

# Northeastern University Oakland



## Campus Guide

August 1, 2023 – July 31, 2024

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 2023-2024](#), [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	3
State Authorization	3
Disclosures	3
Accreditation	6
Equal Opportunity Policy	6
Admissions Policies	7
Oakland Campus Information	7
Access to Campus	8
Parking and Travel Information	9
Programs	11
Academic Policies and Standards	11
Campus Leadership Directory	13
Campus Resources: IT, Equipment, Facilities, Library	14
IT Support	14
Library Resources	15
General Facilities Information	15
Northeastern University Student Resources	17
Emergency Information & Procedures	19
Health Facilities and Community Resources	22
Final Thoughts	24

## 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 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://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](http://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.

## 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.

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](http://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 2023-2024](#).

## 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 2023-2024](#) 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.

## 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](mailto: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](http://www.northeastern.edu/huskycard) or contact [oaklandhuskycard@northeastern.edu](mailto:oaklandhuskycard@northeastern.edu).

- Cards being printed for the first time and requiring photos can be taken and printed in Sage Hall 138. Business hours are Monday-Friday 8:30 am-4:30 pm, and no appointment is necessary.
- 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 Office: Sage 138, (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](mailto:oaklandhuskycard@northeastern.edu) for more information about options to receive your Husky Card via mail.

Please visit the FAQ page or contact [oaklandhuskycard@northeastern.edu](mailto:oaklandhuskycard@northeastern.edu) with any questions or concerns.



## 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 after September 15, 2023.
- For all questions regarding parking permits, contact [parkNUOakland@lazparking.com](mailto: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.

### 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](http://www.actransit.org)
- Altamont Corridor Express (ACE): [www.acerail.com](http://www.acerail.com)
- Amtrak: [www.amtrak.com](http://www.amtrak.com)
- Bay Area Rapid Transit (BART): [www.bart.gov](http://www.bart.gov)
- Caltrain: [www.caltrain.com](http://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.

## 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:

[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](#)

[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](#).

## Student Rights and Responsibilities

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

## Tuition and Fees

Please see the Student Finance website for [2023-2024 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 am – 7:00 pm EST (5:30 am – 4:00 pm PST); Fri 8:30 am - 5:00 pm EST (5:30 am – 2:00 pm PST).

- Financial Aid: [studentfinance.northeastern.edu/contact-us/](http://studentfinance.northeastern.edu/contact-us/) 617.373.3190
- Billing and Payments: [studentfinance.northeastern.edu/billing-payments/](http://studentfinance.northeastern.edu/billing-payments/) 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 Academic 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. Non-attendance 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.

## Campus Leadership Directory

**Mary Ludden**

*Sr. Vice President for Global Networks  
and Strategic Initiatives*

[m.ludden@northeastern.edu](mailto:m.ludden@northeastern.edu)

**Maria Cammarata**

*VP for Optimization and  
Strategic Initiatives*

[m.cammarata@northeastern.edu](mailto:m.cammarata@northeastern.edu)

**Christie Chung**

*Executive Director  
The Mills Institute at  
Northeastern University*

[ki.chung@northeastern.edu](mailto:ki.chung@northeastern.edu)

**Renee Jadushlever**

*VP for Campus Administration  
and Strategic Initiatives*

[r.jadushlever@northeastern.edu](mailto:r.jadushlever@northeastern.edu)

**Elizabeth Kochly**

*Interim Dean  
Mills College at  
Northeastern University*

[e.kochly@northeastern.edu](mailto:e.kochly@northeastern.edu)

**Waleed Meleis**

*Interim Vice Provost and  
Academic Lead, Oakland  
Campus, and Vice Provost  
For Graduate Education*

[w.meleis@northeastern.edu](mailto:w.meleis@northeastern.edu)

**Katie Wildman**

*Vice Chancellor of  
Oakland Student Life*

[k.wildman@northeastern.edu](mailto: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 [contact the Northeastern IT Service Desk](#) or visit the Tech Service Portal at [service.northeastern.edu/tech](http://service.northeastern.edu/tech).

### 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](http://papercut.northeastern.edu) to access the portal and learn how to print.
- 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](http://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.

## Library Resources

- Northeastern University Library
  - [Northeastern University Online Library](#)
  - [Northeastern University Oakland Library](#)
- Local Resources
  - Oakland Public Library: [www.oaklandlibrary.org](http://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](mailto: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:

- Campus security patrols
- Locking/unlocking facilities for classes and events
- Alarm response
- Emergency response and first aid
- Vehicle jump starts
- Escorts to your car or campus residence hall after dark
- Lost and found

## General Safety Guidelines

If you notice anything or anyone suspicious, contact a member of the security staff 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](https://registrar.northeastern.edu/group/calendar).

### **Information Technology Services (ITS)**

For service and support, visit the Tech Service Portal at [service.northeastern.edu/tech](https://service.northeastern.edu/tech). For the ITS Quick Start Guide for Students, please click [connect-to-tech.northeastern.edu/students](https://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](https://about.me.northeastern.edu) and log in.

### **International Student Services**

To visit the Office of Global Services website, please visit [international.northeastern.edu/ogs](https://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](https://international.northeastern.edu/ogs).

## **Official Bookstore**

To visit the Official Northeastern University Bookstore website, please visit [www.northeastern.bncollege.com](http://www.northeastern.bncollege.com).

## **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](http://www.northeastern.edu/drc).

## **Office of Student Conduct and Conflict Resolution (OSCCR)**

To visit the OSCCR website, please visit [www.northeastern.edu/osccr](http://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](http://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!

### **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](https://www.amazon.com) 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. (Prime is around \$139 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 and DPS and provide the following information.
  - Type of emergency (bleeding, shortness of breath, unconscious, etc.)
  - Location
  - Your phone number if they need to call you back
  - 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 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](http://www.oaklandca.gov/resources/emergency-preparedness). You might also visit [Great Shakeout](#) for additional resources.

---

## Emergency Rooms/Urgent Care/Off-Campus Health Resources

### **HOSPITALS**

#### [Alta Bates Summit Medical Center](#)

357 34<sup>th</sup> 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 30<sup>th</sup> 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](http://www.visitoakland.com)

## 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.