



# Campus Guide

**Northeastern University Silicon Valley**

75 E. Santa Clara St. Suite 150  
San Jose, CA 95113

[siliconvalley.northeastern.edu](https://siliconvalley.northeastern.edu)





## Silicon Valley Campus Guide

### July 1, 2024–June 30, 2025

Northeastern University in Silicon Valley is located across adjoining office towers in the heart of downtown San Jose, at 4 N 2nd Street and 75 E Santa Clara Street. Our dedicated campus space occupies multiple floors in each building.

Students are welcome on campus during open hours to make use of study spaces, meeting rooms, and classrooms. The Northeastern community is also invited to make use of building amenities including the fitness center, game room, reservable space, bike storage, and courtyard.

This guide contains resources for student affairs and academic services on the Silicon Valley 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 the [2024-2025 Academic Catalog](#), [Code of Student Conduct](#), and [Faculty Handbook](#). 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.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.



## 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 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 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), Telephone: (916) 574-8900, toll-free: (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 N. 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 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.

#### **Rights & Responsibility Disclosure for California Students**

As required by California Education Code §94909 (a)(11), Northeastern University affirms:

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

#### **What This Statement Means for You**

##### **Student Loan Responsibility**

Students are responsible for repaying the full amount of any loans borrowed for their education, including interest and any applicable origination fees. If loan eligibility changes, or by borrower request, any excess loan funds will be returned to the lender, third party, or government agency that issued or guaranteed the loan.

##### **Financial Aid Credit Balance Refund**

If federal student financial aid exceeds a student's institutional charges, the resulting credit balance will be refunded to the student. For more information on credit balance refunds, please visit [Student Financial Services](#).

#### **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 an 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.





In accordance with California Education Code § 94909(a)(13), Northeastern University affirms that neither the institution, its parent corporation, nor its owners have a pending petition in bankruptcy, are operating as a debtor in possession, have filed a bankruptcy petition within the preceding five years, nor have had a petition in bankruptcy filed against them within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Please see additional public disclosures on the [website of the Provost](#).

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), Telephone: (916) 574-8900, toll-free: (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 [Graduate Catalog](#).



## 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 [https://www.northeastern.edu/policies/pdfs/Policy\\_on\\_Equal\\_Opportunity.pdf](https://www.northeastern.edu/policies/pdfs/Policy_on_Equal_Opportunity.pdf)

## Admissions Policies

Please refer to the [2024-2025 Graduate Catalog](#) 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 to the [Office of Global Services](#).

## Silicon Valley Campus Information

The campus is located in adjoining office towers in downtown San Jose. The campus currently occupies the 9th & 10th floors of 4 N. 2nd Street and the 1st floor of 75 E. Santa Clara Street. The various floors in both buildings provide ample space for classrooms, meetings, individual workspaces, and project collaboration. Classrooms are equipped with state-of-the-art multimedia technology designed for seamless video conferencing, live casting, and collaboration. Additionally, students at the Silicon Valley campus have access to workout facilities, student kitchen, game room, secure indoor bike parking, basketball court, putting green and various indoor and outdoor spaces to eat, study and socialize.

### Location

75 E Santa Clara St. and 4N 2nd St.  
San Jose, CA 95113  
Phone: 408-707-3695  
Fax: 669-245-3600

### Classrooms

4 N 2nd St. Tower, 9th & 10th floors

### Advisor Appointment Space

4 N 2nd St. Tower  
9th floor, Room 907

### Shipping Address & Deliveries

Northeastern University c/o (Recipient's Name)  
75 E Santa Clara St  
Suite 150  
San Jose, CA 95113

### Reception & Visitors:

Welcome Center, Suite 150  
75 E. Santa Clara St. Tower  
(Entrance on 75 E Santa Clara St, next to Ike's Sandwiches)





## Hours of Operation

Hours are subject to change; please consult our [campus website](#) for most updated information.

**Visitors:** The campus is currently open to visitors by [appointment only](#).

### Students, Staff & Faculty:

Monday - Friday: 9 am - 9:30 pm

Saturday: 9 am - 5:00 pm

## 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

Silicon Valley students, faculty, and staff are equipped with badges to access the campus and building amenities. Badges will be provided to students prior to their program start date and to faculty and staff during onboarding.

Please contact the front desk at 408.707.3695 if you have not yet picked up your access badge or cannot locate it when you arrive. If campus staff is not immediately available, please reach out to the Harvest Properties security team at 669.234.0062 and identify yourself with your name and affiliation.

## Guests

Please reach out to operations staff at [svoperations@northeastern.edu](mailto:svoperations@northeastern.edu) to confirm the current guest policies.

## NUID (Husky Card)

Community members are required to carry their Husky Cards (NUIDs) on campus as valid identification. Husky Cards can also be used for printing, copying and scanning on campus. For more information, visit [www.northeastern.edu/huskycard](http://www.northeastern.edu/huskycard)

How to get a Husky Card at the Silicon Valley campus:

- All new students, staff and faculty must check in with operations in order to obtain their Husky Cards.
- The first Husky Card is issued to the student free of charge. Replacement cost for Husky Card is \$25.

## Parking and Travel Information

### Parking

The closest parking garage to the Silicon Valley campus is located at 95 N. Third Street (between St. John and Santa Clara streets). The garage is adjacent to campus with exits in the southwest corner of both the ground and second levels.

You may park on the second floor or above in a space that **does not** have a reserved or restricted parking sign. The ground and basement levels are reserved spaces and unavailable to Northeastern community members. **Please note that parking fees are not reimbursable or covered by Northeastern.**



Information regarding hours of operation, rates 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.

Coming from San Francisco, the best route to campus is Caltrain to Diridon station and then one of several VTA bus lines (or a one mile walk) to campus.

Coming from Oakland, Berkeley, and the East Bay, the best route to campus is BART to Berryessa station and the 500 Rapid VTA line to campus.

Important transit systems in the region include:

- 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!

## Air Travel

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 4 miles from Northeastern University in Silicon Valley, various public transportation systems, taxis, and rideshare services serve the airport. Visit the [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.

## Programs

Northeastern University in Silicon Valley offers the following programs on ground at our campus. For more information, please visit the [campus website](#).

### Align Master of Science in Computer Science

Pivot into a career in tech, or build on an existing career with a new set of skills — no matter what you studied as an undergraduate. The Align program, from the Khoury College of Computer Sciences, pairs bridge courses with our standard CS academic curriculum and elective specializations.

### Align Master of Science in Data Science

Be at the forefront of the rapidly-expanding field of data science, or bring a data specialization into your existing career. Students from any undergraduate major and professional path take a series of bridge courses followed by our standard DS curriculum in the Align program, from the Khoury College of Computer Sciences and the College of Engineering.





### **Master of Science in Information Systems — Bridge**

Open to students of any undergraduate major, the Information Systems Bridge program from the College of Engineering provides a pathway into several concentrations: general information systems, user experience, big data systems and analytics, smart contracts, or intelligent systems. Students take bridge courses and then enter the standard IS curriculum.

### **Master of Science in Computer Science**

The Master of Science in Computer Science degree, from the Khoury College of Computer Sciences, is designed for experienced professionals seeking to enhance their knowledge and expand their technology leadership. The program combines both computing and important application domains—enabling you to increase your broad-based knowledge in the field while focusing on one of three featured specializations: software engineering, artificial intelligence or human-computer interaction.

### **Master of Science in Data Science**

An extensive core curriculum—designed jointly by Khoury College of Computer Sciences and the College of Engineering faculty—enables you to develop depth in computational modeling, data collection and integration, data storage and retrieval, data processing, modeling and analytics, and visualization.

### **Master of Science in Information Systems**

In the Master of Science in Information Systems program, you will embark on an IT leadership pathway as a more evolved, dynamic software engineer. You will design groundbreaking software solutions that fit within the complexities of the business world and solve the humanistic needs of the people who use them.

### **Master of Science in Cyber-Physical Systems**

The Master of Science in Cyber-Physical Systems with a concentration in the internet of things prepares our graduates for a world of connected devices. This innovative multidisciplinary program is designed to meet the demand for a new kind of specialist, one who can engineer new interactive services, acquire, fuse, and process the data collected from sensors, actuators, controllers, and other devices, and develop architectures to interconnect these elements as part of larger, more diverse systems.

### **Master of Science in Project Management**

Without skilled project managers, companies struggle to deliver projects on time, on a budget, and according to specifications. From inception to completion, you'll learn how to manage every step in the process. Our Master of Science in Project Management will prepare you to own that role across a range of industries.

### **Master of Professional Studies in Analytics**

The program prepares students with a deep understanding of the mechanics of working with data (i.e., its collection, modeling, and structuring) along with the capacity to identify and communicate data-driven insights that ultimately influence decisions.

### **Distance Education**

Northeastern University offers 80+ programs either 100% online or mostly online with an in- class component. These courses and degree programs are well suited to distance learners in a flexible format. To view all programs offered students can visit: <https://www.northeastern.edu/academics/online-learning/>

### **Language of Instruction**

All instruction at the institution is conducted in English. No portion of the educational programs is offered in a language other than English.



Since instruction is provided exclusively in English, students are expected to possess sufficient English language proficiency to successfully complete their program. The institution does not provide English as a second language (ESL) instruction, and no documentation of English language proficiency is required for native English speakers or students who have completed prior education in English. While requirements vary by college, accepted scores range from 79–100 on the TOEFL and 6.5–7.0 on the IELTS

Students seeking additional support with academic communication in English may access resources through Global Learner Services. For more information, visit [Global Learner Services](#).

Most programs require that international students show proof of English proficiency, which may be met by submitting official TOEFL, IELTS, PTE, or Duolingo exam scores with an admissions application. Students may be exempt from the requirement if they submit documentation proving they received a bachelor's or master's degree from a college or university in which English was the only language of instruction. Accepted scores range from 79–100 on the TOEFL and 6.5–7.0 on the IELTS, though exact requirements and accepted exams may vary by college. Be sure to review your specific program's criteria before scheduling an exam.

For further information about English proficiency requirements, please review the admissions information for your particular program. To learn more about English proficiency exam requirement waivers, please [contact the college admissions](#) office directly.





## 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:

[College of Engineering](#)  
[College of Professional Studies](#)  
[Khoury College of Computer Sciences](#)

[Rights & Responsibilities for Faculty](#)  
[Performance Expectations for Faculty](#)  
[Presence at the University](#)

## Grading Guidelines

The university's expectations for grading and feedback timelines may vary by college, program, and assignment type. However, it is the institution's expectation that faculty will respond to student inquiries within 3 business days, and provide timely grading and assignment feedback within 14 business days. Any deviation from the timelines noted are listed in the individual course syllabus, and faculty are expected to offer responses to student assignments within a reasonable period, ensuring students receive constructive feedback to support their academic progress.

## 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 [graduate guidelines](#).

[College of Engineering](#)  
[College of Professional Studies](#)  
[Khoury College of Computer Sciences](#)

## Student Rights and Responsibilities

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

## Tuition and Fees

Please see the Student Finance website for [2024-2025 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 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](mailto:sfs@northeastern.edu) | 617.373.3190
- Billing and Payments: [studentaccounts@northeastern.edu](mailto:studentaccounts@northeastern.edu) | 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 Graduate 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. Nonattendance 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.)

## Staff Directory

Title	Name	Contact Information
Dean and Regional CEO	Caroline Simard	<a href="mailto:c.simard@northeastern.edu">c.simard@northeastern.edu</a>
Associate Dean	Dawn Girardelli	<a href="mailto:d.girardelli@northeastern.edu">d.girardelli@northeastern.edu</a>
Associate Director of Operations	Seblewongel Ayalew	<a href="mailto:se.ayalew@northeastern.edu">se.ayalew@northeastern.edu</a>
Assistant to the Dean	Karen Kyle	<a href="mailto:k.kyle@northeastern.edu">k.kyle@northeastern.edu</a>
Operations Manager	Rebecca Berroteran	<a href="mailto:r.berroteran@northeastern.edu">r.berroteran@northeastern.edu</a>
Operations Specialist	Marcos Gonzalez	<a href="mailto:ma.gonzalez@northeastern.edu">ma.gonzalez@northeastern.edu</a>



## Faculty Leads

Title	Name	Contact Information
Director of Computer Science Programs for KCCS	Ilmi Yoon	<a href="mailto:i.yoon@northeastern.edu">i.yoon@northeastern.edu</a>
Director of Information Systems Program for COE	Kal Bugrara	<a href="mailto:k.bugrara@northeastern.edu">k.bugrara@northeastern.edu</a>
Professor and Associate Dean of Global Learner Access, Strategic Partnerships, and AI for CPS	Uwe Hohgrawe	<a href="mailto:u.hohgrawe@northeastern.edu">u.hohgrawe@northeastern.edu</a>

## Student Services and Advising Staff

Title	Name	Contact Information
General Student Services Information	Student Services	<a href="mailto:svstudentservices@northeastern.edu">svstudentservices@northeastern.edu</a>
Director of Student Services	Karen Pryor	<a href="mailto:k.pryor@northeastern.edu">k.pryor@northeastern.edu</a>
Assistant Director of Student Services	Elly Lim	<a href="mailto:e.lim@northeastern.edu">e.lim@northeastern.edu</a>
Associate Director of International Student Services	Giscard Dimanche	<a href="#">Office of Global Services Website</a>
International Student & Scholar Advisor	Juan Taitague	<a href="mailto:j.taitague@northeastern.edu">j.taitague@northeastern.edu</a>
Global Learner Support Specialist	Timothy Randazzo	<a href="mailto:t.randazzo@northeastern.edu">t.randazzo@northeastern.edu</a>
Assistant Director of Graduate Student Services for KKCS	Sweeny Youkane	<a href="mailto:s.youkhane@northeastern.edu">s.youkhane@northeastern.edu</a>
Academic Advisor for KKCS Graduate	Tori Bowser	<a href="mailto:t.bowser@northeastern.edu">t.bowser@northeastern.edu</a>





Academic Advisor, COE Graduate	Kimberly Wright	<a href="mailto:ki.wright@northeastern.edu">ki.wright@northeastern.edu</a>
Associate Co-op Coordinator for COE	Erica Hatzievgenakis	<a href="mailto:e.hatzievgenakis@northeastern.edu">e.hatzievgenakis@northeastern.edu</a>
Wellness Program Specialist	Samantha Aldana	<a href="mailto:s.aldana@northeastern.edu">s.aldana@northeastern.edu</a>
Deputy Title IX & Equal Opportunity Coordinator	Brigid Hart-Molloy	<a href="mailto:b.hart-molloy@northeastern.edu">b.hart-molloy@northeastern.edu</a>

## Career & Business Development

Title	Name	Contact Information
Director of Strategic Partnerships	Alan Eng	<a href="mailto:a.eng@northeastern.edu">a.eng@northeastern.edu</a>
Associate Director of Strategic Partnerships	Cesar Agustin	<a href="mailto:c.agustin@northeastern.edu">c.agustin@northeastern.edu</a>
Associate Director of Career Development & Experiential Learning	Natasha Odama	<a href="mailto:n.odama@northeastern.edu">n.odama@northeastern.edu</a>
Career Development Advisor	Manny Machado	<a href="mailto:e.cifuentesmachado@northeastern.edu">e.cifuentesmachado@northeastern.edu</a>
Administrative Coordinator	Valerie Cruz-Aguayo	<a href="mailto:v.cruz@northeastern.edu">v.cruz@northeastern.edu</a>
Experiential Learning Specialist	Hannah Kang	<a href="mailto:ha.kang@northeastern.edu">ha.kang@northeastern.edu</a>



## Campus Resources: IT, Equipment, Facilities & Library

### WiFi Access

Please use NUwave to connect to campus WiFi. You will login using your Northeastern username and password.

- If you have any questions, please call the NU Help Desk at (617)-373-HELP.
- For more information, refer to the IT Services webpage: <https://its.northeastern.edu/>

NUwave-Guest is available for guests who do not have Northeastern login credentials. Please note that this network is not secured or encrypted.

### 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](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 10th floor of the Silicon Valley Campus):
  - 1 black/white printer
  - 1 color printer
- You can check your free print allowance by logging into your personal Northeastern account 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.

### Student Support Services

All of our students are assigned a Career and Academic Coach. The role of the coach is to advise students with respect to course selection, course registration, and other academic policies and processes. The Academic and Students Affairs Manager, based at the Miami campus, is available to direct students to appropriate resources at the Boston campus, to advise students with respect to billing, and to address any issues that arise with respect to Miami student experience.

### 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](http://www.sjpl.org)
- Santa Clara County Library District (SCCL): [www.sccl.org](http://www.sccl.org)

## IT Support

For immediate support, please email [regionalhelp@northeastern.edu](mailto:regionalhelp@northeastern.edu).

For additional ITS resources at Northeastern, visit the website at [its.northeastern.edu/](http://its.northeastern.edu/)

## Space and Event Reservation Requests

For event space reservation requests, please complete our online [Event Request Form](#). For classroom, conference room or office hour reservations, staff and faculty may submit a request via [Robin](#).

For all other reservations, please contact a member of the operations team to reserve a classroom or meeting space.

# General Facilities Information

## Meeting Rooms & Huddle Spaces

To reserve a meeting room or huddle space please visit a member of our operations team in the Welcome Center (75 E. Santa Clara Street suite 150) or contact us via email at [svoperations@northeastern.edu](mailto:svoperations@northeastern.edu) or by phone at (408) 707-3695

## Lounge Area

Our partnership with Harvest Property Management gives us access to the common outdoor patio area located on the ground floor of 75 E. Santa Clara Street on a first come first served basis.\*

## Bike Storage

Bike storage is available on the ground level of both buildings and is available on a first come first served basis. Please provide your own means of securing your bike, as Northeastern is not responsible for any lost or stolen items on campus, including but not limited to bicycles.

## Fitness Center\*

Our community also has access to the fitness center on the ground floor of 75 E. Santa Clara Street. The fitness center is fully equipped with showers, gender inclusive bathrooms, an array of equipment and is open Monday - Friday from 8 am - 10 pm.\*\*

## Game Room\*

On the ground floor of 75 E. Santa Clara we also have a game room available for use on a first come first served basis, open Monday - Friday from 8 am - 6 pm\*\*

*\*Please contact an operations team member to sign the Amenity waiver and activate your access card.*

*\*\* Hours are subject to change*

*\*\*\*Access is contingent on adhering to building policies*

## Security

Northeastern University Campus floors are monitored by Barbier Security Group during regular campus hours. They can be reached by phone at 669.234.0062 and are available for escorts within a one block radius of campus.

Building security is available 24/7 and can be reached at 669.234.0062 for escorts within a one block radius or other building related emergencies after hours.



### Lost & Found Items

*Please report any item found to the Operations Office, room 900C located on the 9th floor of 4N Second Street.*

Lost and found items will be held in the 9th floor security office for one 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.

### 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 member of the security staff.

### 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 university policy, local law enforcement, and the Northeastern University Police Department.

## 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)

- To access the ITS website, please visit [its.northeastern.edu](https://its.northeastern.edu).
- To access the ITS Quick Start Guide for Students, please click [its.northeastern.edu/get-started/students](https://its.northeastern.edu/get-started/students).
- For technical assistance/support, please contact [regionalhelp@northeastern.edu](mailto:regionalhelp@northeastern.edu)

### 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 at <https://international.northeastern.edu/ogs/>

### Official Bookstore

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

### Off Campus Housing and Support Services

<https://www.northeastern.edu/offcampus/> [offcampus@northeastern.edu](mailto: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](https://www.northeastern.edu/drc).

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

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



## Office of Gender Equity and Compliance

To visit Northeastern University's Title IX website, please visit: [www.northeastern.edu/titleix](http://www.northeastern.edu/titleix). To learn more about Title IX Resources for Silicon Valley campus, please visit <https://www.northeastern.edu/ouec/resources/silicon-valley-campus-resources/>

## Military and Veteran Student Resources

To visit the Military and Service Member Resource Center website, please visit: <https://military.northeastern.edu/>.

## 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

- [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

- [San Jose Museum of Art](#) offers complimentary individual admission to college students.
- [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 & Procedures

There is 24/7 on-site security with video monitoring and security patrols. The San Jose Police Department (SJPd) will monitor and report any disturbances or occurrences within a one mile radius of the Silicon Valley campus and Harvest Properties. Any reports involving Northeastern community members or their visitors will be delivered to the Northeastern University Police Department (NUPD).

Upon request, Barbier Security Group and Harvest Properties security will escort Northeastern community members to their vehicle or public transit stop within two block radius of campus.





## 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 669.234.0062

**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.

## Safety Guidelines

In the event of an emergency, it is important that Northeastern staff members and Harvest Properties 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 669.234.0062 for the Harvest Properties Security team. Identify yourself as a Northeastern student and state your security concern.

## 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.
  - A first-aid kit is located at the welcome center front desk, 9th Floor Operations Office, and 10th Floor Administrative Office

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, security or emergency personnel.

### Protect Yourself During Earthquakes!



3. In the event of **Severe Weather or Flood**:

- For campus closures due to severe weather conditions, students are alerted via the NU ALERT System
- If flooding does occur, remain on-campus until it is deemed safe to leave.
- Do not go to underground parking structures or loading docks.
- If on lower level, relocate to higher ground/floor of building using stairwell

4. In the event of **Active Threat & Weapons on Campus**:

- The University prohibits the use, possession, or sale of firearms, whether loaded or unloaded on campus, including residence hall rooms, by anyone other than University police or other law enforcement personnel, even if the person has a legal license or permit to carry the firearm.
- The University strictly prohibits the use or possession of all other dangerous weapons, including replicas.
- If you observe a suspicious person with a firearm or other weapon, whether actively shooting or acting in a suspicious/threatening manner, immediately DIAL 911 and alert on-site security.
- If someone is actively shooting, quickly assess the situation and consider one of the following options:
  - Run: Evacuate, if possible.
  - Hide: Hide silently in as safe a place as possible, lock and barricade entryways.
  - Fight: Take action to disrupt or incapacitate the shooter, if necessary.



When San Jose Police Department or other emergency personnel arrive on the scene, follow their instructions exactly.

Remember that in these situations, the responding police officers do not know who the shooter(s) are, and they do not know who you are. They must take certain precautions for everyone's safety.

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 Northeastern account.

For more information on emergency preparedness, visit the City of San Jose's Office of Emergency Services webpage: [www.sanjoseca.gov/emercencyservices](http://www.sanjoseca.gov/emercencyservices)

5. In the event of a **Fire, Explosion, Wildfire Threat or Smoke:**
  - Follow the Floor or building Evacuation Plan

## 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 the **Evacuation Point** indicated on 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 Facilities

2425 Samaritan Dr, San Jose, CA 95124  
[goodsamsanjos.com](http://goodsamsanjos.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

## 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)

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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

## Local Resources & Vendors

- Visit San Jose: [www.sanjose.org/activities](http://www.sanjose.org/activities) | [www.sanjose.org/events](http://www.sanjose.org/events)
- Visit Silicon Valley: <https://www.visitcalifornia.com/places-to-visit/silicon-valley/>
- Discover San Jose: [www.sanjose.com](http://www.sanjose.com)

## Student Record Retention and Exam Record Retention Policy

### Purpose:

This policy outlines the retention guidelines for student records at Northeastern University, ensuring compliance with applicable legal and regulatory requirements for recordkeeping. It specifically addresses the retention of academic records, including exam records, and the duration for which these records are maintained.

### Scope:

This policy applies to all departments, faculty, and staff who handle student records and ensures the proper retention and disposal of these records under the institution's record retention schedule.

**The Record Retention policy is here:** [Policy on Retention and Disposition of University Records | Policies](#). The Record Retention Schedule sets forth the retention period for each specific record. The current Northeastern University Record Retention Schedule can be accessed [here](#) (requires a Northeastern username to access)

As required by 5 CCR §74112 (d)(3), each program's associated job classifications are identified using the U.S. Department of Labor's six-digit SOC codes.

Program Code	Program Description	Major Code	CIP Code	Matching SOC Codes
P-MPS-ANLY	MPS Analytics	ANLY	110802	11-3021, 15-1242, 15-1243, 15-2051, 25-1194
MSIS-INSY-B	MSIS Information Systems - Bridge	INSY	140903	11-9041, 15-1243, 15-1252, 15-1253, 25-1032





MA-ECED	MA Early Childhood Education	ECED	131210	25-1081, 25-2011, 25-2012, 25-2021, 25-9042, 25-9043
MPP-PUPL	MPP Public Policy	PUPL	440401	11-1011, 11-1021, 11-1031, 11-3071, 11-9131, 11-9151, 11-9199
MSCS-CSCI-AL	MSCS Computer Science - Align	CSCI	110101	11-3021, 15-1211, 15-1221, 15-1241, 15-1242, 15-1243, 15-1244, 15-1253, 15-1255, 15-1299, 25-1021
MPA-PUAD	MPA Public Administration	PUAD	440401	11-1011, 11-1021, 11-1031, 11-3071, 11-9131, 11-9151, 11-9199
MFA-INTA	MFA Interdisciplinary Arts	INTA	500799	25-1121, 27-1013, 27-1019
MSIS-INSY	MSIS Information Systems	INSY	140903	11-9041, 15-1243, 15-1252, 15-1253, 25-1032
MSCS-CSCI	MSCS Computer Science	CSCI	110101	11-3021, 15-1211, 15-1221, 15-1241, 15-1242, 15-1243, 15-1244, 15-1253, 15-1255, 15-1299, 25-1021
MS-GSAD	MS Game Science and Design	GSAD	100304	27-1014

#### SOC Code Glossary

SOC Code	Occupation
11-3021	Computer and Information Systems Managers
15-1242	Database Administrators
15-1243	Database Architects
15-2051	Data Scientists
25-1194	Career/Technical Education Teachers, Postsecondary
11-9041	Architectural and Engineering Managers
15-1243	Database Architects
15-1252	Software Developers
15-1253	Software Quality Assurance Analysts and Testers
25-1032	Engineering Teachers, Postsecondary
25-1081	Education Teachers, Postsecondary
25-2011	Preschool Teachers, Except Special Education
25-2012	Kindergarten Teachers, Except Special Education
25-2021	Elementary School Teachers, Except Special Education
25-9042	Teaching Assistants, Preschool, Elementary, Middle, and Secondary School, Except Special Education
25-9043	Teaching Assistants, Special Education



11-1011	Chief Executives
11-9041	Architectural and Engineering Managers
25-1121	Art, Drama, and Music Teachers, Postsecondary
27-1019	Artists and Related Workers, All Other
15-1221	Computer and Information Research Scientists
11-3021	Computer and Information Systems Managers
15-1241	Computer Network Architects
15-1299	Computer Occupations, All Other
25-1021	Computer Science Teachers, Postsecondary
15-1211	Computer Systems Analysts
15-1242	Database Administrators
15-1243	Database Architects
25-1032	Engineering Teachers, Postsecondary
27-1013	Fine Artists, Including Painters, Sculptors, and Illustrators
11-1021	General and Operations Managers
11-1031	Legislators
11-9199	Managers, All Other
15-1244	Network and Computer Systems Administrators
11-9131	Postmasters and Mail Superintendents
11-9151	Social and Community Service Managers
15-1252	Software Developers
15-1253	Software Quality Assurance Analysts and Testers
27-1014	Special Effects Artists and Animators
11-3071	Transportation, Storage, and Distribution Managers
15-1255	Web and Digital Interface Designers

## Final Thoughts

It is the goal of Northeastern University at 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.