



Northeastern University San Francisco



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.

Contents

State Authorization	3
Equal Opportunity	4
Staff and Support	4
Regional Campus Leadership	4
Student Services & Advising	5
Khoury College of Computer Science	5
Semester in San Francisco-DMSB	5
Campus Operations	6
Career & Business Development	6
San Francisco Campus Information	6
Access Information and Procedures	7
WeWork Amenities and Procedures	8
Meeting Rooms	8
Lounge Areas	8
Gender Inclusive Restrooms	8
Bike Storage	9
Fitness Room	9
Pet Policy	9
General Facilities Information	9
Health Facilities and Community Resources	11
Information Technology Services (ITS) Resources	12
Student Resources	13

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

Dawn Girardelli

Interim Regional Dean and CEO

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

Alexandra Pellillo

Global Learner Support Specialist

Email: a.pellillo@northeastern.edu

Brielle Buechler

Student Support Specialist (Wellness)

b.buechler@northeastern.edu

Giscard Dimanche

Senior International Student Advisor

Phone: 408-707-3849

Email: g.dimanche@northeastern.edu

Juan Taitague

Assistant International Student
and Scholar Advisor

Email: j.taitague@northeastern.edu

Aboud Hammour

Career Development Advisor

Email: a.hammour@northeastern.edu

Khoury College of Computer Science

Alvaro Monge

Visiting Professor and Director of Computer
Science

Email: a.monge@northeastern.edu

Michael de Vera

Director, Graduate Student Services

Phone: 408-221-9277

Email: m.devera@northeastern.edu

Chung Xiong

Graduate Student Services Coordinator

Email: c.xiong@northeastern.edu

Semester in San Francisco, D'Amore- McKim School of Business

Naeem Zafar

Faculty Director and Adjunct Lecturer

Email: a.monge@northeastern.edu

Sophia Peterson

Project Coordinator

Phone: 628-204-3011

Email: so.peterson@northeastern.edu

Campus Operations

Gloria Balderas

Operations Manager

Phone: 857-225-0360

Email: g.balderas@northeastern.edu

Erin Solis

Administrative and Operations Specialist

Email: e.solis@northeastern.edu

Career & Business Development

Andrei Coso

Director, Strategic Partnerships

Phone: 628- 629-6205

Email: a.coso@northeastern.edu

Kathleen Hunt

Assistant Director of Career Development
and Experiential Learning

Phone: 628-204-2769

Email: k.hunt@northeastern.edu

Ghislaine Gozum

Operations Assistant (Part-Time)

Email: g.gozum@northeastern.edu

Elizabeth Ibarra

Operations Assistant (Part-Time)

Email: e.ibarra@northeastern.edu

Gloria Hunt

Business Development Manager

Email: ma.hunt@northeastern.edu

Megan Powell

Project and Events Coordinator

Phone: 510-593-9222

Email: m.powell@northeastern.edu

San Francisco Campus Information

<p>Location WeWork 600 California Street San Francisco, CA 94108 Phone: 628-800-7011</p> <p>WeWork Reception & Visitors: 11th Floor Lounge</p> <p>Classrooms (19th and 20th floors): Room 19-102 Rooms 20-A/B, C</p> <p>Employee Workspace (20th floor): Room 20-107 Room 20-104</p>	<p>Shipping Address & Deliveries WeWork c/o (Recipient's Name) 600 California Street, 11th Floor San Francisco, CA 94108</p> <p>WeWork's Support Hours Monday - Friday: 8:00 am - 5:00 pm</p> <p>Campus Hours of Operation Monday - Thursday, 9:00 am - 9:30 pm Friday, 9:00 am - 6:00 pm</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Parking and Local 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>
- Bay Area Rapid Transit (BART): www.bart.gov
- Caltrain: www.caltrain.com
- All-in-one transit card: [Clipper Card](#)

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).

United States Postal Service

The nearest USPS post office is about three blocks away from 600 California Street. The [Sutter Street Post Office](#) operates from Monday-Friday, 8:00 AM-5:00 PM. Check online for other hours of operation and services provided.

Another mailing center is the [Fedex Office](#) located around the corner of the 600 California Street building. Check online for hours of operation and services provided.

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. Spring 2022 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 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, let an operations staff member know.** They may be able to book a room a room for you.

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.

Gender Inclusive Restrooms

Gender inclusive restrooms are located on the 11th, 19th and 20th floors of the building.

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 obtain access.

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

Police, Fire, and Medical Emergencies: Dial “911” (for immediate/life-threatening emergencies only)	Urgent Concerns at WeWork (9 am - 5 pm): Contact Northeastern administration immediately or a WeWork team member.
Northeastern’s SafeZone Mobile Safety App: Download and use for free on any app store	Ground Floor Lobby Security Console (evenings and weekends only): 415-391-3471

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

San Francisco, Silicon Valley campuses	https://www.northeastern.edu/bayarea/frequently-asked-questions/
WeWork	https://www.wework.com/info/wework-response-to-coronavirus-covid-19
Northeastern University (Boston)	http://news.northeastern.edu/coronavirus/

Northeastern University Police Department (NUPD)

Non-Emergency Phone: 617-373-2121

Website: <https://www.northeastern.edu/nupd/>

Local 24-Hour Crisis Lines

Support Line	Phone Number	Website
Riley Center (domestic violence support)	415-255-0165	http://svdp-sf.org/what-we-do/riley-center/
Community United Against Violence (LGBTQ support)	415-333-4357	http://www.cuav.org/
San Francisco Suicide Prevention	415-781-0500	http://www.sfsuicide.org/

Local Medical Treatment

Medical Center	Phone Number	Website
Zuckerberg San Francisco General Hospital and Trauma Center	628-206-8000	https://zuckerbergsanfranciscogeneral.org/
California Pacific Medical Center	415-600-6000	https://www.sutterhealth.org/cpmc
UCSF Medical Center	415-476-1000	https://www.ucsfhealth.org/

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 onto **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

<p>Disability Resource Center www.northeastern.edu/drc/</p> <p>Information Technology Services (ITS) Local ITS: regionalhelp@northeastern.edu Boston ITS: its.northeastern.edu/ Student Guide: its.northeastern.edu/get-started/students/</p> <p>Off Campus Housing and Support Services https://www.northeastern.edu/offcampus/offcampus@northeastern.edu</p> <p>Office of Global Services (OGS) Local Mailbox: ogssfsv@northeastern.edu https://international.northeastern.edu/ogs/</p> <p>Office of the University Registrar https://registrar.northeastern.edu/</p>	<p>Office of Student Conduct and Conflict Resolution (OSCCR) www.northeastern.edu/osccr/</p> <p>Official Bookstore www.northeastern.bncollege.com</p> <p>Office of University Equity and Compliance (OUEC) https://www.northeastern.edu/ouec/</p> <p>Student Financial Services (SFS) https://studentfinance.northeastern.edu/</p> <p>We Care https://studentlife.northeastern.edu/we-care/</p> <p>Mental Health Support (Find@Northeastern) https://www.northeastern.edu/uhrs/find-at-northeastern/</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Office of Global Services (OGS)

If you received notice from the Office of Global Services team that you have documentation to pick up on campus, please bring your Husky Card and check in at the front desk in room 20-107.

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.

Northeastern University – San Francisco Guide | Updated February 2022

Entertainment

- [Exploratorium](#) - Save \$5 off
- [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.
- [Asian Art Museum](#) - Tickets are \$10 with valid student ID
- [SF Ballet](#) - When tickets are available, students can purchase them on the day of the performance for \$24 or \$32. Registration is required. View instructions at <https://www.sfballet.org/visit/ticket-options/student-rush>
- [San Francisco Symphony](#) - In-person concerts resume June 30, 2021. \$20 with registration. View instructions at <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.
- [San Francisco City Hall](#) - offers free tours every Friday at 1 p.m.
- [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! (Temporarily closed)
- [Museo Italo Americano](#) - Always free admission!
- [MoAD](#) (Museum of the African Diaspora) – Save \$5 off
- [YBCA](#) (Yerba Buena Center For The Arts) – Enjoy 10% off and Free Gallery Admission every first Tuesday of the month and every third Thursday of the month (4pm-8pm).