



Northeastern University Vancouver Campus

STUDENT HANDBOOK

2023-2024



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Location and Hours

<p>Location Northeastern University 410 West Georgia Street, Suite 1400 Vancouver, BC, V6B 1Z3 Canada</p> <p>Security 604-341-0359 236-521-9285 Located 24/7 in the building lobby.</p>	<p>Contact Operations 604-328-7454 vancouver@northeastern.edu</p> <p>Campus Hours Monday to Friday: 8:30 am to 9:30 pm Saturday/Statutory Holidays: 9:00 am to 4:00 pm Sunday: Closed</p>
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Campus Information

We acknowledge that our campus is situated on the beautiful unceded territories of the x̱m̱əθḵəy̱əm (Musqueam), Sḵw̱x̱w̱ú7mesh (Squamish), and Seḻílwiṯulh (Tsleil-Waututh) Nations.

Northeastern University – Vancouver campus is conveniently located in the Library district and operates to help demonstrate to our city and the world a creative, flexible, open-learning and collaborative workspace.

Vancouver students have an opportunity to build their network and study in the heart of the international superhub known as the Cascadia Innovation Corridor and home to companies like Amazon, Microsoft, SAP, Advanced Technology Group, Fortinet, and more.

This Vancouver Guide contains resources for student affairs and academic services at the Vancouver campus, as well as other locally relevant information. It contains information current as of the date of its release, however, is subject to change at the discretion of the University.

Getting to Campus

Transit

The campus is accessible through multiple methods of public transportation. Route information can be found on the [Translink](#) website.

- Skytrain (Canada Line & Expo Line)
- West Coast Express which runs from Mission, BC through multiple suburb locations directly to Waterfront Station
- SeaBus which crosses the inlet from North Vancouver to arrive at Waterfront Station

Parking

Parking is in the underground parkade. Gate will be open for general/public/guest access. Gate hours TBC. Parking is managed by Reef Parking. The parking facility will have meters for visitors/students to purchase parking. The rates are:

Daily Rates, Plus Applicable Taxes:

\$3 per half hour

\$6 per hour

\$18 All Day until 6pm

\$10 Evening, 6pm to Close

Monthly Rates

Random Public \$350, plus taxes

Reserved Public \$450, plus taxes

Students can register for monthly parking if they wish by calling Reef's Monthly Department for registration at 604-909-3787, Advanced Parking Lot code 337. They can select either rate 'Random

Public \$350” or “Reserved Public \$450”. Provide parker information: full name, vehicle plate, random or reserved, start date.

Bike Valet Service

Bike elevator is available on P1. Students can bring their bikes to P1U09 labelled Bicycle Valet Loading Room. The valet will take bikes to a secured storage give and provide a #’d tag to retrieve bikes later.

The valet hours are:

7:00 am – 10:00 am

3:00 pm – 6:00 pm .

The bike valet room can be accessed via the bike elevator located in the lane way off West Georgia Street (see below image of Bike Elevator). Directions to the room can be found in the attached [map](#).

Please note bikes or electric scooters are not permitted in the lobby, main elevators, or within the leased premises at any time.



Airport Travel

Vancouver International Airport is in Richmond and is accessible by Transit, Taxi, Uber, and Lift. Alternative airports within the Lower Mainland and Fraser Valley include Abbotsford International Airport (YXX) and Harbour Air (Seaplane travel).

Access Information and Procedures

Students have access to campus during our operational hour from Monday through Saturday. For the most updated information on the operational hours, please check with the front desk or visit the Student Hub.

Building Access Cards

Access pass cards are issued to students when they start with Northeastern Vancouver. Students are required to return their cards upon graduation but are always welcome to return to campus as a guest. If planning to visit, we prefer an advance notice sent to vancouver@northeastern.edu

All students and employees are responsible to safeguard their cards and remember to bring them to the building each time. We do not issue temporary access cards and replacement cards cost \$25.00. Cards should never be shared or swapped as each one is linked to the specific cardholder through official building ID for security purposes. If a card is lost or stolen, please report it to the Operations team right away.

Husky Card

All students must always have in their possession the officially approved and properly validated photo identification card, the “Husky Card.” It will be necessary to show this card as a means of identification and everyone is required to wear them on the lanyard provided. All members of the community should be prepared and willing to identify themselves and their guests upon request by authorized personnel. An official photo identification card will be issued to new students at their initial orientation and registration periods. Replacements for lost cards can be obtained for a nominal fee through our front desk.

Guests

Students are welcome to bring guests to campus, but they must check in to our Envoy system and must always wear their visitor badge. Students are responsible for their guests while on campus and must not leave them unattended.

Guests will need to be met on the second floor and escorted up to the 14th floor. Minors are not permitted to stay unaccompanied on campus. They are required to wear the visitor badge and must be under the supervision of a parent or guardian.

Meeting Rooms

Robin is the booking platform for our room and desk booking system. You will be able to see all bookable spaces throughout the campus and reserve them. A few points to note:

- Bookings can only be made 60 days in advance
- Room bookings are limited to 2-hour time blocks. Priority is given for student interviews, group project work, advising sessions
- Students, faculty, and staff have their own user groups, so you will only be able to book spaces that you have access to
- Meeting Room 1409 and Meeting Room 1514 are restricted and not available for student reservations. Any bookings made for these rooms through the panel, it does not guarantee access to these rooms.

All Teams-ready rooms have calendars synchronized with Robin so bookings and availability will reflect the calendar of the respective rooms.

You can also download the Robin phone app to book rooms and desks. Sign-in process is like the web version.

See attached [Robin Documentation.docx](#) on how to use Robin.

Gym Access

Students are welcome to use the gym space located in P1. Please note that the gym cannot be accessed using the same elevator that goes to the 14th floor. You will need to transfer to a different elevator on the first floor. To request access, please complete the provided form

<https://forms.microsoft.com/r/WXzuKEY182>

Alumni Visits

Graduated students are welcome to come to campus. Please email vancouver@northeastern.edu to request access.

General Campus Information

Kitchen Use

We are happy to provide students with the following amenities while on campus:

- Coffee/tea/sparkling water

- Filtered water
- Fruit
- (limit one per person)
- Cutlery
- Dishwasher
- Microwaves

Student must bring their own water bottles and/or travel mugs to the campus. As part of your welcome kit, you will receive a NU tumbler on your Orientation Day. We encourage you to use this tumbler while on campus.

Students are responsible to wash their own dishes after use. Items left to dry will be put on the lost and found each evening. Any personal items left in the sink will be discarded.

We provide almond milk, 2% milk, and oat milk to enhance your coffee experience. However, these are not intended to be consumed as standalone beverages. When using these products, please be mindful of the collective needs of our campus community.

This is a community kitchen so please take care of this space and keep it clean for the next user.

The large silver refrigerator is for staff use only. Students are welcome to use the mini fridge located under the counter. Be aware that this mini fridge will be cleaned out every Friday.

Campus facility issues

If you notice a light burnt out, something broken, or a problem with a furniture item?

All facilities related requests may be sent to Vancouver operational staff at vancouver@northeastern.edu.

Staff will submit a ticket and follow up on the request and ensure adequate support from the building's management team.

Building Security

Building Security is on site 24 hours a day, 7 days a week. Security guards provide regular patrol throughout the building including our campus, gym, bike facilities, and parking lots.

To reach Security call 604-341-0359 or 604.841.3564. Please call if you need assistance at any time.

Safewalk is available by calling Security to arrange. A guard will provide a one block escort to transit or a nearby parkade upon request.

Campus Health and Safety

The campus health and safety committee ensure that the campus space and its operations are safe for all students, faculty, and staff. Any safety concerns can be brought forward to the committee through [Reporting a Safety Concern](#) form.

Building Emergency Procedures

In the event of an emergency or fire alarm, remain calm and listen to the instructions from the public address system. Floor wardens will be present to help direct people to the nearest stairwell exits. **Do not use the elevators.**

In the event of 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.

Rave Alerts

Rave is the Northeastern Alert system for emergency situations. The site is: <https://www.getrave.com/login/northeastern> and access to send alerts is provided by the NEU (Northeastern University) Police Dept. All staff and student receive the emergency alerts to work and personal emails. Please ensure your contact information is updated in the Student Hub.

First Aid

Please seek help at the front desk if you need first aid assistance or access to first aid supplies.

A defibrillator is available in the elevator lobby entrance. If someone needs medical assistance due to illness or injury, follow these steps:

- Call 9-1-1. Provide address, floor, and suite information. You may be asked to provide condition of the person in distress.
- Call building security 24/7 at 604-341-0359 or 604.841.3564.
- Have someone available in the main building lobby to lead medical personnel, if able.

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 through this Lost and Found Form in case they have been recovered.

General Safety Guidelines

If you notice anything or anyone suspicious, first, please report it to a Northeastern staff and faculty member immediately. If you are unable to reach them, contact Security. If you feel you are in danger call security or 911.

Information Technology Services (ITS) Resources

Printing/Copying/Scanning

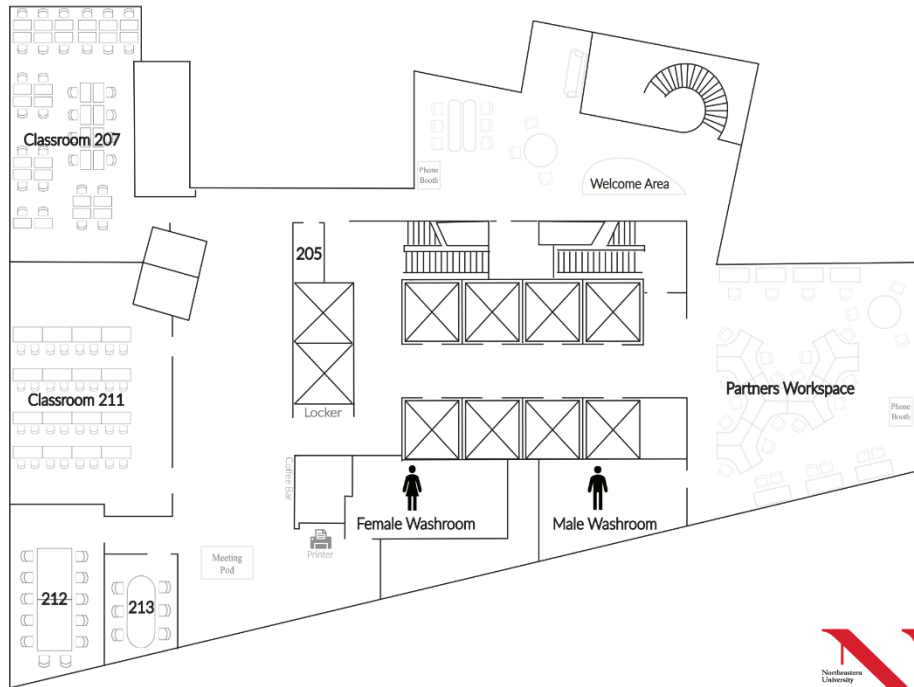
Northeastern has one printer available exclusively for its students in the collaboration area. Students will be required to load funds onto their Husky card accounts to print. Printer information is in the Resources section of the Campus Canvas page.

WiFi Access

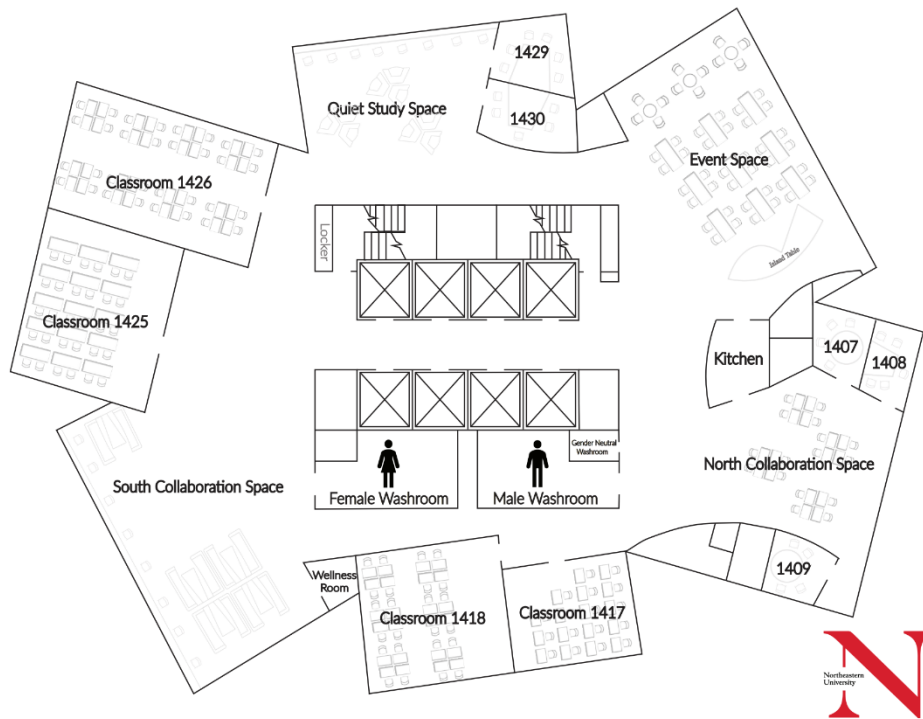
Wi-Fi is NUWave. The username and password are your Northeastern network login. For additional ITS resources at Northeastern, visit the website at its.northeastern.edu.

Campus Floor Plan

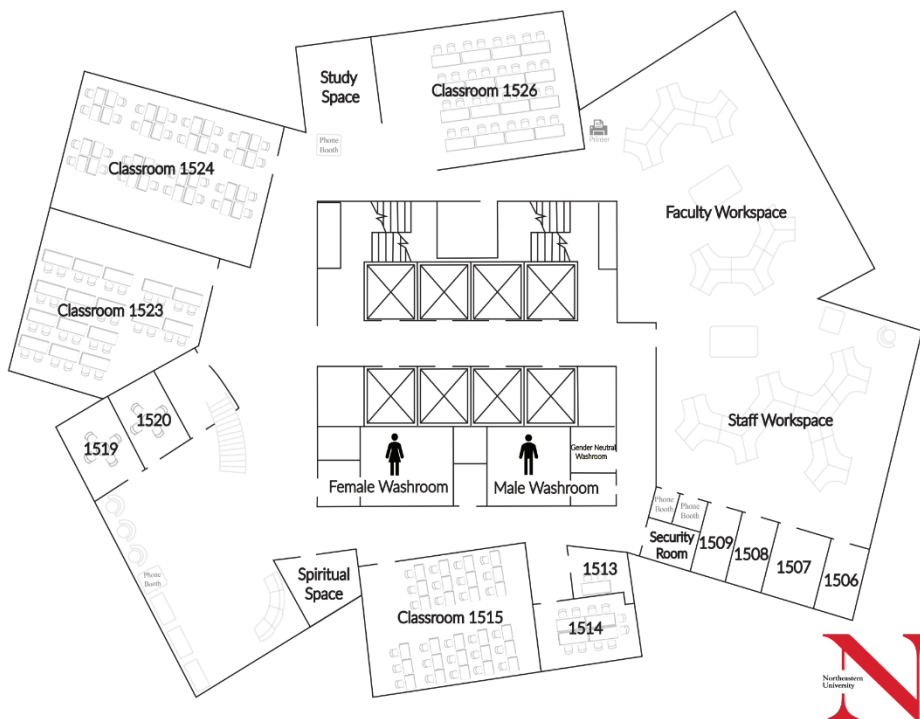
2nd Floor



14th Floor



15th Floor



Campus and Student Support Contacts

Student Support and Academic Advisors	
Serena Conlon Associate Director of Student Services s.conlon@northeastern.edu 604-999-6044	Nina Liu Associate Director of International Student Services n.liu@northeastern.edu
Ankita Goyal International Student and Scholar Advisor Office of Global Services OGSCanadaAdvising@northeastern.edu	Amy Smith Assistant Director of Co-Op and Career Services Aman.smith@northeastern.edu
Mahya Payamshad Academic Student Advisor – Khoury College ma.paramshad@northeastern.edu 604-562-4074	Amber Zhou Assistant Director- Student Accounts studentaccounts_canada@northeastern.ca
Camila de Campos Miranda Academic & Professional Advisor- College of Professional Studies c.decamposmiranda@northeastern.edu	Antonio Fadda Academic Advisor- College of Engineering coe-gradadvising@northeastern.edu
Joseph Clark Global Learner Support Specialist ios.clark@northeastern.edu	Victoria Williams Wellness Program Specialist v.williams@northeastern.edu
Larrisa Anoh Campus Life Ambassador Booking Link	Lexi Liu Campus Life Ambassador Booking Link
IT / AV Team regionalhelp@northeastern.edu	
Campus Operations Team vancouver@northeastern.edu	

Student Services

Office of Global Services

The [Office of Global Services](#) (OGS) supports all international students on campus studying on a study permit in Canada. This office provides holistic support on all compliance and cultural matters. Students are encouraged to attend cultural programs throughout the year to meet new people and learn about new cultures.

Global Learner Support

[Global Learner Support](#) (GLS) provides all students, faculty, and staff across Northeastern University's global campus network with high-quality language, cultural, and academic support while promoting the development of intercultural competence and global understanding. For more information about GLS services and upcoming events, please visit the GLS website.

Global Student Success

[Global Student Success](#) (GSS) is dedicated to helping international and non-native English-speaking students through a variety of services and resources. For more information about these programs and how to connect, please visit the GSS website. Online consultations are available.

OPEN

The [Office of Prevention and Education](#) at Northeastern provides prevention and education services on the topics of alcohol and other drugs, sexual violence, and sexual health. Please find additional information from OPEN for international students here.

OSCCR (Office of Student Conduct and Conflict Resolution)

The [Office of Student Conduct and Conflict Resolution](#) supports our community by upholding standards for behavior by promoting accountability for actions, encouraging responsible decision-making, providing a space for self-reflection, and instilling the values of integrity and civility.

OUEC

The [Office for University Equity and Compliance](#) is committed to supplying learning and work environment that is safe and free from discrimination and harassment. They lead efforts to keep the University's compliance with all laws pertaining to anti-discrimination, the Americans with Disabilities Act, and Title IX.

Anyone who experiences or is aware of discriminatory conduct is urged to report the matter at once to the OUEC for appropriate response. The University's policies prohibit retaliation against an individual for reporting perceived discrimination or taking part in a resulting investigation.

Student Financial Services

If you have any questions about your student account, Student Accounts Canada can help. Their staff members can help you navigate the forms, terminology, numbers, and deadlines associated with applying for and receiving financial aid. If you have any questions about your tuition, please reach out to studentaccounts_canada@northeastern.ca

Registrar

The [Registrar Office](#) maintains all the academic records and transcripts. If you have any questions about registration, records, or transcripts this office can help.

Access to The Student Hub

Get to know your [me.Northeastern](#) portal service. Through your [me.Northeastern](#) account, you can access the course catalog, the student employment portal, and much more! Please be aware that you may authorize access to the [me.Northeastern.edu](#) Parent Portal so that parents/guardians can view certain types of information.

To learn more about claiming your account and changing passwords, please visit the website.

Northeastern University Library (virtual)

All Vancouver students have access to Northeastern University [Library](#) resources and librarians. The library has a vast choice of electronic resources to support you. To view a complete list of research databases, find more information or see upcoming events visit their website or [chat online](#) with a librarian 24/7.

Vancouver Public Library (local)

The city's grand central library, with a colonnaded surround reminiscent of a Roman amphitheater is located blocks away from campus.

- Website: <http://www.vpl.ca/>
- Address: 350 West Georgia Street, Vancouver, BC, V6B 6B1
- Phone: 604 331 3603
- Email: info@vpl.ca
- Hours
 - Monday to Thursday 10:00AM to 9:00PM
 - Friday to Saturday 10:00AM to 6:00PM
 - Sunday 11:00AM to 6:00PM

Student Resources

Public Transport tickets and passes.

Compass is the reloadable fare card that works everywhere on transit in Metro Vancouver. It is convenient, easy to use, and secure. Simply load Stored Value or a pass onto your card and tap your way across the system.



Where to buy Compass cards and tickets

- Compass Vending Machines (CVMs) at:
 - SkyTrain, SeaBus, and West Coast Express stations
 - 18 London Drugs stores
 - BC Ferries Tsawwassen and Horseshoe Bay terminals
- Pre-loaded Compass Cards are available on major BC Ferries routes for \$16 (\$10 of Stored Value and \$6 for the refundable deposit). Compass DayPass Tickets are also available on these routes.
- Online at compasscard.ca
- By calling 604.398.2042
- Compass Customer Service Centre at Stadium–Chinatown SkyTrain Station
- West Coast Express Customer Service, 2nd floor, Waterfront Station
- Compass Vending Machines (CVM) accept cash, debit, and credit.

Online payment and Autoload enrollment can be done with Debit Mastercard, Visa Debit, American Express, Mastercard, and Visa. It can take up to two hours for your Compass product to be available for use. If you buy fare products at a CVM, they will be available for use at once.

For more information, please visit [here](#).

Health and Well-Being

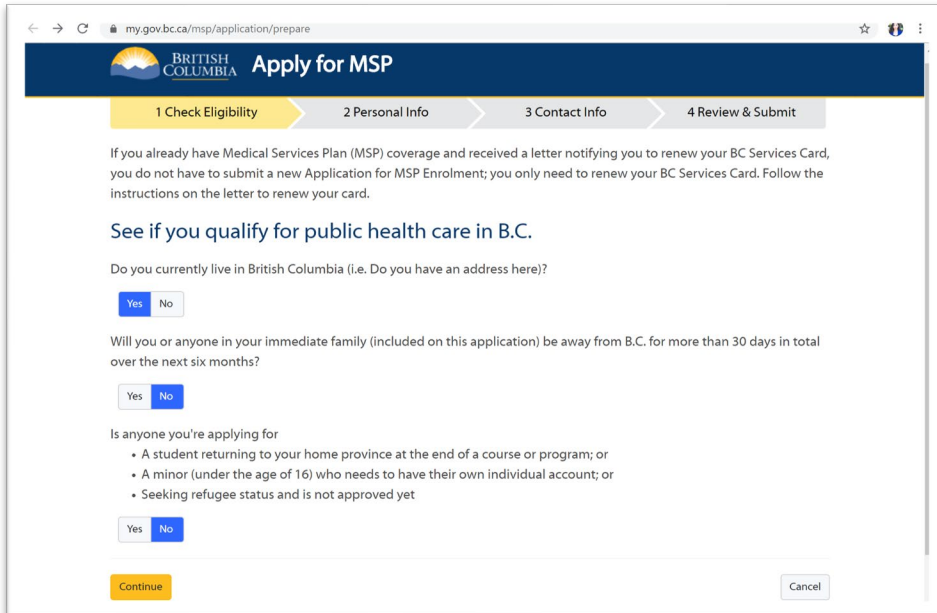
Medical Service and Insurance

You must have medical insurance for the entire duration of your studies. If family members are accompanying you, they should have adequate medical insurance during their stay in Canada. The medical services can be expensive if you are not insured.

As an international student at Northeastern University Vancouver with a Study Permit valid for more than 6 months, you are eligible to apply for the BC Medical Services Plan (MSP) after 90 days of arrival. MSP is a primary medical insurance legally required for all residents of British Columbia. It covers the cost of medically necessary insured doctor services, such as visits to doctors, hospital stays and diagnostic medical testing. The MSP Health fee for international students of all ages (and dependent family members) is \$75 per month

How to apply for MSP

Apply Online: <https://my.gov.bc.ca/msp/application/prepare>



The screenshot shows a web browser window with the URL my.gov.bc.ca/msp/application/prepare. The page title is "Apply for MSP" and it features the British Columbia logo. A progress bar at the top indicates four steps: 1 Check Eligibility (highlighted), 2 Personal Info, 3 Contact Info, and 4 Review & Submit. The main content area contains the following text and form elements:

If you already have Medical Services Plan (MSP) coverage and received a letter notifying you to renew your BC Services Card, you do not have to submit a new Application for MSP Enrolment; you only need to renew your BC Services Card. Follow the instructions on the letter to renew your card.

See if you qualify for public health care in B.C.

Do you currently live in British Columbia (i.e. Do you have an address here)?

Yes No

Will you or anyone in your immediate family (included on this application) be away from B.C. for more than 30 days in total over the next six months?

Yes No

Is anyone you're applying for

- A student returning to your home province at the end of a course or program; or
- A minor (under the age of 16) who needs to have their own individual account; or
- Seeking refugee status and is not approved yet

Yes No

At the bottom of the form, there are two buttons: "Continue" (highlighted in orange) and "Cancel".

You can also apply by mail by downloading the [application form](#) and mailing the completed form to:

Health Insurance BC
 Medical Services Plan
 PO Box 9678 Stn Prov Govt
 Victoria BC V8W 9P7

For the first 90 days of arrival, and to also extend health insurance coverage (e.g., dental, vision, prescription medication etc.), you need to buy extended-health insurance packages. For more information, please contact

Walk-in Clinic near campus

<p>Medisys Preventive Health Clinic 900 W Hastings St #800, Vancouver, BC (604) 681-2400</p>	<p>Keefer Walk-In and Medical Clinic Address: 118 Keefer St, Vancouver, BC V6A 1X4 Phone: (604) 674-7403</p>	<p>Coast Medical Seymour Address: 1018 Seymour St, Vancouver, BC V6B 3M6 Phone: (604) 569-3632</p>
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Hospitals near campus

For treatment of 21 minor ailments and for contraceptive advice, you are able to consult with a pharmacist directly in B.C. Please check <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents/what-we-cover/macs>

<p>St. Paul's Hospital Address: 1081 Burrard St, Vancouver Phone: (604) 682-2344 Hours: 24hours</p>	<p>Vancouver General Hospital Address: 899 W 12th Ave, Vancouver Phone: (604) 875-4111 Hours: 24hours</p>
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Important Phone numbers

- **9-1-1** if you are in an emergency
- **8-1-1** is a free of charge provincial health information and advice phone line available in British Columbia for non-emergency health information and advice.
- **1-800-SUICIDE** (1-800-784-2433) if you are having a crisis or are concerned about someone who may be. Available 24 hours a day
- **310Mental Health Support** at 310-6789 (no area code needed) for emotional support, information, and resources specific to mental health
- **Alcohol & Drug Information and Referral Service** at 1-800-663-1441 (toll-free in B.C.) or 604-660-9382 (in the Lower Mainland) to find resources and support

Mental Health

Counselling Service via Boston Campus

Vancouver students can receive 24/7 mental health support through [Find@Northeastern](#). They provide support and resources to help you find yourself, your peace of mind and your distinctive path. Supports are available in a variety of formats.

Crisis Text Line

Provides free, 24/7 emotional support via text. Text 686868 when you are in crisis/need to talk. A live, trained counselor will respond promptly and be available to provide support and assistance.

<https://www.crisistextline.ca/>

Support for BC Students

Through the [Here2Talk](#) program, all students currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone, and web.

Student Discounts

Students can also sign up for an [ISIC Canada Card](#) for \$20 annual membership, or an [SPC Card](#) for \$10 annual membership – both offering discounts at participating locations. Make sure you always carry your student ID with you, as you never know whether an establishment does student discounts.

Housing

Currently Northeastern University Vancouver does not offer on-campus housing. You may start searching before you come to Vancouver and arrive a few weeks before starting classes to give yourself time to find a suitable place to live.

[Renting it Right](#) is a free online course created by Tenant Resource & Advisory Centre and Justice Education Society that can help guide you throughout the process of finding suitable accommodation.

If you are planning to move or store your belongings, there are companies offer storage services for a fee.

Housing Scams

Internet web sites and other third-party rental resources are great for searching for roommates, apartments, and subletting. However, this is no guarantee they are free from scams. Be cautious when completing transactions with prospective roommates, tenants, property owners, etc. Learn about common scam techniques and avoid becoming a victim.

Here are some guidelines to help keep you scam free:

- Never rent a place you or a friend cannot view in advance
- Never wire funds via Western Union or MoneyGram
- Never make payments in the form of cash. Use a credit card or bank check that can be tracked. Many credit cards offer fraud protection
- Never give out financial or personal information such as social security numbers, bank account numbers, or credit card information
- Be mindful of fraudulent checks and money orders

Housing advertisement terminology

Appl/appliances: stove, refrigerator (fridge) and dishwasher

Apt: apartment

Bdrm or br: bedroom(s), usually preceded by a number. Bedrooms are separate from the kitchen and living room.

Bsmt: basement, below the main floor of the building; usually a self-contained suite in the bottom part of a house

cable: extra channels for your television; sometimes included in cost of rent

drapes: curtains

f: prefer female occupant only

f&s: fridge and stove only, no other appliances

hydro: electricity

hot plate: heating elements for cooking but no oven

gas: natural gas (heating)

gdn lvl: Garden level means a basement suite which may be partially above ground

incl util: Price includes cost of utilities (heat, hot water)

m: prefer male occupant only

n/d: non-drinker (of alcohol)

n/p: no pets

n/s: no smoking

prkg: parking

pvt ent: private entrance

r&b or rb: room and board (cooked meals provided)

refs: references required

ste or suite: set of rooms

w/d: washer and dryer

w/w: wall-to-wall carpeting

Community Resources

Community Centres

Community centres provide various recreational, social, and cultural activities. It is a terrific way to learn new skills, meet new friends, and become a part of your new community. They also offer volunteering opportunities if you wish to gain some work experience.

Community Centers near campus:

Coal Harbour Community Centre 480 Broughton St, Vancouver Phone: 604 718 8222	Gathering Place Community Centre 609 Helmcken Street, Vancouver Phone: 604-665-2391
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MOSAIC

[MOSAIC](#) is a registered charity serving immigrant, refugee, migrant and mainstream communities in Greater Vancouver and the Fraser Valley as well as throughout the province of BC and overseas via online programs. Their services are delivered from 31 client-accessible sites and include settlement assistance, English language training, employment programs, interpretation & translation, counselling services, community outreach for families and individuals.

MOSAIC also offers services for the LGBTQ and migrant worker communities.

QMUNITY

[QMUNITY](#) is a non-profit organization based in Vancouver, BC that works to improve queer, trans, and Two-Spirit lives. They provide a safer space for LGBTQ2SAI+ people and their allies to fully self-express while feeling welcome and included. Their building serves as a catalyst for community initiatives and collective strength.

S.U.C.C.E.S.S.

The United Chinese Community Enrichment Services Society ([S.U.C.C.E.S.S.](#)) is a non-partisan and non-profit charitable organization serving immigrant, newcomer, and refugee communities in BC. It has 20 locations in BC and internationally, offering a wide range of programs and services: settlement services, community services, housing services, multi-level care society, employment services, family and youth, health services and language services etc.

Arrival Advisor

A free phone app, created by PeaceGeeks, a non-profit organization based in Vancouver, is a digital tool to help you navigate your new life in Canada. Can be downloaded on Google Play and App Store.

Student Rights and Responsibilities

Vancouver Student Grievances & Dispute Procedure

Northeastern University is committed to addressing student grievances in a fair, professional, and timely manner. We provide both formal and informal means to resolve issues and have established various mechanisms to ensure that student concerns or complaints are addressed effectively at the Vancouver campus. Students may access a number of related resources with regard to their concern or complaint, including both Vancouver-based and university-wide resources.

Vancouver-based Student Dispute Resources

Students may raise their concerns or complaints with a faculty member or staff member verbally or in writing:

- The faculty/staff member will note the complaints in writing and submit them to the Associate Director of Student Services (Serena Conlon at s.conlon@northeastern.edu), who will review the situation and will work with the student to access the appropriate resources for resolution.
 - In the case of an academic or classroom instruction or evaluation related complaint, the student's Academic Advisor will be informed, and the student will be directed to file a written complaint according to the relevant college-specific procedure, as noted in the University-wide Academic-related Disputes section.
 - In the case of concerns related to harassment, discrimination, or sexual misconduct the student will be referred to the Office for University Equity and Compliance (OUEC) for support and guidance regarding their reporting options. Students are able to access OUEC directly, or the Associate Director of Student Services may file the complaint on the student's behalf, should the student wish for assistance.
 - In the case of a report of student misconduct, the incident will be reported to the Office of Student Conduct and Conflict Resolution (OSCCR).
 - For matters other than student misconduct, the complaint will be reviewed by the Associate Director of Student Services, and appropriate resources will be provided to support resolution of the student's concern.
 - Depending on the circumstances of the student's concern, relevant university-wide offices will be engaged to support a clear and

equitable solution. Generally, resolutions to complaints or concerns are made within 30 days of the complaint being submitted. However, in circumstances that warrant additional time, such as complex cases, an additional 15, 30, or 45 days may be allowed, with written notice provided to all parties involved. Decisions related to complaint resolution will be communicated in writing, ensuring transparency and clarity.

- Additionally, students may make complaints to the Regional CEO & Dean Steve Eccles at s.eccles@northeastern.edu or the Associate Dean & Campus Administrator Carrie Chassels at c.chassels@northeastern.edu.

University-wide Academic Related Disputes:

Students can refer to the university-wide academic policies and procedures outlined in the Academic Catalog here: https://catalog.northeastern.edu/graduate/academic-policies-procedures/#_ga=2.178074853.1194547758.1682368818-2034845931.1676470804. For additional information on the college-specific appeals process, please see below:

- **College of Arts, Media and Design:** Students in the College of Arts, Media and Design can find academic policies by visiting this link: <https://camd.northeastern.edu/graduate-resources-policies> and raise their concerns by contacting the Graduate Ombudsperson through this link: <https://graduateombuds.northeastern.edu/contact>
- **College of Engineering:** Students in the College of Engineering can make an academic appeal by following the steps outlined here: <https://coe.northeastern.edu/wp-content/uploads/pdfs/coe/gse/policies/gradappeals.pdf>. Concerns may also be addressed by contacting the Graduate Ombudsperson through this link: <https://graduateombuds.northeastern.edu/contact>
- **College of Professional Studies:** Students in the College of Professional Studies can make an academic appeal by following the steps outlined here: <https://cps.northeastern.edu/current-students/academic-complaints-and-disputes>. Concerns may also be addressed by contacting the Graduate Ombudsperson through this link: <https://graduateombuds.northeastern.edu/contact/>
- **Khoury College of Computer Science:** Students in the Khoury College of Computer Science can find academic policies by visiting this link: <https://www.khoury.northeastern.edu/information-for-overview/current-undergrad/undergraduate-advising-academic-support/academic-policies> and raise

their concerns by contacting the Graduate Ombudsperson through this link: <https://graduateombuds.northeastern.edu/contact>

University-wide Non-Academic Related Disputes:

- **Anonymous and Confidential Reporting Hotline:** All students may use the Northeastern anonymous reporting hotline at <http://northeastern.ethicspoint.com>. Reports may be submitted online or over the phone in multiple languages, including English and French.
- **Office of Student Conduct and Conflict Resolution:** Students can report student code of conduct violations by contacting the Office of Student Conduct and Conflict Resolution at osccr@northeastern.edu
- **Office for University Equity and Compliance (OUEC):** The Office for University Equity and Compliance (OUEC) is responsible for leading efforts to maintain the University's compliance with laws related to discrimination or harassment based on a protected category. Northeastern University prohibits discrimination and harassment based on various factors including race, gender, sexual orientation, and disability status. For the full policy, follow the link to the document on Sexual and Gender-Based Harassment and Title IX. <https://policies.northeastern.edu/policy104> OUEC offers the Northeastern community a place to discuss and report issues and concerns regarding discrimination and harassment and provide multiple pathways towards a resolution, including investigations through a formal resolution process. Students can file complaints regarding discrimination, harassment, or sexual and gender-based violence through the Office for University Equity and Compliance (OUEC) using the following link: <https://www.northeastern.edu/ouec/file-a-complaint>
- **Ombuds Office:** Students seeking confidential, impartial, and informal assistance regarding concerns related to their university experience can contact the Graduate Ombudsperson through this link: <https://graduateombuds.northeastern.edu/contact>

All relevant resources and links mentioned above can be accessed on the [Northeastern University Vancouver Student Life Website](#), which serves as the central information hub for prospective and current students. This website is designed to provide comprehensive and up-to-date information on university policies, procedures, and resources related to student life. Students are encouraged to visit the website regularly to stay informed and access the necessary information they need throughout their academic journey at Northeastern University Vancouver.

<https://studentlifevancouver.sites.northeastern.edu/network-based-resources>

Northeastern University Vancouver Campus is regulated by the Ministry of Post-Secondary Education and Future Skills in British Columbia. Programs offered under the written consent of the Minister of Post-Secondary Education and Future Skills can be found at <https://catalog.northeastern.edu/professional-studies/appendix/authorizations>. Prospective students are responsible for ensuring that the program and degree meet their needs, including acceptance by potential employers, professional licensing bodies, or other educational institutions.

Policy on Sexual and Gender-Based Harassment and Title IX
(<https://policies.northeastern.edu/policy104/>)

Code of Student Conduct
(<https://osccr.sites.northeastern.edu/code-of-student-conduct/>)

Academic Integrity Policy
(<https://osccr.sites.northeastern.edu/academic-integrity-policy>)

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