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 campuses in Charlotte, Maine, North Carolina, Seattle, San Francisco, Silicon Valley, Vancouver 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 offering sector-specific degree programs and research collaborations to benefit the entire region. These hubs will be located within partnering companies, such as Renesas, 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 Campus. Our mission is to provide you with the education and experience you need to move ahead in your career and bring new value to your workplace and our community. The Silicon Valley Guide is a toolbox to help answer many of the questions you may have and point you to resources and services that are often needed. Our 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.

Hillary Mickell
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 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 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.

(November 2020)
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 https://www.northeastern.edu/policies/pdfs/Policy_on_Equal_Opportunity.pdf 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@northeastern.edu
Mark Jannoni, Assistant Vice President for University Equity and Compliance & Title IX Coordinator, Email: m.jannoni@northeastern.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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Link to the Silicon Valley campus webpage: www.northeastern.edu/bayarea/
Staff and Academic Support

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

Core Staff Members

Hillary Mickell  
Regional Dean & CEO  
h.mickell@northeastern.edu

Dawn Girardelli  
Associate Dean  
d.girardelli@northeastern.edu  
408.707.3698

Jackie Li  
Director, Student Services  
jac.li@northeastern.edu  
408.707.3848

Hing Potter  
Assistant Director, Student Services  
h.potter@northeastern.edu

Gloria Balderas  
Assistant Director, West Coast Development and Operations  
g.balderas@northeastern.edu  
857.225.0360

Alanta Hider  
Associate Director, Recruitment and Enrollment  
a.hider@northeastern.edu  
408.707.3847

Giscard Dimanche  
International Student Advisor  
g.dimanche@northeastern.edu  
408.707.3849

Jampa Choephell  
Campus Operations Manager  
j.choephell@northeastern.edu  
669.350.2470

Valerie Cruz  
Administrative Coordinator  
v.cruz@northeastern.edu  
408.707.3695
College and Program Acronyms

CCIS – College of Computer and Information Science
- MSCS / CS – Master of Science in Computer Science / Computer Science
- MSCS Align / CS Align – Master of Science in Computer Science Align / Computer Science Align
- MSDS / DS -Master of Science in Data Science
- MSDS Align/ DS Align -Master of Science in Data Science
- CC - Cloud Computing Certificate

COE – College of Engineering
- MSIS / IS – Master of Science in Information Systems / Information Systems
- MS / CPS - Master of Science in Cyber Physical Systems

CPS – College of Professional Studies
- MPSA / ALY – Master of Professional Studies in Analytics / Analytics
- MSPJM / PJM – Master of Science in Project Management / Project ManagementMcKim
- Applied Analytics Certificate

D'Amore McKim School

Faculty

Jodi Tims
Professor of the Practice and Director for CCIS
j.tims@northeastern.edu

Kal Bugrara
Director of Information Systems Program for COE
k.bugrara@northeastern.edu

Amanda Welsh
Professor of the Practice for CPS
a.welsh@northeastern.edu

For a complete list of Northeastern University - San Francisco Bay Area faculty, please click the link to the faculty webpage:
https://www.northeastern.edu/bayarea/faculty/

Academic Advising Staff

Anna Olson
Academic Advisor for CCIS
aolson@northeastern.edu

Mike DeVera
Academic Advisor for CCIS
m.devera@northeastern.edu

Kevin Holt
Academic Advisor for CPS
k.holt@northeastern.edu
Jeffrey Lam
*Academic Advisor for COE*
coe-sv-gradadvising@northeastern.edu

Drew Ochengco
*Co-op Coordinator for COE*
a.ochengco@northeastern.edu
Silicon Valley Campus Information

Campus Hours of Operation

4 N. 2nd Street, 3rd Floor, San Jose

Visitors | The campus is currently closed to visitors
Students | Please visit our Contact Us page for the current campus hours of operation. Campus operational hours are subject to change throughout the academic year.

Please note: the campus is currently closed due to state guidance. Community members will be informed when campus is ready to resume operations.

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/bayarea/contact-us
www.facebook.com/NortheasternUniversitySanFranciscoBayArea

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 is located on the 3rd floor of 4 N. 2nd Street, San Jose, CA 95050. All Northeastern University Silicon Valley classes are held at this location and address.

The closest parking garage is 3rd Street parking garage, located at 95 N. 3rd Street. Community members may park in any unreserved parking spot on the second level or above. Community members will need to pay for their own parking. The exit is located at the southwest corner of the second level of the parking garage.

The campus is located behind the 3rd street parking garage. Community members who have yet to pick up their campus access badge can call the Northeastern phone number available at the front desk or check in with the security guard stationed at the lobby to gain access to the campus.
There is 24/7 campus security with video monitoring and security patrols. The Silicon Valley 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 Silicon Valley and Renesas 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 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 Harvest Properties management team.

Please contact the front desk if you cannot locate your access badge. If the Silicon Valley campus staff is not available and you need to reach the Harvest Properties security team, please call 408.286.6024 and identify yourself as a Northeastern student.

**Campus Guests Procedure**

Guests of students, faculty, and staff members must sign in at the front desk.

1. You must accompany your guest(s) at all times.
2. If you exit the campus, your guest(s) must exit the campus with you. Your guest(s) should never be on campus without you present.
3. You are held accountable for your guest(s) while they are on campus and within the vicinity of the Harvest Properties buildings. Your guest(s) must also adhere to campus policies like maintaining visual upkeep.

Please note: guests are not allowed at the Silicon Valley Campus at this time.
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 myNortheastern 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 myNortheastern 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 3 days. 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 Jampa Choephell at j.choephell@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 the 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
- How to get a Husky Card at the Silicon Valley campus:
  - All new students must complete this form in order to obtain their Husky Cards. The deadline for submitting this form is January 10, 2021.
  - The first Husky Card is issued to the student free of charge. Replacement cost for Husky Card is $25.

Printing, Copying, and Scanning

- A comprehensive online guide for printing, copying, and scanning is available as part of NEU’s Information Technology Services Knowledge Base.
  - Navigate to https://northeastern.service-now.com/kb?id=kb_home, and use the search term “Papercut” to browse the instructions for printing, copying, and scanning for your operating system.
- Printing is available at the Silicon Valley 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 on the Northern side of the Silicon Valley Campus):
  - 1 Black/White printer
  - 1 Color printer
- You can check your free print allowance by logging into myNortheastern 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.
Room and Space Reservations

Use our online booking calendar:

https://nuregional.as.me/?appointmentType=category:Students

All bookings are 3 hours and must be reserved by 5:00 pm the day prior.

Per student limit: 1 booking/day

Lost & Found Items

Please report any item found to the front desk. Lost & Found items will be on hold at the front desk for 1 week. If no one claims the item after one week, the item will be donated or disposed of. The Silicon Valley campus is not liable for any lost items.

Library Resources

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

Campus Parking

The parking garage closest to the Silicon Valley Campus is located at 95 N. 3rd St. Students will need to purchase their own parking. Upon entering the garage, please press the green button to get a parking ticket. You may park in any space, on the second floor or above, that does not have a reserved or restricted parking sign. Please note that the ground and basement levels are reserved spaces unavailable to NU community members.

Information regarding monthly parking passes and other nearby parking garages can be found at the SJ Park website.

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

Graduate Student Financial Services
For information about financial aid for graduate students, please visit studentfinance.northeastern.edu/applying-for-aid/graduate.

For information on Billing and payments, please visit studentfinance.northeastern.edu/billing-payments.

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)
To access the ITS website, please visit its.northeastern.edu.
To access the ITS Quick Start Guide for Students, please click its.northeastern.edu/get-started/students.

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 Giscard Dimanche (Office of Global Studies Advisor) at g.dimanche@northeastern.edu.

Official Bookstore
To visit the Official Northeastern University Bookstore website, please visit www.northeastern.bncollege.com.

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, please visit: www.northeastern.edu/titleix.
To learn more about Title IX Resources for Silicon Valley campus, please visit ...resources/silicon-valley-campus-resources.
Emergency Information & Procedures

Important Local Emergency Numbers

For Non-Emergencies and General Public Safety: Please dial 3-1-1 or 408.277.8900

For On-campus Security Concerns: Please dial 408.286.6024

For Police, Fire, and Medical Emergencies: Please dial 9-1-1* or 408.277.3911
- This number is intended for life-threatening emergencies. Calling this number for any other purpose may be considered a crime.

On-Campus Safety Guidelines

In the event of an emergency, it is important that Northeastern staff members and Renesas building 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.
   a. If you lose your badge, inform the front desk immediately so your badge can be deactivated.
2. Always have your Husky Card with you. It serves as your official student identification.
3. If you notice anything or anyone suspicious on our campus, please report it to the front desk or a Northeastern staff and faculty member immediately.

If you are unable to reach the front desk, a staff member, or a faculty member, please dial 408.286.6024 for the Harvest Properties Security team. Identify yourself as a Northeastern student and state your security concern.

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. Use the staircases to walk to the first floor, and exit the building using the lobby entrance facing 2nd street.

4. Proceed North to St. James Park. The East side of St. James park has been designated as the evacuation area for our building. Please assemble at Evacuation Point Indicated in the map below.

5. Remain at the evacuation assembly point until you are given further instructions by campus staff, Harvest Properties 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, 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.
   - 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 a staff member.

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 into their myNortheastern 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 Community Resources

Medical Facilities

**Good Samaritan Hospital**
2425 Samaritan Dr, San Jose, CA 95124
[goodsamsanjose.com](http://goodsamsanjose.com) | 408.559.2011

**Regional Medical Center of San Jose**
225 North Jackson Ave, San Jose, CA 95116
[regionalmedicalsanjose.com](http://regionalmedicalsanjose.com) | 408.259.5000

**Santa Clara Valley Medical Center**
751 South Bascom Ave, San Jose, CA 95128
[scvmc.org](http://scvmc.org) | 408.885.5000

Behavioral Health Facilities

**Good Samaritan Hospital: Behavioral Health**
2425 Samaritan Dr, San Jose, CA 95124
[goodsamsanjose.com](http://goodsamsanjose.com) | 408.559.2000

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

**San Jose Behavioral Health Hospital**
455 Silicon Valley Blvd, San Jose, CA 95138
[sanjosebh.com](http://sanjosebh.com) | 877.801.5455

Community Resources

**YWCA Silicon Valley**
Linda Haskell Empowerment Center, 375 South Third Street, San Jose CA 95112
[ywca-sv.org](http://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](http://nextdoor.org) | 408.501.7550 | 24-hour Domestic Violence Support Line: 408.279.2962
Neighborhood Information

Silicon Valley Campus
4 N. 2nd Street, 3rd Floor, San Jose, CA 95113
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

The Silicon Valley 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 rideshare services 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 Caltrain to the San Jose Diridon station, which is located in the heart of San Jose.
3. The Silicon Valley Campus is 1 mile from Diridon station. Request a rideshare (e.g. Lyft, Uber, etc.) or use VTA transit for the remaining mile to campus.

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**
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. Students are then offered a discounted Prime membership. Prime includes free access to streaming movies and TV shows and allows free borrowing of Kindle books. (Prime is usually around $119 a year.)
- **Microsoft** has a 10% discount on the Surface 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**.
- **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.

**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
Final Thoughts

It is the goal of Northeastern University - Silicon Valley 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 the Regional Dean & CEO or the Director of Student Services. We look forward to collaborative, creative relationships with each of you.