



Campus Guide

August 1, 2022 - July 31, 2023

Northeastern University in San Francisco is located at 600 California Street in the heart of the Financial District. Our dedicated campus space occupies the 19th and 20th floors of the building.

Students are welcome on campus during open hours to make use of study spaces, meeting rooms, and classrooms. The University has a relationship with the adjacent WeWork floors, granting students, staff, and faculty 24/7 access to study areas and workspace on floors 11 - 18. In addition, our community is included in building amenities and events provided to WeWork members.

The campus guide contains resources for student affairs and academic services at the San Francisco 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 [2022-2023 Academic Catalog](#), [Code of Student Conduct](#), and [Faculty Handbook](#). The San Francisco campus guide 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.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

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Our Mission

Northeastern University, a dynamic, highly-networked research university with a global reach, is a world leader in experiential learning and a thought leader on the frontier of learning science. We foster excellence, creativity, and entrepreneurship throughout our undergraduate, graduate, and professional programs in a diverse and inclusive community.

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.

Disclosures

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.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION.

The transferability of credits you earn at Northeastern University is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree, diploma, or certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits, degree, diploma, or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Northeastern University to determine if your credits, degree, diploma or certificate will transfer.

Please see additional public disclosures on the [website of the Provost](#).

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834 P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, by phone at (888) 370-7589 or by fax (916) 263-1897.

Accreditation

Northeastern University has maintained its status as a member in good standing of the New England Commission of Higher Education, Inc. (NECHE), previously New England Association of Schools and Colleges (NEASC), since it was awarded its initial accreditation in 1940. The university was last reviewed by NECHE in 2018 and will be reviewed again in fall 2028.

Northeastern University possesses degree-granting authority in Massachusetts, under the auspices of the Massachusetts Board of Higher Education. Read more in the [Graduate Catalog](#).

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

Admissions Policies

Please refer to the [2022-2023 Graduate Catalog](#) for a complete list of policies regarding admission and acceptance of credits earned at other institutions.

For information specific to international students, including visa services, please refer to the relevant [section of the catalog](#) and to the [Office of Global Services](#).

San Francisco Campus Information

Our campus is the 19th and 20th floors of the office building at 600 California Street. Classrooms are equipped with state-of-the-art multimedia technology designed for seamless video conferencing, live casting, and collaboration. Via our lease with WeWork, students, faculty, and staff are given additional access to all WeWork spaces and amenities at the 600 California Street location. Please note that mail and other deliveries will be addressed to WeWork reception on the 11th floor.

Location

600 California Street
San Francisco, CA 94108
Phone: 628-800-7011

Shipping Address & Deliveries

WeWork c/o (Recipient's Name)
600 California Street, 11th Floor
San Francisco, CA 94108

Classrooms (19th and 20th floors):

Room 19-102 | Rooms 20-A/B, C

WeWork Reception & Visitors

11th floor Community Lounge

Employee Workspace (20th floor):

Room 20-107 | Room 20-104

WeWork Support Hours/Contact

Monday - Friday: 8:00 am - 5:00 pm
Phone: 415-450-6696

Hours of Operation

Hours are subject to seasonal change; please consult [the website](#) for current information.

Visitors: Monday - Friday, 9:00 am - 5:00pm

Students, Faculty & Staff: Monday - Friday: 8:00 a.m. - 9:30 p.m.*

*When the campus space is closed, students may still access the WeWork floors and shared spaces using their badge.

Campus Notifications

Important updates regarding campus closures, health and safety, and other notices will be sent to students' Northeastern University email accounts.

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 Erin Solis at e.solis@northeastern.edu.

Access to Campus

San Francisco students, faculty, and staff may access campus space during regular campus hours of operation. Fall 2022 hours are Monday to Friday, 8:00 am to 9:30 pm.

These hours are subject to change during the academic year due to operational requirements. 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. **Lost WeWork cards will incur a \$25 replacement fee.**

Guests

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

NUID (Husky Card)

Community members are required to carry their Husky Card (NUID) on campus as valid identification.

If you do not have an ID, please complete the [Husky Card Request Form](#). Please note that cards are produced at the San Jose campus and sent to San Francisco, which may take 2-5 business days. If you plan to be on campus, but do not yet have a card, please notify San Francisco operations staff at e.solis@northeastern.edu.

Parking and Travel 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 at 665 Sacramento Street. Check online or call the garages to verify current hours and fees. **Parking is not reimbursable by Northeastern.**

Public Transportation

The San Francisco Municipal Transportation Agency ([SFMTA](https://www.sfmta.com)) provides local transportation, the Altamont Corridor Express ([ACE](http://www.acerail.com)), [Amtrak](http://www.amtrak.com), Bay Area Rapid Transit ([BART](http://www.bart.gov)) and [Caltrain](http://www.caltrain.com) offer transportation throughout the great Bay Area region and Northern California.

Public transportation is recommended for getting to and from 600 California Street:

- SFMTA: <https://www.sfmta.com/muni>
- 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

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).

Programs

Northeastern University in San Francisco offers the following programs on ground at our campus. For more information, please visit the [campus website](#).

Align Master of Science in Computer Science

Pivot into a career in tech, or build on an existing career with a new set of skills – no matter what you studied as an undergraduate. The Align program, from the Khoury College of Computer Sciences, pairs bridge courses with our standard CS academic curriculum and elective specializations.

Master of Science in Computer Science

The Master of Science in Computer Science degree, from the Khoury College of Computer Sciences, is designed for experienced professionals seeking to enhance their knowledge and expand their technology leadership. The program combines both computing and important application domains—enabling you to increase your broad-based knowledge in the field while focusing on one of three featured specializations: software engineering, artificial intelligence or human-computer interaction.

Academic Standards

Academic standards vary by college and program; students are responsible for remaining in contact with their faculty and academic advisors to maintain awareness of their standing.

General guidelines may be found as follows:

[Khoury College of Computer Sciences](#)
[Rights & Responsibilities for Faculty](#)
[Performance Expectations for Faculty](#)
[Presence at the University](#)

Attendance Policy

Attendance policy may vary by class. Please see below for general policies by college. For leave of absence policies, please see the general [graduate guidelines](#).

[Khoury College of Computer Sciences](#)

Student Rights and Responsibilities

Please see the [Student Bill of Academic Rights and Responsibilities](#).

Tuition and Fees

Please see the Student Finance website for [2022-2023 tuition information](#), information about applying for [financial aid](#), and resources on [billing and payments](#).

If you have any general questions about your financial aid or student billing account, contact the Student Finance 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

Official Withdrawal Adjustments

Students who officially withdraw, either from a course or from the university, during an academic term will receive a tuition refund based on the policy specified [in the Graduate Catalog](#). Institutional funds awarded by Northeastern University will be adjusted based on the actual charges incurred during the semester. Funds from federal Title IV programs will be returned to the government according to federal regulations. The federal government Return of Funds Policy dictates that a student's eligibility for federal financial aid is determined by the number of days enrolled during the semester. The refund will be calculated from the day the student submits an official notification of withdrawal to the Office of the Registrar.

Tuition credits are granted through the first five weeks of a semester or first four weeks of a half semester, based on the date of the official withdrawal processed by the Office of the Registrar. Nonattendance does not constitute official withdrawal. Credit policies vary according to the duration of the course. Typical tuition adjustments are made according to the following schedule. (The end of week three corresponds with the last day to drop a class without a W grade.)

Staff Directory

Dawn Girardelli <i>Interim Dean & Regional CEO</i>	d.girardelli@northeastern.edu	408.707.3698
Dave Machado <i>Director of Operations</i>	d.machado@northeastern.edu	415.528.1193
Erin Solis <i>Operations Manager</i>	e.solis@northeastern.edu	609.339.5138
Ghislaine Gozum <i>Operations Assistant</i>	g.gozum@northeastern.edu	628.800.7011

Student Services & Advising Staff

Hing Potter <i>Assistant Director, Student Services</i>	h.potter@northeastern.edu	408.206.7627
Giscard Dimanche <i>Senior International Student Advisor</i>	g.dimanche@northeastern.edu	408.707.3849
Juan Taitague <i>Asst International Student Advisor</i>	j.taitague@northeastern.edu	
Alexandra Pellillo <i>Global Learner Support</i>	a.pellillo@northeastern.edu	
Aboud Hammour <i>Career Development Advisor</i>	a.hammour@northeastern.edu	
Bryoni Lawrence <i>Mindfulness Coordinator and Spiritual Advisor</i>	b.lawrence@northeastern.edu	

Khoury College of Computer Science

Alvaro Monge <i>Visiting Professor and Director of Computer Science</i>	a.monge@northeastern.edu	
Michael de Vera <i>Director, Graduate Student Services</i>	m.devera@northeastern.edu	408.221.9277
Chung Xiong <i>Graduate Student Services Coordinator</i>	c.xiong@northeastern.edu	

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

Naeem Zafar

Faculty Director and Adjunct Lecturer

n.zafar@northeastern.edu

Sophia Peterson

Project Coordinator

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628.204.3011

Career & Business Development

Andrei Coso

Director, Strategic Partnerships

a.coso@northeastern.edu

628.629.6205

Gloria Hunt

Business Development Manager

ma.hunt@northeastern.edu

Megan Powell

Experiential Learning Specialist

m.powell@northeastern.edu

510.593.9222

Campus Resources: ITS, Equipment, Facilities & Library

WiFi Access

WeWork members have access to the “**WeWork WiFi**” network. Your unique login credentials can be found in the “Building Guide” section under your Account tab 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.

Printing/Copying/Scanning

Northeastern has printers that are available exclusively for its members in the Student Lounge on the 20th floor. If you need support with printer setup, please email regionalhelp@northeastern.edu.

WeWork also has printers located on each floor of the building that run on a credit system, which is shared by all Northeastern members and **should be used for Northeastern purposes only**. **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.

Library Resources

- Northeastern University Library
 - o Northeastern University Online Library: <https://library.northeastern.edu/>
 - o Gateway for San Francisco students: <https://library.northeastern.edu/gateways/san-francisco-students>
- Local Resources
 - o San Francisco Public Library (SFPL): <https://sfpl.org/>
 - o City of South San Francisco Public Library (SSF): <https://www.ssf.net/>

IT Support

For immediate support, please 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/

Space and Event Reservation Requests

For event space reservation requests, please complete our online [Event Request Form](#).

General Facilities Information

WeWork space and conference room reservations can be made via the WeWork app or member site. They operate on an internal credit system under Northeastern University's business account and **should be used for Northeastern purposes only.**

Always review the number of remaining booking credits in advance of making a reservation. Credit overages result in additional fees. Students should use all available/shared areas in the building prior to booking a WeWork space.

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 is available located on the Sacramento Street side of the building. To gain access, you must complete and submit a Bicycle Storage Room Waiver to WeWork staff. Please email 600california@wework.com for the form. 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.

Support

Facilities-related requests may be sent to San Francisco operations staff via email at g.gozum@northeastern.edu or e.solis@northeastern.edu or in person in 20-107. 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 the “contact support” option 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

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.

Northeastern University Student Resources

Academic Calendar

To access past, current and future academic calendars, please visit

registrar.northeastern.edu/group/calendar.

Disability Resource Center

www.northeastern.edu/drc/

Information Technology Services (ITS)

Local ITS: regionalhelp@northeastern.edu

Boston ITS: its.northeastern.edu/

Student Guide:

its.northeastern.edu/get-started/students/

Off Campus Housing and Support Services

<https://www.northeastern.edu/offcampus/offcampus@northeastern.edu>

Office of Global Services (OGS)

Local Mailbox: ogssfsv@northeastern.edu

<https://international.northeastern.edu/ogs/>

Office of the University Registrar

<https://registrar.northeastern.edu/>

Office of Student Conduct and Conflict Resolution (OSCCR)

www.northeastern.edu/osccr/

Official Bookstore

www.northeastern.bncollege.com

Office of University Equity and Compliance (OUEC)

<https://www.northeastern.edu/ouec/>

Student Financial Services (SFS)

<https://studentfinance.northeastern.edu/>

We Care

<https://studentlife.northeastern.edu/we-care/>

Mental Health Support (Find@Northeastern)

<https://www.northeastern.edu/uhrs/find-at-northeastern/>

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 (NUID) can save you money! Many retailers, food and other establishments offer student discounts with valid 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 provides up to 10% savings on hardware like desktop computers, laptops, and tablets. It also grants free access to some software, like Office 365.
- **Entertainment**
 - [Exploratorium](#) - Save \$5 on general admission
 - [The Walt Disney Family Museum](#) - Save \$5 on general admission
 - [SFMOMA](#) - \$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](#) - \$20 with registration. View instructions at <https://www.sfsymphony.org/Calendar/Purchasing-Options/Student>
 - [SF Jazz](#) - 50% off 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 or \$4 off with proof of San Francisco residency.
 - [GLBT History Museum](#) Save \$4 on general admission. Admission is free for all visitors on the first Wednesday of every month!
 - [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 on the first Tuesday of every month and the third Thursday of every month (4pm-8pm).

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

WeWork 24/7 emergency hotline (call 911 before and this afterwards): 1-855-855-0865

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 as needed

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 from the public address system, you should walk to the nearest stairwell exit and relocate **four floors below** your current location. **Do not use the elevators.**

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” if it is safe to do so, 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, San Jose campuses <https://www.northeastern.edu/bayarea/frequently-asked-questions/>

WeWork <https://www.wework.com/info/wework-responses-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/

Final Thoughts

It is the goal of Northeastern University - San Francisco 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.