show a valid student ID at the box office and receive a special discount.
• **Cable Car Museum** – Admission is free!
• **Conservatory of Flowers** – Save $3 off or $4 off with proof of San Francisco residency.
• **GLBT History Museum** Save $4 off. Admission is free for all visitors on the first Wednesday of every month!
• **Museo ItaloAmericano** - Always free admission!