Northeastern University – Silicon Valley
Campus Guide

Northeastern University Mission

Founded in 1898, Northeastern is a global, experiential, research university built on a tradition of engagement with the world, creating a distinctive approach to education and research. The university offers a comprehensive range of undergraduate and graduate programs leading to degrees through the doctorate in nine colleges and schools, and select advanced degrees at graduate campuses in Charlotte, North Carolina, Silicon Valley, Silicon Valley, and Toronto.

Silicon Valley Campus Mission

Northeastern University – Silicon Valley is based on a distinctive new model for higher education: educational hubs embedded directly in select companies across the Bay Area that offer sector-specific degree programs and research collaborations to benefit the entire region.

These hubs will be located within partnering companies, such as IDT, and be open to learners and professionals across the region—a powerful way to boost workforce talent and promote innovation in high-growth sectors of regional economies.
Dear Student,

Welcome to Northeastern University’s Silicon Valley Graduate Campus. Our mission is to provide you with the learning and experience you need to move ahead in your career and bring new value to your workplace and our community. The Silicon Valley Campus Guide is a toolbox of sorts, that answers many of the questions you may have and point you to resources and services that are often needed. Our topmost priority is to offer you a quality educational experience and great service. Do not hesitate to contact me or anyone on our team to help in any way.

PK Agarwal
Regional Dean & CEO
Northeastern University – Silicon Valley

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.

Purpose and Scope of the Silicon Valley Campus Guide

The Silicon Valley Campus Guide contains resources for student affairs and academic services on the Silicon Valley Campus, as well as other locally relevant information, as authorized by the Regional Dean and CEO. For information about academic policies, services, and procedures, as well as general policies and services of Northeastern University, please refer to the Code of Student Conduct, College of Professional Studies Student Reference Guide, Bouvé College of Health Sciences Graduate Policies and Regulations, Faculty Handbook, or related procedural guides, as appropriate. The Silicon Valley 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 to be contractual, and is subject to change at the discretion of the University.

(September 2017)
Equal Opportunity Policy

Northeastern University is committed to providing equal opportunity to its students and employees, and to eliminating discrimination when it occurs. In furtherance of this commitment, Northeastern University strictly prohibits discrimination or harassment on the basis of race, color, religion, religious creed, genetics, sex, gender identity, sexual orientation, age, national origin, ancestry, veteran or disability status. All forms of discrimination or harassment within the University community are unacceptable and will be sanctioned appropriately. Further, University policy and applicable law prohibit retaliation against those who, in good faith, bring or cooperate in complaints of discrimination or harassment. The University’s nondiscrimination policies and related grievance procedures are available online at [http://www.northeastern.edu/oidi/compliance/](http://www.northeastern.edu/oidi/compliance/) and in the Office of Institutional Diversity and Inclusion which is located in 125 Richards Hall. Inquiries regarding the University’s nondiscrimination policies may be directed to:

Office of Institutional Diversity and Inclusion
360 Huntington Avenue, 125 Richards Hall
Boston, MA 02115
Phone: (617) 373-2133
Fax: (617) 373-4146
John Armendariz, Vice Provost for Diversity and Inclusion, Email: j.armendariz@neu.edu
Mary Ann Phillips, EEO Manager/Title IX Coordinator, Email: m.phillips@neu.edu

Students or employees may also contact the following agencies directly with their concerns:

- The Regional Director, Office for Civil Rights, United States Department of Education, 5 Post Office Square, 8th Floor, Boston, MA 02109;
- Massachusetts Commission Against Discrimination (MCAD), One Ashburton Place, 6th floor, Boston, Massachusetts 02108;

Joseph E. Aoun
President
February 2015
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Staff and Academic Support

Northeastern University – Silicon Valley students have access to in-person services and resources on the Silicon Valley campus. Faculty members, as well as administrative staff, are available to work with students as needed. This is intended to provide assistance that complements the university’s wide-range of student support available via phone, internet, and teleconference, enhancing the student experience with a personal touch.

Link to the Silicon Valley campus webpage: [www.northeastern.edu/siliconvalley](http://www.northeastern.edu/siliconvalley)

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Silicon Valley Campus Information

Campus Hours of Operation

6024 Silver Creek Valley Road, San Jose

Visitors | Monday – Friday: 9:00 a.m. – 5:00 p.m.
Students | Monday – Friday: 9:00 a.m. – 9:00 p.m.
Saturday & Sunday: 10:00 a.m. – 3:00 p.m.

Campus Closing & Change of Hours Notifications
Information about any campus closing, change of hours, or other emergency information will be posted on the Silicon Valley “Contact Us” webpage in addition to social media platforms. Students will also be notified via email.
www.northeastern.edu/siliconvalley/contact-us
www.facebook.com/NortheasternUniversitySiliconValley

We are a smoke-free campus. Smoking of any tobacco products is prohibited at Northeastern University – Silicon Valley.

Access to the Silicon Valley Campus

Northeastern University – Silicon Valley shares space with Integrated Device Technology (IDT) at 6024 Silver Creek Valley Road, San Jose, CA 95138. All Northeastern University – Silicon Valley classes are held at this location and address.

The main parking lot is located between Piercy Road and Fontanoso Way. Coming from the common 101-South highway, the parking lot is just beyond the Piercy Road light. Signs for both Northeastern University – Silicon Valley and IDT are visible entrance markers at the main parking lot. Visitors may park in any spaces within the areas marked “Visitors Only” area. Badge holders (i.e. students, faculty and staff) must park at the conjoining parking lot to the right of the visitor’s parking lot. There is a clear sign that provides the walking directions from the main parking lot to the campus.

Campus is marked with a plaque with the logo of Northeastern University – Silicon Valley. The entrance into the campus is a set of double doors marked by San Jose campus signage. The doors are typically locked for badge access. A doorbell is present to the right side of the doors, which will alert the receptionist to open the door. Students, faculty and staff must use their assigned badges to access the door. In situations where the door is left unanswered after ringing the doorbell, visitors can enter the IDT lobby and notify the receptionist of the purpose of their visit. The receptionist will buzz all Northeastern students and visitors into campus through the IDT’s main entrance.
There is 24/7 campus security, with video monitoring and on-ground patrolling. The San Jose campus is compliant with Northeastern standards for security after undergoing a comprehensive on-ground evaluation by the Northeastern University Police Department (NUPD). The San Jose Police Department (SJPD) will observe and report any disturbances or occurrences within a mile radius of the San Jose and IDT campus. Any reports involving Northeastern students or visitors will be delivered to the main NUPD Detective contact.

**Student, Faculty and Staff Access Procedure**

Students, faculty, and staff members are equipped with unique access badges. Use the access badge to gain entrance into the campus. Application forms for an access badge will be provided to students prior to their program start date and to faculty and staff members prior to their arrival. All access badges are monitored by the IDT security team.

Please contact the front desk immediately if you cannot locate your access badge. In the case that the Silicon Valley campus staff is not available and you need to reach the IDT security team, please call 408.284.8200 and identify yourself as Northeastern student.
Campus Resources: IT, Equipment, Facilities, Library

Wireless Internet

The Silicon Valley Campus offers wireless internet access to students, faculty, as well as guests.

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

Loaner Laptops

The Silicon Valley campus has laptops available for loan to currently enrolled students. All students must check with the front desk to reserve the equipment.

- All technology for check-out is at the front desk, and must be checked out from and returned to this location.
- The standard NUnet image on laptops provides access to the Microsoft Office suite of products.
- All machines can connect to the NUwave and NUwave-guest wireless networks. Authentication is required for NUwave. Students must use their MyNEU credentials to connect to NUwave.

Circulation Loan Policies

- Loaner equipment circulates to currently enrolled Northeastern University students, faculty, and staff.
- Husky Cards must be presented for checkout.
- Loaner equipment can be utilized on the campus.
- Loaner equipment can be checked out for a maximum of 5 hours. Students can extend their check out if the item is available.
- Students can check out equipment for a longer term in case of emergency situations. Contact Lily Ma at lil.ma@northeastern.edu for further details on long-term equipment check-out.
Circulation Replacement Costs

- Students are responsible for replacing missing or damaged parts or the entire cost if lost or stolen while in your possession.
- Each item required to use the laptop will be priced separately.
- **User assumes all liability for the device and will be charged current retail price for a replacement should damage occur.**
- An additional $20 processing fee will be added to all replacement costs.

Husky Cards

- Students are required to carry their Husky Cards on campus as valid student identification. Husky Cards can also be used for printing and checking out equipment. For more information, visit [www.northeastern.edu/huskycard](http://www.northeastern.edu/huskycard)
- How to get a Husky Card at the Silicon Valley campus (if you were unable to obtain one at orientation):
  - Please send an email to HuskyCard@neu.edu
  - In your email, provide them with the following information:
    1. First and last name
    2. NU ID number
    3. Silicon Valley Campus
      *(Alternatively, your mailing address, which should match your mailing address on your MyNEU account)*
  - Once they receive your email, they will send you the following directions:
    1. Log on to myNEU.
    2. On the Self-Service tab, click on Husky Card Preferences under Husky Card Center.
    3. Select Submit ID Photo from the menu on the left.
      *Please see the photo guidelines here before you submit a picture.*
    4. Upload your photo following the proper photo guidelines.
- The first Husky Card is issued to the student free of charge. Replacement cost for Husky Card is $25.

Printing, Copying and Scanning

- Printing is available on campus and requires a Husky Card for access.
- Students are annually provided a limited amount of free printing. At the start of the academic year, students receive a $120 printing credit on their Husky Cards. The annual credit does not roll over from year to year.
- The cost for printing is $0.10 per page for Black & White and $0.30 per page for Color. The cost of printing is automatically deducted from the student’s printing credits.
- Available printers on campus (located in corner behind kitchenette area):
o 1 Black/White printer and 1 Color printer
o 1 multi-function printer device is available for black/white printing, copying and scanning to email.

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

**How to Remotely Print to Northeastern Printers**

1. Download the Virtual Print Client software from “Software Downloads” on your myNEU account. Install or update the Virtual Print Client software on your personal computers using the below instructional videos.
   - For Mac: [www.youtube.com/embed/6O7FNh2NM7U](www.youtube.com/embed/6O7FNh2NM7U)
   - For PC: [www.youtube.com/embed/Qn5OXPBaW7U](www.youtube.com/embed/Qn5OXPBaW7U)

2. When you are ready to print, please follow the below directions:
   - Select either "BW_Letter_8.5x11" or “Color_8.5x11" from the list of available printers, depending on your preference.
   - After choosing your settings, a pop-up dialogue will ask you for your myNEU username from your Husky email address (without the @husky.neu.edu part) and a name for your print job (the name of the print job will appear on the card swipe screen when you go to the printer).

**NOTE:** You must be a local administrator on your computer to install software.

**Room and Space Reservations**

Students can reserve the two small conference rooms (Java and Python) for study and meetings. To reserve, please contact the front desk. If the rooms have reservations, a schedule will be posted up outside each room. The SV classroom and IoT classroom are open for reservations for occupancy more than 10 individuals and reservation requests must be made at least a week in advance.

**Library Resources**

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

- The Silicon Valley campus shares a parking lot with industry partner, Integrated Device Technology (IDT). The main parking lot located on 6024 Silver Creek Valley Rd (between Piercy Rd and Fontanoso Way) is free and open to Northeastern visitors, students, faculty, and staff.
- Students, faculty, and staff members with access badges must not park in the “Visitors Only” spaces. Designated parking for access badge holders are located to the right of the main parking entrance.
Public Transportation

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

- Santa Clara Valley Transportation Authority (VTA): [www.vta.org](http://www.vta.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!
Important Northeastern University Resources

Academic Calendar
Past, current and future calendars: www.northeastern.edu/registrar/calendars.html

Graduate Student Financial Services
Graduate financial aid: studentfinance.northeastern.edu/applying-for-aid/graduate/
Billing and payments: studentfinance.northeastern.edu/billing-payments/

Please contact your financial aid counselor based on your last name.
- A – Lis  Mindy Popp  m.popp@northeastern.edu
- Lit – Z  Mona Daly  mo.daly@northeastern.edu

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

Information Technology Services (ITS)
ITS website: www.northeastern.edu/its
ITS Services & Resources for Students: www.northeastern.edu/its/audience/students/

International Student Services
Office of Global Services website: www.northeastern.edu/ogs

If you have any questions about your F-1 student status and other international student-related questions, please first contact Christina Dang, Assistant Director of Student Services (c.dang@northeastern.edu).

Official Bookstore
Official Bookstore website: www.northeastern.bncollege.com

Disability Resource Center
Disability Resource Center website: www.northeastern.edu/drc

Office of Student Conduct and Conflict Resolution (OSCCR)
OSCCR website: www.northeastern.edu/osccr

Office of Gender Equity and Compliance
Title IX website: www.northeastern.edu/titleix
Title IX Resources for Silicon Valley campus: …resources/silicon-valley-campus-resources
Emergency Procedures for the Silicon Valley Campus

Floor or Building Evacuation

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

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

3. Proceed quickly to exit building via the main entrance doors.

4. Please assemble at Evacuation Point #21 indicated in the map below (visual: grassy field area across from main entrance parking lot).

5. Remain in evacuation assembly point until you are given further instructions by campus staff, IDT security and/or emergency personnel.

NOTE: Extinguishers are located throughout the campus. Identify locations of extinguishers in advance.
Medical Emergencies and Natural Disasters

1. In the event of a medical emergency (for yourself or a colleague in distress):
   - Call 9-1-1 and provide the following information.
     - Type of emergency (bleeding, short 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.
   - First-Aid cabinet as well as automated external defibrillator (AED) are installed in the back of the campus near the printers.

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

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

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

For more information on emergency preparedness, visit the City of San Jose’s Office of Emergency Services webpage: www.sanjoseca.gov/emergencyservices
**Nearby Medical & Behavioral Health Facilities and Comprehensive Community Resources**

**Medical Facilities**

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

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

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

**Behavioral Health Facilities**

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

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

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

**Comprehensive Community Resources**

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

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

Silicon Valley Campus

6024 Silver Creek Valley Rd, San Jose, CA 95138
Located in the Edenvale neighborhood of South San Jose.
Front Desk contact info: 408.229.2292 | siliconvalley@northeastern.edu

Local Resources & Vendors

- Visit San Jose: www.sanjose.org/activities | www.sanjose.org/events
- Visit Silicon Valley: www.visitcalifornia.com/destination/spotlight-silicon-valley
- Discover San Jose: www.sanjose.com

Transportation

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

The Mineta San Jose International Airport (airport code: SJC) is the primary airport in the Silicon Valley and the closest to our campus, with both domestic and international flights. Located approximately 13 miles from Northeastern University—Silicon Valley, various public transportation systems, taxis, and ride share serve the airport. Visit SJC Ground Transportation website for more information.

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

1. Take the BART from the SFO BART Station to the Millbrae BART Station, which is located within the Millbrae Transit Center.
2. From the Millbrae Transit Center, take the Caltrain to the San Jose Diridon station, which is located in the heart of San Jose.
3. To arrive closest to the Silicon Valley campus, continue to take the Caltrain to the Blossom Hill station.*
   *Please note that the Blossom Hill station is only available for weekday commute-hour service between the San Jose Diridon station and the Gilroy station. Review the departtime times for northbound and southbound trips here.
4. Request a rideshare (e.g. Lyft, Uber, etc.) for the remaining six miles to campus.
Local Restaurants

The Silicon Valley campus has a café on site open for breakfast and lunch. Additionally, there are a few nearby restaurants a walk away and a bustling plaza of restaurants and shops a quick 5-minute drive away.

A Walk Away

5978 Silver Creek Valley Rd
- Niji Sushi and Ramen | www.nijisushiramen.com
- Julio’s Fresh Mex | www.juliosfreshmex.com
- Genuine Heros | www.genuineheros.com

A Drive Away

Monterey Plaza | 5508 Monterey Hwy
- Quick Food: McDonald’s, Taco Bell, Little Ceasars Pizza, Subway, Jade China Restaurant, Cheese Steak Shop
- Casual Restaurants: Holder’s Country Inn, Barrio Fiesta Restaurant
- Supermarket: FoodMaxx
- Necessities: Dollar Tree, The UPS Store

Coffee/Tea/Snacks
- Sonny’s Café | 5643 Cottle Rd
- Starbucks | 5670 Cottle Rd

Quick Food
- Chipotle Mexican Grill | 5670 Cottle Rd
- Erik’s DeliCafe | 5705 Cottle Rd
- Five Guys | 5660 Cottle Rd
- Panda Express | 5720 Cottle Rd
- Panera Bread | 5720 Cottle Rd
- Petite Baguette | 5685 Cottle Rd
- Pizza Hut | 5689 Cottle Rd
- Poki Bowl | 5700 Village Oaks Dr
- The Don’s Deli | 5700 Village Oaks Dr
- Vitality Bowls | 5660 Cottle Rd
- Wingstop | 5730 Cottle Rd

Casual Restaurants
- Applebee’s Neighborhood Grill & Bar | 5690 Cottle Rd
- Bill’s Café | 5631 Cottle Rd
- Castillo’s Mexican Restaurant | 5639 Cottle Rd
- China Delight | 5813 Cottle Rd
Student Discounts

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

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

Technology

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

- **Apple Store for Education** provides special education pricing on their products as well as software.
- **Amazon** offers free six months of Two-Day shipping and half-off subscription to Prime. Prime includes free access to streaming movies and TV shows and allows free borrowing of Kindle books. (Prime is usually around $80 a year.)
- **Microsoft** has a 10% discount on the Surface, software and accessories, and large discounts on PCs.

Entertainment

- Bank of America cardholders offer one free general admission ticket on the first full weekend of every month for the *San Jose Museum of Art* and *The Tech Museum of Innovation*.
- **Opera San Jose** has discount student tickets at $10 (normally $55-$175). View their instructions first before purchasing: [www.operasj.org/buy-tickets/student-tickets](http://www.operasj.org/buy-tickets/student-tickets).
- **ComedySportz San Jose** has discount student tickets at $12 (normally $15).
• AMC Theatres offers discounted student tickets every Thursday.
• 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 theatre box office for more information.
Final Thoughts

It is the goal of Northeastern University – Silicon Valley to serve our students well through positive and productive interactions, 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. A few times throughout the year, the Campus will send a brief 3-5 question survey through your student email. Your input is extremely valuable and helps the Campus ensure we continue to grow our resources and services to best fit your needs.

In addition, please always feel free to provide feedback to the Regional Dean & CEO, Associate Dean, or Assistant Director of Student Services. We look forward to collaborative, creative relationships with each of you.