San Francisco Campus Guide

Northeastern University – San Francisco operates directly within WeWork, a co-working space and community for global companies to innovate and connect.

San Francisco students have an opportunity to build their network and study in the heart of the Bay Area, surrounded by its innovation-driven cities that are home to some of the biggest startups and mega corporations.

The San Francisco Guide contains resources for student affairs and academic services at the San Francisco campus, as well as other locally relevant information. It contains information current as of the date of its release, however, such information should not be regarded as contractual and is subject to change at the discretion of the University.
Contents

State Authorization 3
Equal Opportunity 3
Staff and Support 3
San Francisco Campus Information 4
Access Information and Procedures 5
WeWork Amenities and Procedures 5
General Facilities Information 6
Health Facilities and Community Resources 8
  COVID-19 Response Information 8
Information Technology Services (ITS) Resources 9
Student Resources 9
State Authorization

Northeastern in California
Northeastern University is granted approval to operate under the terms of California Education Code (CEC) section 94890(a)(1) per CEC section 94890(b). The Bureau for Private Postsecondary Education (BPPE) determines Northeastern to be in compliance with the requirements of Title 5, California Code of Regulations (CCR) section 7139. Any questions a student may have that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau’s internet website www.bppe.ca.gov

Equal Opportunity

Policy on Equal Opportunity
The Policy on Equal Opportunity strictly prohibits discrimination or harassment on the basis of race, color, religion, religious creed, genetic information, sex, gender identity, sexual orientation, age, national origin, ancestry, veteran or disability status.

The Annual Equal Opportunity Notice can be found online at https://www.northeastern.edu/policies/pdfs/Policy_on_Equal_Opportunity.pdf

Staff and Support

San Francisco Bay Area Leadership

Hillary Mickell
Dean and Regional CEO
Primary Location: San Francisco
Email: h.mickell@northeastern.edu

Dawn Girardelli
Associate Dean
Primary Location: San Jose
Email: d.girardelli@northeastern.edu

San Francisco Staff

Jodi Tims
Professor of the Practice and Director of Computer Science - California
Khoury College of Computer Science
Email: j.tims@northeastern.edu

Andrei Coso
Director, Strategic Partnerships
Phone: 628- 629-6205
Email: a.coso@northeastern.edu

Northeastern University – San Francisco Guide | Updated August 2020
Michael de Vera  
Associate Director, Graduate Advising and Student Services (Khoury College)  
Phone: 408-221-9277  
Email: m.devera@northeastern.edu

Gloria Balderas  
Assistant Director, Development and Operations  
Phone: 857-225-0360  
Email: g.balderas@northeastern.edu

Regional Student Support
Jackie Li  
Director of Student Services  
Primary Location: San Jose  
Phone: 669-216-6048  
Email: jac.li@northeastern.edu

Hing Potter  
Assistant Director of Student Services  
Primary Location: San Jose  
Phone: 408-206-7627  
Email: h.potter@northeastern.edu

Giscard Dimanche  
International Student Advisor  
Primary Location: San Jose  
Phone: 408-707-3849  
Email: g.dimanche@northeastern.edu

San Francisco Campus Information

<table>
<thead>
<tr>
<th>Location</th>
<th>Shipping Address</th>
</tr>
</thead>
</table>
| WeWork 600 California Street  
San Francisco, CA 94108  
Phone: 628-800-7011 | WeWork c/o (Recipient’s Name)  
600 California Street, 11th Floor  
San Francisco, CA 94108 |

<table>
<thead>
<tr>
<th>Northeastern’s Office Hours</th>
<th>WeWork’s Support Hours</th>
</tr>
</thead>
</table>
| 20th Floor Administrative Offices  
Monday - Friday: 9:00 am - 6:00 pm | 11th Floor Community Desk  
Monday - Friday: 9:00 am - 6:00 pm |

Parking and Local Transportation Information

Parking
Public parking garages are available within walking distance to the site. The nearest are 600 California Street, St. Mary's Square at 433 Kearny Street, and 550 Kearny Street. Check online or call the garages to verify current hours. Parking is not reimbursable by Northeastern.

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

Alternative airports within the greater Bay Area region include Oakland International Airport (OAK) and Mineta San Jose International Airport (SJC).

Access Information and Procedures

Access to WeWork
WeWork 600 California Street members have 24/7 access with their keycards to common areas of the building such as the community lounges, phone booths, and meeting rooms.

Access to Campus
Students and faculty may only access the campus during the following times*:
- **Monday**: 5:00 pm to 9:30 pm
- **Tuesday - Thursday**: 8:30 am to 9:30 pm
- **Friday**: 8:30 am to 1 pm
- **Saturday and Sunday**: Closed
*Hours are subject to change.

Keycards
Keycards are issued to students at the start of each program and are collected at the end. All WeWork members are responsible for safeguarding their cards and remembering to bring them to the building each time.

WeWork does not issue day cards or temporary cards if forgotten.

Cards should never be shared or swapped as each one is linked to the specific cardholder through official ID for security purposes.

Guests
Please reach out to a staff member to confirm the current guest procedure.

WeWork Amenities and Procedures

Meeting 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.
Always review the number of remaining booking credits in advance of making a reservation. **If the account is nearing its limit or Northeastern staff anticipates the need for more credits to conduct business, pre-approval from an operations staff member will be required to book a room.**

Students should use all available/shared areas in the building prior to booking meeting rooms.

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

**Classroom Space**
Classrooms are typically available for student use for up to 30 minutes before the start of a class session. When a room is not available (e.g., speaker events, staff meetings, maintenance, etc.), signage will be posted.

**Pet Policy**
WeWork maintains its own pet policy, unaffiliated with Northeastern University. **If a member is within any Northeastern space at WeWork, that member is subject to Northeastern policy regarding pets.** Persons with documented disabilities who are requesting to bring a service dog or other support animal must contact and submit appropriate documentation to the Disability Resource Center prior to the animal being on site.

**General Facilities Information**

**Support**
Facilities-related requests may be sent to San Francisco operations staff. Staff will submit a ticket on your behalf, follow up on the request, and ensure adequate support from the building.

If you cannot reach a staff member and the issue is immediate, submit a ticket via “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’s open spaces must have approval by WeWork staff in advance. For further information, please reach out to a staff member on the 11th floor or submit a support ticket with information on your media project.

**Emergency Information and Procedures**

**Emergency Contact Information**

<table>
<thead>
<tr>
<th>Police, Fire, and Medical Emergencies:</th>
<th>Urgent Concerns at WeWork (9 am - 6 pm):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial “911” (for immediate/life-threatening emergencies only)</td>
<td>Contact Northeastern administration immediately or a WeWork member.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Northeastern’s SafeZone Mobile Safety App:</th>
<th>600 California Street Lobby Security (after 6 pm and on weekends): 415-391-3471</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download and use for free on any app store</td>
<td></td>
</tr>
</tbody>
</table>

**Building Emergency Procedures**
In the event of an emergency, remain calm and listen to the instructions from the public address system. WeWork floor wardens will be present to help direct people 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 instructions. Tenants may be instructed to shelter in place or evacuate.
Health Facilities and Community Resources

City and County of San Francisco
Non-Emergency Phone: Dial “311” or 415-701-2311 if calling from outside area code 415
Website: https://sf311.org/home

COVID-19 Response Information

<table>
<thead>
<tr>
<th>Support Line</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Francisco Bay Area campuses: COVID-19</td>
<td></td>
<td><a href="https://www.northeastern.edu/bayarea/frequently-asked-questions/">https://www.northeastern.edu/bayarea/frequently-asked-questions/</a></td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Local 24-Hour Crisis Lines

<table>
<thead>
<tr>
<th>Support Line</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Riley Center (domestic violence support)</td>
<td>415-255-0165</td>
<td><a href="http://svdp-sf.org/what-we-do/riley-center/">http://svdp-sf.org/what-we-do/riley-center/</a></td>
</tr>
<tr>
<td>Community United Against Violence (LGBTQ support)</td>
<td>415-333-4357</td>
<td><a href="http://www.cuav.org/">http://www.cuav.org/</a></td>
</tr>
<tr>
<td>San Francisco Suicide Prevention</td>
<td>415-781-0500</td>
<td><a href="http://www.sfsuicide.org/">http://www.sfsuicide.org/</a></td>
</tr>
</tbody>
</table>

Local Medical Treatment

<table>
<thead>
<tr>
<th>Medical Center</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zuckerberg San Francisco General Hospital and Trauma Center</td>
<td>628-206-7000</td>
<td><a href="https://zuckerbergsanfranciscogeneral.org/">https://zuckerbergsanfranciscogeneral.org/</a></td>
</tr>
<tr>
<td>California Pacific Medical Center</td>
<td>415-600-6000</td>
<td><a href="https://www.sutterhealth.org/cpmc">https://www.sutterhealth.org/cpmc</a></td>
</tr>
</tbody>
</table>
Information Technology Services (ITS) Resources

Printing/Copying/Scanning
Northeastern has two printers available exclusively for its members outside of classroom 20C on the 20th floor. Please ask a staff member for a copy of the instructions on how to add these 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 be mindful of how often you print to these devices in order to help curb additional fees.

To scan or copy only, use any WeWork device in the building by entering your printing credentials. You can find these credentials in the building 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.

IT Support
For immediate support, including adding the Northeastern printers on the 20th floor, email regionalhelp@northeastern.edu.

For assistance with any WeWork device in the building, submit a support ticket on the App or Member site (members.wework.com).

For additional ITS resources at Northeastern, visit the website at its.northeastern.edu/.

Student Resources

<table>
<thead>
<tr>
<th>Disability Resource Center</th>
<th>Office of Student Conduct and Conflict Resolution (OSCCR)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.northeastern.edu/drc/">www.northeastern.edu/drc/</a></td>
<td><a href="http://www.northeastern.edu/osccr/">www.northeastern.edu/osccr/</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information Technology Services (ITS)</th>
<th>Official Bookstore</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local ITS: <a href="mailto:regionalhelp@northeastern.edu">regionalhelp@northeastern.edu</a></td>
<td><a href="http://www.northeastern.bncollege.com">www.northeastern.bncollege.com</a></td>
</tr>
<tr>
<td>Boston ITS: its.northeastern.edu/</td>
<td></td>
</tr>
<tr>
<td>Student Guide: its.northeastern.edu/get-started/students/</td>
<td></td>
</tr>
</tbody>
</table>
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 the places listed below.

Technology

- Apple Store for Education provides special education pricing on their products as well as software.
- Amazon offers free six months of Two-Day shipping and half-off subscription to Prime.
- Microsoft has a 10% discount on the Surface, software and accessories, and large discounts on PCs.

Check out their websites or visit their stores directly for more information.

Entertainment

- Exploratorium – Save $5 off
- The Walt Disney Family Museum - Save $5 off
- Museum of Ice Cream - 10% discount. To redeem, email hello@museumoficecream.com from your ".edu" email address.
- San Francisco Symphony - $20 with registration. View instructions at https://www.sfsymphony.org/Buy-Tickets/Discount-Tickets/Students
- SF Ballet - When tickets are available, students can purchase them on the day of the performance for $24 or $32. Registration is required. View instructions at https://www.sfjazz.org/visit/ticket-options/student-rush
- SF Jazz - 50% off a regular ticket price. Tickets can only be purchased at the venue ticket window on the day/night of the event with a valid student ID.
- AMC Theatres offers discounted student tickets every Thursday.
- Cinemark – Century San Francisco – Centre 9 and XD - Show a valid student ID at the box office and receive a special discount.
- Cable Car Museum – Admission is free!
- Conservatory of Flowers – Save $3 off or $4 off with proof of San Francisco residency.
- GLBT History Museum Save $2 off. Admission is free for all visitors on the first Wednesday of every month!

Northeastern University – San Francisco Guide | Updated August 2020
● **MoAD (Museum of the African Diaspora)** – Save $5 off
● **Museo Italo Americano** - Always free admission!
● **YBCA (Yerba Buena Center For The Arts)** – Enjoy 10% off and Free Gallery Admission every first Tuesday of the month and every third Thursday of the month (4pm-8pm).