Northeastern University – San Francisco Guide

Northeastern University – San Francisco operates directly within WeWork, a co-working space and community for global companies to grow and connect. Students have an opportunity to build their network and study in the heart of San Francisco Bay Area, surrounded by its innovation-driven cities that are home to some of the biggest startups and mega corporations.

This guide contains operations-related resources and student affairs information that pertain to the San Francisco (SF) location.
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SF Bay Area Staff and Support

Bay Area Regional Staff
Giscard Dimanche
International Student Advisor
Phone: 617-373-2310
Email: g.dimanche@northeastern.edu

Steve Ross
Director of Student Services
Phone: 408-707-3848
Email: st.ross@northeastern.edu

Dawn Girardelli
Associate Dean
Phone: 925-337-6491
Email: d.girardelli@northeastern.edu

Lisa Rogers
Assistant Director, Graduate Advising and Student Services, Khoury College of Computer and Information Sciences
Phone: 408-221-9277
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San Francisco Staff
Gloria Balderas
Assistant Director, West Coast Development and Operations
Phone: 857-225-0360
Email: g.balderas@northeastern.edu

San Francisco Location Information

Physical Location
Northeastern University – San Francisco
WeWork 600 California Street, 20th Floor
San Francisco, CA 94108

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

Silicon Valley Campus Staff
Alanta Hider
Assistant Director, Student Recruitment and Enrollment
Phone: 408-609-8311
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Email: lil.ma@northeastern.edu

Lily Ma
Administrative Coordinator
Phone: 408-707-3697
Email: lil.ma@northeastern.edu
**Hours of Operation**

**Northeastern’s Office Hours (20th Floor)**  
Monday - Friday: 9:00 am - 6:00 pm

**WeWork’s Support Hours (11th Floor)**  
Monday - Friday: 9:00 am - 6:00 pm

**Parking and Local Transportation Information**

**Parking**
Paid parking garages are available within walking distance to the site. The nearest are 600 California Street (closes 5pm weekdays), St. Mary's Square at 433 Kearny Street (open 24/7), and 550 Kearny Street (hours vary). Please check the websites to verify current hours.

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

- SFMTA: [https://www.sfmta.com/muni](https://www.sfmta.com/muni)
- Bay Area Rapid Transit (BART): [www.bart.gov](http://www.bart.gov)
- Caltrain: [www.caltrain.com](http://www.caltrain.com)
- All-in-one transit card: **Clipper Card**

**Airport Travel**
The most convenient airport to the San Francisco location is the [San Francisco International Airport](https://www.sfo.com) (SFO). The airport is accessible by taxi, Uber, Lyft, and BART.

Alternative airports within the greater Bay Area region include [Oakland International Airport](https://www.oaklandairport.org) (OAK) and [Mineta San Jose International Airport](https://www.sjc.org) (SJC).

**Access Information and Procedures**
WeWork 600 California Street members have 24/7 access to the common areas of the building. **Student access to Northeastern’s site on the 20th floor is as follows:**

- Monday - Friday: 9:00 am - 9:00 pm
- Saturday: Hours Coming Soon
- Sunday: Closed

**Keycards**
Keycards are issued to students at the start of each semester and are collected at the end. **All WeWork members are responsible for safeguarding their cards at all times and remembering to bring them to the building each time.** WeWork does not issue day cards or temporary cards if forgotten.

Cards should never been shared, swapped, etc. as each one is linked to the specific cardholder through official ID for security purposes.
**Guest Procedure**

With the exception of evening events, you are advised to only bring in guests when necessary.

1. Guest(s) must be registered by the member in advance using the WeWork App or Member site (members.wework.com). Multiple guests must be registered individually.
2. Upon arrival, guests should sign in at the reception desk on the 11th floor.
3. Members are held accountable for their guest(s) while on site. If you exit the WeWork building, your guest(s) must exit with you.

**WeWork Amenities and Procedures**

**Conference Rooms**

There are several common areas throughout the building that are available to use. Students, faculty, and visiting partners are encouraged to use these areas, Northeastern’s touchdown office spaces (located near each entrance), and the classrooms prior to reserving conference rooms.

**WeWork conference rooms operate on an internal credit system, which is shared by all members under Northeastern University’s business account.** Credit overages result in additional fees.

A limited number of booking credits are reserved each month for Northeastern staff and faculty. **Students must submit a request for booking approval prior to making a conference room reservation (approval is subject to credit availability).** Requests should be sent to San Francisco staff in advance and as early as possible.

**Lounge Areas**

WeWork lounges and kitchens are available for you to use. All members are expected to clean up after themselves and help keep these areas tidy for others. Refrigerators are typically cleaned out at 2:00 pm on Fridays. Leave a note on any items that you want kept over the weekend.

**Event Space**

Northeastern University partners who are interested in hosting or collaborating on an event should contact Gloria Balderas (g.balderas@northeastern.edu) at least 2 weeks in advance of the event date.

**General Facilities Information**

**Support**

Facilities-related requests may be sent to San Francisco staff. Staff will submit the ticket on your behalf, follow up on the request, and ensure adequate support from the building. If you cannot reach a staff member and the issue is immediate, submit a ticket via “support” on the WeWork App or Member site (members.wework.com).
Security
Video cameras are used onsite throughout the WeWork building. Security teams will only review video footage when necessary.

- **Lost and Found:** Members and visitors should safeguard their personal belongings while on site. Northeastern is not responsible for lost items, however, items may still be reported to a staff member and WeWork staff in case they have been recovered.

- **General Safety Guidelines:** If you notice anything or anyone suspicious, first and foremost, please report it to a Northeastern staff and faculty member immediately. If you are unable to reach them, contact a WeWork staff member on the 11th floor.

- **Alcohol Consumption 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 WeWork policy, local law enforcement, and the Northeastern University Police Department.

Video and Photography
Members who wish to record video or photograph in WeWork spaces must have approval by WeWork staff in advance. For further information, please reach out to a staff member on the 11th floor or submit a support ticket with information on the media project.

Emergency Information and Procedures

Emergency Contacts and Numbers

**Police, Fire, and Medical Emergencies**

Dial “911”*

*Calling this number for reasons other than an immediate/life-threatening emergency may be considered a crime.*

**Urgent Concerns at WeWork (Regular Business Hours, 9 am - 6 pm):**
Contact a Northeastern staff member immediately and a WeWork team member on the 11th floor.

600 California Street Lobby Security (After-Hours Line): 415-391-3471

Building Emergency Procedures
In the event of an emergency, remain calm and listen to the instructions from the public address system. Floor wardens will be present to help direct people to the nearest stairwell exits. **Do not use the elevators.**
In the event of a fire, in a high-rise building, traditional building evacuation is replaced with relocation to a safe place within the building. Unless otherwise notified during announcements, you should walk to the nearest stairwell exit and relocate four floors below your current location.

In the event of an earthquake, remain in your room if possible and take cover under desks, tables, or strong doorways until the shaking stops. Keep away from windows and other glass, shelves, and high-stacked materials. Follow the directions of the floor wardens.

In the event of an act of violence, remain calm, dial “911”, and wait for further instruction. Tenants may be instructed to shelter in place or evacuate.

Health Facilities and Community Resources

311 Non-Emergency City and County of San Francisco  
Phone: 3-1-1 or 415-701-2311 if calling from outside area code 415  
Website: [https://sf311.org/home](https://sf311.org/home)

Northeastern University Police Department (NUPD)  
Non-Emergency Phone: 617-373-2121  
Website: [https://www.northeastern.edu/nupd/](https://www.northeastern.edu/nupd/)

Police, Fire, and Medical Emergencies  
Dial “911” ONLY for immediate/life-threatening emergency situations.

24-Hour Crisis Lines

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<tr>
<th>Support Line</th>
<th>Phone Number</th>
<th>Website</th>
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Medical Treatment

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<tr>
<th>Medical Center</th>
<th>Phone Number</th>
<th>Website</th>
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<td>Zuckerberg San Francisco General Hospital and Trauma</td>
<td>628-206-7000</td>
<td><a href="https://zuckerbergsanfranciscogeneral.org/">https://zuckerbergsanfranciscogeneral.org/</a></td>
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Information Technology Services (ITS) Resources

**Printing/Copying/Scanning**
Northeastern has two printers available for its members and visitors, which are located outside of classroom 20C on the 20th floor. Please ask a staff member for the instructions on how to add the printers to your laptop.

WeWork printers are located on each floor of the building and they run on a credit system, which is shared by all Northeastern members. Please attempt to use Northeastern’s printers first before printing on a WeWork device in order to help curb additional fees.

To scan or copy on any WeWork device in the building, enter your printing credentials. You can find these credentials in the “Building Guide” section of the WeWork App or Member site (members.wework.com).

**WiFi Access**
WeWork members have access to the WeWork WiFi network. Password information is located under “Building Guide” of the WeWork App and online at members.wework.com.

**One-On-One IT Support**
For personal support, please call Northeastern University ITS at 617.373.4357 or email help@northeastern.edu. Also visit the ITS website at its.northeastern.edu/.

**Student Resources**

**Office of the University Registrar**
Academic Calendars: registrar.northeastern.edu/group/calendar/

**Information Technology Services (ITS)**
Main ITS Website: its.northeastern.edu/
ITS Guide for Students: its.northeastern.edu/get-started/students/
Office of Global Services (OGS)
OGS Website:  https://international.northeastern.edu/ogs/

Official Bookstore
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 University Equity and Compliance
Title IX Website:  www.northeastern.edu/osccr/
Title IX Resources:  www.northeastern.edu/ouec/resources/silicon-valley-campus-resources/