Northeastern University
Oakland

Campus Guide
August 1, 2024 – July 31, 2025

Northeastern University Oakland is located at 5000 MacArthur Boulevard in Oakland, California.

Students and faculty learn, teach, live, and make breakthrough discoveries on Northeastern University's Oakland campus – the first bicoastal university of its kind – with opportunities to pursue a vast array of academic, research, and professional experience throughout the university's global system of campuses.

This guide contains resources for student affairs and academic services on Northeastern University's Oakland 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 _Academic Catalog 2024-2025_, _Code of Student Conduct_, and _Faculty Handbook_. The Northeastern University Oakland's campus 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 contractual, and is subject to change at the discretion of the University.

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

Contents

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 University 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 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834 P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, Telephone: (916) 574-8900, toll-free: (888) 370-7589 or by fax (916) 263-1897A 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 the 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.

Rights & Responsibility Disclosure for California Students

As required by California Education Code §94909 (a)(11), Northeastern University affirms:

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

What This Statement Means for You

Student Loan Responsibility

Students are responsible for repaying the full amount of any loans borrowed for their education, including interest and any applicable origination fees. If loan eligibility changes, or by borrower request, any excess loan funds will be returned to the lender, third party, or government agency that issued or guaranteed the loan.

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 the 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.

In accordance with California Education Code § 94909(a)(13), Northeastern University affirms that neither the institution, its parent corporation, nor its owners have a pending petition in bankruptcy, are operating as a debtor in possession, have filed a bankruptcy petition within the preceding five years, nor have had a petition in bankruptcy filed against them within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Please see additional public disclosures on the Northeastern University Consumer Information website.

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 Accreditation Section of the Academic Catalog 2024-2025.

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 Policy on Equal Opportunity.

Admissions Policies

Please refer to the General Admission Section of the [Academic Catalog 2024-2025](#) 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 the [Office of Global Services](#).

Northeastern University Oakland Campus Information

Northeastern Oakland's 135-acre campus is a green oasis with deep connections to a vibrant urban community. The campus features 65 historic and contemporary buildings, many of which are award-winning. These buildings also house 47,600 square feet of academic and laboratory space. The Oakland campus boasts historic architecture and facilities that support an intimate environment for learning, research, spiritual well-being, athletics, and recreation.

Location
5000 MacArthur Boulevard
Oakland, CA 94613
Phone: 510.430.2255

Shipping Address & Deliveries
Northeastern University
c/o (Recipient's Name)
5000 MacArthur Boulevard
Oakland, CA 94613

Reception & Visitors:
5000 MacArthur Boulevard
Oakland, CA 94613

Hours of Operation

Visitors:	The campus is currently open to visitors.
Students & Employees:	Monday - Friday: 8:30 am - 5:00 pm. Hours are often extended due to in-person classes and public events

Campus Notifications

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

Access to Campus

All current students, staff, and faculty have identification badges that are programmed to provide services, such as access to a building or room that has an access control system that they have been granted permissions for, to be used as a library card, to reflect points for meal purchases, to utilize other administrative services, such as xeroxing. Please refer to Oakland Campus Access Policy: https://policies.northeastern.edu/policy616-oak/

Campus Visitors

If you are a prospective student/family visiting the campus and you have not reserved a tour in advance, please go to the Visitor Center at Lisser Hall (617.373.4097, visitorcenter@northeastern.edu) for assistance. For all other visitors, please ask the security guard at the main campus entrance for directions to your destination.

Prospective students can learn more about our Northeastern University Oakland through an in-person tour, which begins with an information session. Reserve Tour Date

Husky Card

While on campus, all community members are required to carry their Husky Cards, the official Northeastern University ID card. In addition, Husky Cards are used for building access (residential and non-residential), dining, and printing (both students and faculty/ staff). Faculty & staff dependents who live on campus, certain external University-approved vendors, and individuals with a sponsored account are also eligible to obtain a Husky Card for building access or identification needs. For more information, visit www.northeastern.edu/huskycard. Or visit the FAQ page or contact oaklandhuskycard@northeastern.edu with any questions or concerns.

- Cards being printed for the first time and requiring photos can be taken and printed in Sage Hall 107. Business hours are Monday-Friday 8:30 am-4:30 pm, and no appointment is necessary. Individuals should have their 9-digit NUID number handy and bring along a government-issued photo ID for verification.
- The first Husky Card is issued free of charge. The charge for any subsequent replacement cards is $25, which is billed directly to the student account. Replacement cards can be printed at the main office in Sage Hall (during business hours), or at the Department of Public Safety (after business hours). Contact details for each respective location are as follows:
- Husky Card Services: Sage 107, (510) 430-2128
- Dept. of Public Safety: CPM 113, (510) 430-5555

Online or remote students/ faculty/staff, or other community members based on or near the Oakland campus should email oaklandhuskycard@northeastern.edu for more information about options to receive your Husky Card via mail.

Parking and Travel Information

Parking on Campus

Campus parking is designated by commuter, residential, guest, and faculty/staff access. All spaces, including reserved residential and administrative stalls, are indicated by signage and/or pavement markings. The Oakland campus also has two electronic vehicle charging stations. Download the **Oakland campus map** (PDF) for parking lot, accessible parking area, and EV charging station locations.

Parking permits are required for all residential and commuter students, as well as faculty/staff.

- Residential parking permits are limited and issued on a first come, first served basis. On-campus residents who do not obtain a residential permit are not allowed to have a personal vehicle on the Oakland campus.
- Commuter students are required to have a permit for their personal vehicle and may only park in the lots designated for commuters.
- All vehicles without a permit are subject to citation and/or towing at the owner's expense after September 15, 2024.
- For all questions regarding parking permits, contact parkNUOakland@lazparking.com.

Off-Campus Safety Escort

The off-campus shuttle runs daily on a fixed loop route and is operated by a professional driving vendor (WeDriveU). The pick-up and drop-off location is located at the T intersection on the Oakland Campus. There are multiple stops along the route where passengers may access various amenities. Riders with valid Northeastern identification cards are welcome to utilize the shuttle.

The shuttle route and stops are updated on a regular basis. For the most up to date schedule and route, please download the **Tripshot app** and sign up using your Northeastern email address and "Mills College" as the service name. You can also find this information in the Oakland Campus section of the Northeastern University website.

Alameda County (AC) Transit EasyPass

Northeastern Oakland participates in AC Transit's **EasyPass program** which enables students to travel around the East Bay and San Francisco. EasyPasses are distributed during fall and spring orientation. For transit schedules visit **AC Transit's Maps and Schedules** page.

Public Transportation

AC Transit provides bus services locally, while the Altamont Corridor Express (ACE), Amtrak, Bay Area Rapid Transit (BART), and Caltrain offer transportation throughout the greater Bay Area and Northern California.

Important transit systems in the region include:

- AC Transit www.actransit.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!

Air Travel

The closest airport is Oakland International Airport (OAK). San Francisco International Airport (SFO) is also nearby.

For transportation to and from the airport, we recommend using a local taxi or private transport service. The one-way cab fare from OAK is approximately $35–$45; from SFO, the fare is approximately $100, depending on traffic.

If you prefer a private car service such as Lyft or Uber, the cost is approximately $20 from OAK or $50 from SFO during non-peak hours. Visit their websites or apps for the most current fare estimates. After entering your on-campus destination, be sure to confirm within your ridesharing app and/or with your driver that the planned route will pass through our front entrance off MacArthur Boulevard and on to Richards Road.

Programs

Northeastern University in Oakland is authorized to offer the [programs approved by the BPPE](#) as indicated on their website.

Language of Instruction

All instruction at the institution is conducted in English. No portion of the educational programs is offered in a language other than English.

Since instruction is provided exclusively in English, students are expected to possess sufficient English language proficiency to successfully complete their program. The institution does not provide English as a second language (ESL) instruction, and no documentation of English language proficiency is required for native English speakers or students who have completed prior education in English. While requirements vary by college, accepted scores range from 79–100 on the TOEFL and 6.5–7.0 on the IELTS

Students seeking additional support with academic communication in English may access resources through Global Learner Services. For more information, visit [Global Learner Services.](#)

Most programs require that international students show proof of English proficiency, which may be met by submitting official TOEFL, IELTS, PTE, or Duolingo exam scores with an admissions application. Students may be exempt from the requirement if they submit documentation proving they received a bachelor's or master's degree from a college or university in which English was the only language of instruction. Accepted scores range from 79–100 on the TOEFL and 6.5–7.0 on the IELTS, though exact requirements and accepted exams may vary by college. Be sure to review your specific program's criteria before scheduling an exam.

For further information about English proficiency requirements, please review the admissions information for your particular program. To learn more about English proficiency exam requirement waivers, please [contact the college admissions](#) office directly.

Academic Policies and 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:

Bouve College of Health Sciences

College of Arts, Media and Design

College of Engineering

College of Professional Studies

College of Science

College of Social Sciences and Humanities

D'Amore McKim School of Business

Khoury College of Computer Sciences

Mills College at Northeastern

Rights & Responsibilities for Faculty Performance Expectations for Faculty Presence at the University

Graduate Catalog

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 guidelines: Leaves of Absence and Withdrawal and Academic Policies.

Grading Guidelines

The university's expectations for grading and feedback timelines may vary by college, program, and assignment type. However, it is the institution's expectation that faculty will respond to student inquiries within 3 business days, and provide timely grading and assignment feedback within 14 business days. Any deviation from the timelines noted are listed in the individual course syllabus, and faculty are expected to offer responses to student assignments within a reasonable period, ensuring

Student Rights and Responsibilities

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

Financial Information

Student Financial Services (SFS) is available to assist you in developing a plan for financing a Northeastern University education.

To learn more, visit the [Student Financial Services website,](#) which includes important policies and information to help you understand billing, payment, and financial assistance.

Northeastern University participates in federal and state financial aid programs.

Billing and Payments

- [2024-2025 Tuition, Fees, and Indirect Costs](#)
- [Fee Descriptions, including Student Tuition Recovery Fund (STRF)](#)
- [Student Financial Responsibility Agreement](#)
- [Billing Policies, including Late Fees](#)
- [California Withdrawal & Refund Policy](#)
- [Credit Balance Refunds](#)
- [Payment Methods](#)
- [Financing Options](#)

Please review [2024-2025 Tuition, Fees, and Indirect Costs](#) listed by academic program. Full payment of tuition, residence hall fees, and other related charges are due prior to the start of the term as specified on the original bill. A past-due balance may result in late fees, prevention of registration, prevention of participation in global study programs, or withdrawal from the university.

Tuition bills are only generated electronically and are available via the Student Hub. Students will receive an email notification to their Northeastern University email account when their bill is available. Please note that paper bills are not generated.

For additional information regarding the e-bill, please visit the Billing & Payments Frequently Asked Questions webpage.

Financial Aid

- [Applying for Financial Aid](#)
- [Receiving Your Financial Aid](#)
- [Financial Aid Rights & Responsibilities](#)

- [Satisfactory Academic Progress](#)
- [Withdrawals & Leaves of Absence](#)
- [Federal Verification](#)
- [Appeals for Special and Unusual Circumstances](#)
- [Student Employment & Work Study](#)

Northeastern University participates in federal and state financial aid programs. Required disclosures are provided in this campus guide, in the [university catalog](#), and through other university communications.

Student Loan Disclosure

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.

Service and Support

The Office of Student Financial Services regularly communicates with students at their university email address. Students should check email frequently for updates, announcements, or requests. It is expected that students will check their email regularly and that dependent students will share important financial aid information with parent(s) or supports. Additionally, students should ensure that updated and accurate contact information is maintained with the Office of the Registrar.

SFS service offerings and resources are available 24/7 on the SFS service portal. Within the SFS Service Portal you can find answers to frequently asked questions, access important tools and resources, and submit requests for frequently needed services. *Note: Students should use their university credentials to log in to this site.*

Student Financial Services welcomes walk-ins on the Oakland campus on Monday-Friday from 8:30 a.m. to 4:30 p.m. PST. Our team is located on the second floor of Mills Hall. *Please note: Payments cannot be accepted or processed on-site.*

SFS encourages students and families to use electronic payment methods for expedited processing. Physical check payments can be mailed to the following address and should include the student's name and NUID:

ATTN: Student Financial Services, 354RI
Northeastern University
360 Huntington Avenue
Boston, MA 02115

Contact Student Financial Services.

For additional information on tuition and fees, billing and payments, available financing options, and financial aid, please visit the Office of Student Financial Services website: https://studentfinance.northeastern.edu/

Contact information for specific SFS departments can be found online at: https://studentfinance.northeastern.edu/contact-us/

Questions or concerns can be submitted electronically using the **Student Financial Services Inquiry Form.**

Campus Leadership Directory

Dan Sachs
Dean, Oakland Campus   d.sachs@northeastern.edu

Maria Cammarata
VP for Optimization and Strategic Initiatives   m.cammarata@northeastern.edu

Christie Chung
Executive Director
The Mills Institute at Northeastern University   ki.chung@northeastern.edu

Renee Jadushlever
VP for Campus Administration and Strategic Initiatives   r.jadushlever@northeastern.edu

Elizabeth Kochly
Dean
Mills College at Northeastern University (MCNU)   e.kochly@northeastern.edu

Waleed Meleis
Vice Provost for Graduate Education   w.meleis@northeastern.edu

Katherine Wildman
Vice Chancellor of Oakland Student Life   k. wildman@northeastern.edu

Campus Resources: IT, Equipment, Facilities & Library

Wi-Fi Access

To connect to Wi-Fi on campus, connect to the Eduroam network. Log in using your Northeastern email address and password.

NUwave-guest is an unsecured Wi-Fi network designed to provide temporary internet access for campus guests without Northeastern or Eduroam login credentials. Guests can connect to NUwave-guest from their device and follow the instructions to register for access.

If you have any questions about connecting to Wi-Fi, please visit the Prieto Tech Bar Monday - Friday 8 am to 5 pm; or 24/7/365 at 617.373.HELP [4357]; or help@northeastern.edu; or visit the Tech Service Portal at https://service.northeastern.edu/tech; or contact the Northeastern IT Service Desk.

Printing, Copying, and Scanning

- There are several general-use printers available on campus. PaperCut is the printing software used for general-use printing.
- With PaperCut, students, instructors, and staff can print from a range of devices, retrieve prints, and use the online print portal for visibility into printing and track print balances.
- Visit papercut.northeastern.edu to access the portal and learn how to print.
- Faculty & staff who need assistance with printing should visit ITS staff at the Tech Bar for assistance with getting their Husky Card configured.
- Students are annually provided with 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.
- Print balances can be checked through the PaperCut portal. Print balances can also be found on the Student Hub (me.northeastern.edu) under the Billing tab.

IT Support

The IT Service Desk and self-service resources are available 24/7 to assist the entire Northeastern community with troubleshooting, technical support, and IT questions. Visit the IT contact page to find the support you need. For walk-up, in-person support, visit the Prieto Tech Bar located at Rothwell Center, adjacent to the Tea Shop. Expert IT staff are available to

assist at the Tech Bar, Monday-Friday, 8am to 5pm.

IT Trainings Available via Digital University

- Trainings at the Tech Bar Page: https://training.its.northeastern.edu/today-at-the-tech- bar/

- Tech onboarding e-learning to navigate technology with confidence, connect to WiFi, set up Northeastern and Microsoft 365 accounts, check Microsoft apps and other software, troubleshoot issues, and understand abbreviations. See Course in Canvas: https://northeastern.instructure.com/enroll/4KEWG4

Faculty Consultations via Academic Technologies

- Academic Technologies (AT) assists faculty and students to develop unique Northeastern University teaching and learning experiences. AT supports digitally flexible courses, inspires accessible learning and pedagogy, and maintains state-of-the-art classroom technology.

- **AT consultants are available to work with faculty** to thoughtfully support innovative content delivery, online learning management systems, classroom enhancements, and other methods driven by pedagogical research and Universal Design for Learning.

Library Resources

- Northeastern University Library
  - Northeastern University Online Library

- Local Resources
  - Oakland Public Library: www.oaklandlibrary.org

General Facilities Information

The Oakland campus boasts historic architecture and facilities that support an intimate environment for learning, research, spiritual well-being, athletics, and recreation. Take advantage of a host of on-campus sports and fitness facilities to keep your body and mind fit. All facilities are open to Northeastern students, faculty, staff, and alumni.

For information about renting campus facilities for special events including community events or conferences, contact oaklandconference@northeastern.edu

Campus Safety

Our Department of Public Safety (DPS) is staffed with trained professionals. Dedicated officers monitor campus traffic, patrol the grounds, respond to emergencies, and secure campus buildings. Our security officers provide the following daily services to the campus community:
   - Front gate access and monitoring
   - Campus security patrols
   - Locking/unlocking facilities for classes and events
   - Alarm response
   - Emergency response and first aid
   - Escorts to your car or campus residence hall after dark
   - Lost and found

General Safety Guidelines
If you notice anything or anyone suspicious, contact DPS Dispatch at 510.430.5555.

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 Northeastern University's policy, local law enforcement, and the Northeastern University Police Department following our policy on a drug-free workplace.

Emergency Information & Procedures Important Local Emergency Numbers

For off-campus non-emergencies and general public safety: Please dial 311 from your cell phone.

For on-campus NON-EMERGENCY security concerns: Please dial 510.430.5555.

For on-campus EMERGENCY security concerns: Please dial 911 and then notify DPS at 510.430.3333.

For police, fire, and medical emergencies: Please dial 911 and then notify DPS at 510.430.3333

Northeastern University Student Resources

Academic Calendar

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

Information Technology Services (ITS)

For service and support, visit the Tech Service Portal at https://service.northeastern.edu/tech.
For the ITS Quick Start Guide for Students, please click connect-to-tech.northeastern.edu/students.

Student Hub

A highly personalized, experience-driven platform that serves as a daily home base for
Northeastern students. To learn more about the features and benefits of the Hub, visit
about.me.northeastern.edu and log in.

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 international.northeastern.edu/ogs.

Official Bookstore
To visit the Official Northeastern University Bookstore website, please visit
https://www.bkstr.com/northeasternstore/home

Off-Campus Housing and Support Services https://www.northeastern.edu/offcampus/
offcampus@northeastern.edu

Office of the University Registrar
https://registrar.northeastern.edu/

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 and to learn more about Title IX resources, please visit: www.northeastern.edu/titleix.

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!

Grubhub
- Sign up to Grubhub with your Northeastern login to get delivery fees waived! https://dineoncampus.com/dining/order-ahead-with-grubhub

Technology
- Get tech for less through Northeastern's Computer Discounts: https://computer-discounts.northeastern.edu/personal/

- Shop exclusive discounts on Apple, Microsoft, and Dell.

Other
- Amazon offers free six months of Two-Day shipping and a half-off subscription to Prime. Students are then offered discounted Prime memberships. Prime includes free access to streaming movies and TV shows and allows free borrowing of Kindle books. (Discounted Prime for Young Adults is around $90 a year.)

Entertainment
- 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

Emergency Information and Procedures

Important Local Emergency Numbers

For off-campus non-emergencies and general public safety: Please dial 311 from your cell phone.

For on-campus NON-EMERGENCY security concerns: Please dial 510.430.5555.

For on-campus EMERGENCY security concerns: Please dial 510.430.3333.

For police, fire, and medical emergencies: Please dial 911.
- 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 campus 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.**

2. If you lose your badge, inform the front desk immediately so your badge can be deactivated.

3. Always have your Husky Card with you. It serves as your official student identification.

4. If you notice anything or anyone suspicious on our campus, please report it to DPS at 510.430.5555

Medical Emergencies and Natural Disasters

1. In the event of a **medical emergency** (for yourself or a colleague in distress):

   - Call 911 first, and then call DPS, 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 many points on campus. Please immediately check with a nearby staff member to obtain the location of the nearest first-aid kit.

2. In the event of an **earthquake:**

   - Move away from the building perimeter and exterior glass.

   - Take cover under something that can protect you, such as a sturdy table or a bed, and hold in inner core areas of your floor.

   - Under no circumstances should you leave the building until directed by the Building Safety Coordinator or other 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 in to the Student Hub (me.northeastern.edu) and locating Emergency Contact on the Resources page.

   For more information on emergency preparedness, visit the City of Oakland Office of Emergency Services webpage: www.oaklandca.gov/resources/emergency-preparedness. You might also visit Great Shakeout for additional resources.

4. Download and register for an account on the NU section of the SafeZone app (https://safezoneapp.com/).

Emergency Rooms/Urgent Care/Off-Campus Health Resources

HOSPITALS

Alta Bates Summit Medical Center
357 34th Street (**Summit Campus ER**)
Oakland, CA 94609
(510) 869-6600

UCSF Benioff Children's Hospital Oakland
747 52nd St (**ER Entrance**)
Oakland, CA 94609
510-428-3000

URGENT CARE

Carbon Health Urgent Care Oakland
411 Grand Ave
Oakland, CA 94610
510-844-4097

Dignity Health GoHealth Urgent Care
3900 Piedmont Avenue
Oakland, CA 94611
(415) 432-7899

Sutter Health Walk-In Care
5095 Telegraph Ave
Oakland, CA 94609
(800) 972-5547

PRIMARY CARE

Student Health Center
MacArthur Blvd, CPM

Oakland, CA 94613
510-431-1108

[Sutter Health Oakland Care Center](#)
350 30th Street
Oakland, CA 94609
510-204-8290

[UCSF Berkeley Outpatient Center](#)
3100 San Pablo Ave.
Berkeley, CA 94702
510-985-5020

[Carbon Health Alameda Landing](#)
2690 Fifth Street, Suite B
Alameda, CA 94501
510-439-9447

MENTAL HEALTH

[Counseling and Psychological Services (CAPS)](#)
Northeastern University Oakland
5000 MacArthur Blvd, Cowell Building
Oakland, CA 94613
510-430-2111

Local Resources & Vendors

- Visit Oakland: www.visitoakland.com

Student Record Retention and Exam Record Retention Policy

Purpose:
This policy outlines the retention guidelines for student records at Northeastern University, ensuring compliance with applicable legal and regulatory requirements for recordkeeping. It specifically addresses the retention of academic records, including exam records, and the duration for which these records are maintained.

Scope:
This policy applies to all departments, faculty, and staff who handle student records and ensures the proper retention and disposal of these records under the institution's record retention schedule.

The Record Retention policy is here: **Policy on Retention and Disposition of University Records | Policies**. The Record Retention Schedule sets forth the retention period for each specific record. The current Northeastern University Record Retention Schedule can be accessed here (requires a Northeastern username to access)

As required by 5 CCR §74112 (d)(3), each program's associated job classifications are identified using the U.S. Department of Labor's six-digit SOC codes.

Program Code	Program Description	Major Code	CIP Code	Matching SOC Codes
P-MPS-ANLY	MPS Analytics	ANLY	110802	11-3021, 15-1242, 15-1243, 15-2051, 25-1194
MSIS-INSY-B	MSIS Information Systems - Bridge	INSY	140903	11-9041, 15-1243, 15-1252, 15-1253, 25-1032
MA-ECED	MA Early Childhood Education	ECED	131210	25-1081, 25-2011, 25-2012, 25-2021, 25-9042, 25-9043
MPP-PUPL	MPP Public Policy	PUPL	440401	11-1011, 11-1021, 11-1031, 11-3071, 11-9131, 11-9151, 11-9199
MSCS-CSCI-AL	MSCS Computer Science - Align	CSCI	110101	11-3021, 15-1211, 15-1221, 15-1241, 15-1242, 15-1243, 15-1244, 15-1253, 15-1255, 15-1299, 25-1021
MPA-PUAD	MPA Public Administration	PUAD	440401	11-1011, 11-1021, 11-1031, 11-3071, 11-9131, 11-9151, 11-9199
MFA-INTA	MFA Interdisciplinary Arts	INTA	500799	25-1121, 27-1013, 27-1019
MSIS-INSY	MSIS Information Systems	INSY	140903	11-9041, 15-1243, 15-1252, 15-1253, 25-1032
MSCS-CSCI	MSCS Computer Science	CSCI	110101	11-3021, 15-1211, 15-1221, 15-1241, 15-1242, 15-1243, 15-1244, 15-1253, 15-1255, 15-1299, 25-1021
MS-GSAD	MS Game Science and Design	GSAD	100304	27-1014

SOC Code Glossary

SOC Code	Occupation
11-3021	Computer and Information Systems Managers
15-1242	Database Administrators
15-1243	Database Architects
15-2051	Data Scientists
25-1194	Career/Technical Education Teachers, Postsecondary
11-9041	Architectural and Engineering Managers
15-1243	Database Architects
15-1252	Software Developers
15-1253	Software Quality Assurance Analysts and Testers
25-1032	Engineering Teachers, Postsecondary
25-1081	Education Teachers, Postsecondary
25-2011	Preschool Teachers, Except Special Education
25-2012	Kindergarten Teachers, Except Special Education
25-2021	Elementary School Teachers, Except Special Education
25-9042	Teaching Assistants, Preschool, Elementary, Middle, and Secondary School, Except Special Education
25-9043	Teaching Assistants, Special Education
11-1011	Chief Executives
11-9041	Architectural and Engineering Managers
25-1121	Art, Drama, and Music Teachers, Postsecondary
27-1019	Artists and Related Workers, All Other
15-1221	Computer and Information Research Scientists
11-3021	Computer and Information Systems Managers
15-1241	Computer Network Architects
15-1299	Computer Occupations, All Other
25-1021	Computer Science Teachers, Postsecondary
15-1211	Computer Systems Analysts
15-1242	Database Administrators
15-1243	Database Architects
25-1032	Engineering Teachers, Postsecondary
27-1013	Fine Artists, Including Painters, Sculptors, and Illustrators
11-1021	General and Operations Managers
11-1031	Legislators
11-9199	Managers, All Other
15-1244	Network and Computer Systems Administrators

11-9131	Postmasters and Mail Superintendents
11-9151	Social and Community Service Managers
15-1252	Software Developers
15-1253	Software Quality Assurance Analysts and Testers
27-1014	Special Effects Artists and Animators
11-3071	Transportation, Storage, and Distribution Managers
15-1255	Web and Digital Interface Designers

Final Thoughts

It is the goal of Northeastern University Oakland 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 campus staff. We look forward to collaborative, creative relationships with each of you.