Northeastern University Silicon Valley

Northeastern University Mission

Founded in 1898, Northeastern is a global, experiential, research university built on a tradition of engagement with the world, creating a distinctive approach to education, and research. The university offers a comprehensive range of undergraduate and graduate programs leading to degrees through the doctorate in ten colleges and schools, and select advanced degrees at campuses in Boston, Nahant, Burlington, Charlotte, Portland, Seattle, San Francisco, Silicon Valley, London, Vancouver and Toronto.

State Authorization

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.

Required Disclosures for School Catalog:
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 non collection 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.

Purpose and Scope of the Silicon Valley Campus Guide

The Silicon Valley Guide contains resources for student affairs and academic services on the Silicon Valley campus as well as other locally relevant information. For information about academic policies, services, and procedures, as well as general policies and services of Northeastern University, please refer to the *Code of Student Conduct*, *College of Professional Studies Policies and Procedures*, *College of Engineering Student Handbook*, *Khoury College Student Handbook*, *and Faculty Handbook*, or related procedural guides, as appropriate. The Silicon Valley Guide contains information current as of the date of its release. However, such information is not intended to be, and should not be regarded as to be contractual, and is subject to change at the discretion of the University.

(November 2021)

Equal Opportunity Policy

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

Table of Contents

College and Program Acronyms

KCCS – Khoury College of Computer Science
- MSCS / CS – Master of Science in Computer Science / Computer Science
- MSCS Align / CS Align – Master of Science in Computer Science Align / Computer Science Align
- MSDS / DS -Master of Science in Data Science
- MSDS Align/ DS Align -Master of Science in Data Science
- CC - Cloud Computing Certificate

COE – College of Engineering
- MSIS / IS – Master of Science in Information Systems / Information Systems
- MS / CPS - Master of Science in Cyber Physical Systems

CPS – College of Professional Studies
- MPSA / ALY – Master of Professional Studies in Analytics / Analytics
- MSPJM / PJM – Master of Science in Project Management / Project ManagementMcKim
- Applied Analytics Certificate

Staff and Academic Support

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Silicon Valley Campus Information

Campus Location and Hours of Operation

4 N. Second Street 9th & 10th floors, San Jose, CA 95113
75 E. Santa Clara Street, 1st floor and 10th floor, San Jose, CA 95113

Visitors: The campus is currently open to visitors by appointment only.
Students & Employees: Monday - Friday, 9:00 am - 10:00 pm
                               Saturday: 9:00 am - 5:00 pm
                               Sunday: 9:00 am - 1:00 pm

Campus operational hours are subject to change throughout the academic year.

Campus Notifications

Information regarding temporary campus closures, change of hours, or emergencies will be posted on the Silicon Valley "Contact Us" webpage in addition to social media platforms. Important updates will also be announced via email.

www.northeastern.edu/bayarea/contact-us
www.facebook.com/groups/NUlifeSFBA
www.northeastern.edu/bayarea/

Access Procedures

Silicon Valley students, faculty, and staff are equipped with badges to access the campus and building amenities. Badges will be provided to students prior to their program start date and to faculty and staff during onboarding.

Please contact the front desk at 408.707.3695 if you have not yet picked up your access badge or cannot locate it when you arrive. If campus staff is not immediately available, please reach out to the Harvest Properties security team at 408.286.6024 and identify yourself with your name and affiliation.

Guests

Please reach out to operations staff at bayarea@northeastern.edu to confirm the current guest procedure.

Campus Resources: IT, Equipment, Facilities, Library

Wireless Internet

The Silicon Valley Campus offers wireless internet access to students, faculty, as well as guests.
- Free, fast and secure NUwave wireless internet is offered to all students of the university located on campus.
- While NUwave-Guest and WeWorkGuest are available for connection as well, they offer no data encryption and are not the safest options for use.
- Students should connect to NUwave whenever they wish to access the internet wirelessly. Students must use their myNortheastern credentials to connect to NUwave.
- If you have any questions, please call the NU Help Desk at (617)-373-HELP.
- For more information, refer to the IT Services webpage: www.northeastern.edu/its/services/networks/nunet/

Husky Cards

- Community members are required to carry their Husky Cards (NUIDs) on campus as valid identification. Husky Cards can also be used for printing, copying and scanning on campus. For more information, visit www.northeastern.edu/huskycard
- How to get a Husky Card at the Silicon Valley campus:
    - All new students, staff and faculty must complete this form in order to obtain their Husky Cards.
    - The first Husky Card is issued to the student free of charge. Replacement cost for Husky Card is $25.

Printing, Copying, and Scanning

- A comprehensive online guide for printing, copying, and scanning is available as part of NEU's Information Technology Services Knowledge Base.
    - Navigate to https://northeastern.service-now.com/kb?id=kb_home, and use the search term "Papercut" to browse the instructions for printing, copying, and scanning for your operating system.
- Printing is available at the Silicon Valley campus and requires a Husky Card for access.
- Students are annually provided a limited amount of free printing. At the start of the academic year, students receive a $120 printing credit on their Husky Cards. The annual credit does not roll over from year to year.
- The cost for printing is $0.10 per page for black & white and $0.30 per page for color. The cost of printing is automatically deducted from the student's printing credits.
- Available printers on campus (located on the 9th floor of the Silicon Valley Campus):
    - 1 black/white printer

- o   1 color printer
- You can check your free print allowance by logging into myNortheastern and using the "Husky Card Account Balances" and "Husky Card Account Transactions" applications.
- Students are required to install the student printer software on their personal computers in order to print.

Space and Event Reservation Requests

For event space reservation requests, please complete our online Event Request Form. For classroom, conference room or office hour reservations, staff may submit a request via YArooms.

For all other reservations, please contact a member of the operations team to reserve a classroom or meeting space.

Lost & Found Items

Please report any item found to the front desk located on the 10th floor of 4 N. Second Street. Lost and found items will be on hold at the front desk for 1 week. If no one claims the item after one week, the item will be donated or disposed of. The Silicon Valley campus is not liable for any lost items.

Library Resources

- Northeastern University Library
    - o   Northeastern University Online Library: https://library.northeastern.edu/
    - o   Gateway for Silicon Valley students: http://library.northeastern.edu/gateways/silicon-valley-students
- Local Resources
    - o   San Jose Public Library (SJPL): www.sjpl.org
    - o   Santa Clara County Library District (SCCL): www.sccl.org

Parking and Public Transportation

Campus Parking

The closest parking garage to the Silicon Valley campus is located at 95 N. Third Street (between St. John and Santa Clara streets). The garage is adjacent to campus with exits in the southwest corner of both the ground and second levels.

You may park on the second floor or above in a space that ***does not*** have a reserved or restricted parking sign. The ground and basement levels are reserved spaces and unavailable to

Northeastern community members. Please note that parking fees are not reimbursable or covered by Northeastern.

Information regarding hours of operation, rates and other nearby parking garages can be found at the SJ Park website.

Public Transportation

The Santa Clara Valley Transportation Authority (VTA) provides bus and light rail services locally, while the Altamont Corridor Express (ACE), Amtrak, Bay Area Rapid Transit (BART), and Caltrain offer transportation throughout the greater Bay Area region and Northern California.

- Santa Clara Valley Transportation Authority (VTA): www.vta.org
- Altamont Corridor Express (ACE): www.acerail.com
- Amtrak: www.amtrak.com
- Bay Area Rapid Transit (BART): www.bart.gov
- Caltrain: www.caltrain.com

Be sure to get your Clipper Card for all-in-one Bay Area transit!

Important Northeastern University Resources

Academic Calendar
To access past, current and future academic calendars, please visit registrar.northeastern.edu/group/calendar.

Graduate Student Financial Services
For information about financial aid for graduate students, please visit studentfinance.northeastern.edu/applying-for-aid/graduate.

For information on Billing and payments, please visit studentfinance.northeastern.edu/billing-payments.

If you have any general questions about your financial aid or student billing account, contact the respective office during operating hours: Mon-Thur 8:30 a.m. – 7:00 p.m. EST (5:30 a.m. – 4:00 p.m. PST); Fri 8:30am - 5:00pm EST (5:30 a.m. – 2:00 p.m. PST).
- Financial Aid: sfs@northeastern.edu | 617.373.3190
- Billing and Payments: studentaccounts@northeastern.edu | 617.373.2270

Information Technology Services (ITS)
- To access the ITS website, please visit its.northeastern.edu.
- To access the ITS Quick Start Guide for Students, please click its.northeastern.edu/get-started/students.

- For technical assistance/support, please contact seattlehelp@northeastern.edu

International Student Services
To visit the Office of Global Services website, please visit international.northeastern.edu/ogs.

If you have any questions about any international student-related questions, please first contact our local Office of Global Services team at OGSSFSV@northeastern.edu.

Official Bookstore
To visit the Official Northeastern University Bookstore website, please visit www.northeastern.bncollege.com.

Disability Resource Center
To visit the Disability Resource Center website, please visit www.northeastern.edu/drc.

Office of Student Conduct and Conflict Resolution (OSCCR)
To visit the OSCCR website, please visit www.northeastern.edu/osccr.

Office of Gender Equity and Compliance
To visit Northeastern University's Title IX website, please visit: www.northeastern.edu/titleix.
To learn more about Title IX Resources for Silicon Valley campus, please visit
...resources/silicon-valley-campus-resources.

Emergency Information & Procedures

There is 24/7 on-campus security with video monitoring and security patrols. The San Jose Police Department (SJPD) will observe and report any disturbances or occurrences within a one mile radius of the Silicon Valley campus and Harvest Properties. Any reports involving Northeastern community members or their visitors will be delivered to the Northeastern University Police Department (NUPD).

Upon request, campus and Harvest Properties security will escort Northeastern community members to their vehicle or public transit stop within one block of campus.

Important Local Emergency Numbers

For non-emergencies and general public safety: Please dial 3-1-1 or 408.277.8900

For on-campus security concerns: Please dial 408.286.6024

For police, fire, and medical emergencies: Please dial 9-1-1 or 408.277.3911

- This number is intended for **life-threatening** emergencies. Calling this number for any other purpose may be considered a crime.

Safety Guidelines

In the event of an emergency, it is important that Northeastern staff members and Harvest Properties building security officers easily identify you and assist you to safety.

Please make sure to follow these guidelines at all times:
1. Always have your campus access badge **on you** and **visible**.
    a. If you lose your badge, inform the front desk immediately so your badge can be deactivated.
2. Always have your Husky Card with you. It serves as your official student identification.
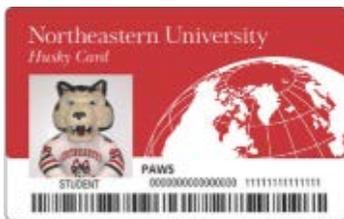
3. If you notice anything or anyone suspicious on our campus, please report it to the front desk or a Northeastern staff and faculty member immediately.

If you are unable to reach the front desk, a staff member, or a faculty member, please dial 408.286.6024 for the Harvest Properties Security team. Identify yourself as a Northeastern student and state your security concern.

Floor or Building Evacuation

1. The fire alarm horns/strobe lights and/or an announcement on the overhead paging system will alert all individuals in affected areas to evacuate the facility.

2. Stay calm. Take your personal belongings closest to you.

3. Use the staircases to walk to the first floor, and exit the building using the lobby entrance facing 2nd street.

4. Proceed north to St. James Park. The East side of St. James park has been designated as the evacuation area for our building. Please assemble at the **Evacuation Point** indicated on the map below

5. Remain at the evacuation assembly point until you are given further instructions by campus staff, Harvest Properties security and/or emergency personnel.

NOTE: Extinguishers are located throughout the campus. Identify locations of extinguishers in advance.

Medical Emergencies and Natural Disasters

1. In the event of a **medical emergency** (for yourself or a colleague in distress):
   - Call 9-1-1 and provide the following information.
     - o Type of emergency (bleeding, shortness of breath, unconscious, etc.)
     - o Location
     - o Your phone number if they need to call you back
     - o Stay on the line until they hang up
   - Alert a staff member immediately.
   - Do not move the victim.
   - A first-aid kit is located at the front desk.

2. In the event of an **earthquake**:
   - Move away from the building perimeter and exterior glass.
   - Take cover and hold in inner core areas of your floor.
   - Under no circumstances should you leave the building until directed by a staff member, security or emergency personnel.

3. In the event of **severe weather**:
   - For campus closures due to severe weather conditions, students are alerted via the NU ALERT system.

NOTE: Please ensure your mobile phone is registered with Northeastern University to receive emergency text messages. Students can change or update their contact information by logging into their myNortheastern account.

For more information on emergency preparedness, visit the City of San Jose's Office of Emergency Services webpage: www.sanjoseca.gov/emergencyservices

Health Facilities and Community Resources

Medical Facilities

Good Samaritan Hospital
2425 Samaritan Dr, San Jose, CA 95124
goodsamsanjose.com | 408.559.2011

Regional Medical Center of San Jose
225 North Jackson Ave, San Jose, CA 95116
regionalmedicalsanjose.com | 408.259.5000

Santa Clara Valley Medical Center
751 South Bascom Ave, San Jose, CA 95128
scvmc.org | 408.885.5000

Behavioral Health Facilities

Good Samaritan Hospital: Behavioral Health
2425 Samaritan Dr, San Jose, CA 95124
goodsamsanjose.com | 408.559.2000

NAMI Santa Clara County
1150 South Bascom Ave, Suite 24, San Jose, CA 95128
namisantaclara.org | 408.453.0400 (option 1)

San Jose Behavioral Health Hospital
455 Silicon Valley Blvd, San Jose, CA 95138
sanjosebh.com | 877.801.5455

Community Resources

YWCA Silicon Valley
Linda Haskell Empowerment Center, 375 South Third Street, San Jose CA 95112
ywca-sv.org | 24-hour Sexual Assault & Domestic Violence Support Line: 800.572.2782

Next Door Solutions to Domestic Violence
234 E. Gish Road, Suite 200, San Jose, CA 95112
nextdoor.org | 408.501.7550 | 24-hour Domestic Violence Support Line: 408.279.2962

Neighborhood Information

Silicon Valley Campus

4 N. 2nd Street, 9th Floor, San Jose, CA 95113
75 E. Santa Clara, 1st and 10th floor, San Jose, CA 95113
Located in the Edenvale neighborhood of South San Jose.
Front Desk contact info: 408.229.2292 | bayarea@northeastern.edu

Local Resources & Vendors

- Visit San Jose: www.sanjose.org/activities | www.sanjose.org/events
- Visit Silicon Valley: https://www.visitcalifornia.com/places-to-visit/silicon-valley/
- Discover San Jose: www.sanjose.com

Transportation

The Silicon Valley campus is located in the city of San Jose. San Jose is easily accessible from several major freeways, including Highway 101 (US 101), Interstate 280 (I-280), Interstate 680 (I-680), and Interstate 880 (I-880).

The Mineta San Jose International Airport (airport code: SJC) is the primary airport in the Silicon Valley and the closest to our campus, with both domestic and international flights. Located approximately 4 miles from Northeastern University - Silicon Valley, various public transportation systems, taxis, and rideshare services serve the airport. Visit SJC Ground Transportation website for more information.

The largest airport in the Bay Area region is the San Francisco International Airport (airport code: SFO), serving more international flights than SJC. Located approximately 50 miles from our campus, we recommend the following steps to travel from SFO to San Jose.

1. Take the BART from the SFO BART Station to the Millbrae BART Station, which is located within the Millbrae Transit Center.
2. From the Millbrae Transit Center, take Caltrain to the San Jose Diridon station, which is located in the heart of San Jose.
3. The Silicon Valley Campus is 1 mile from Diridon station. Request a rideshare (e.g. Lyft, Uber, etc.) or use VTA transit for the remaining mile to campus.

Student Discounts

Your Husky Card (student ID) can save you money!

Many retailers, restaurants, and other establishments offer student discounts when you show your student ID including the places listed below. Remember, it never hurts to ask your favorite places if they offer a student discount!

Technology

There are some great deals in the technology sector for students. Make sure to check out their websites or visit company stores for more information.

- [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. Students are then offered a discounted Prime membership.Prime includes free access to streaming movies and TV shows and allows free borrowing of Kindle books. (Prime is usually around $119 a year.)
- [Microsoft](#) has a 10% discount on the Surface accessories and large discounts on PCs.

Entertainment

- [San Jose Museum of Art](#) offers complimentary individual admission to college students.
- [AMC Theaters](#) offers discounted student tickets every day (select times and locations).
- [Cinemark Theaters](#) offer discounted student tickets. Must show a valid Student ID at the box office. Discount days and times vary at each location so contact the theater box office for more information.

Apparel
- Banana Republic: 15% off full price purchases in stores
- Club Monaco: 15% off full price and sale merchandise in stores
- J. Crew: 15% off online purchases

Final Thoughts

It is the goal of Northeastern University - Silicon Valley to serve our students in a positive and productive manner while providing you with meaningful academic and professional support.

We welcome your input, feedback, and suggestions for how we can provide an outstanding educational experience for all students. Once a year, the campus will send a comprehensive survey through your student email. Your input is extremely valuable and helps the staff and faculty ensure continued growth of our resources and services to best fit your needs.

Always feel free to provide feedback to the [Regional Dean & CEO](#) or the [Director of Student Services](#). We look forward to collaborative, creative relationships with each of you.