

# HUMAN RESOURCES

University of  
Massachusetts  
Amherst

## Notice of Modified Operations

All department staff will be working remotely until further notice as the university continues to respond to contain the spread of the coronavirus (COVID-19).

The HR Employee Service Center team is actively responding to inquiries. Please call or email and clearly state your name, telephone number and the nature of your inquiry:

### RETIREMENT

Dorothy Shimel  
dshimel@admin.umass.edu  
413.545.6113

Kelly Pleasant  
pleasant@umass.edu 413.545.1478

The MA State Retirement Board  
srb@tre.state.ma.us  
617.367.7770 / 800.392.6014

### TUITION WAIVERS AND NEW EMPLOYEE ORIENTATIONS

Please use the online process:  
[www.umass.edu/humres/tuition-benefits](http://www.umass.edu/humres/tuition-benefits)

Darlene Rowe  
dlrowe@umass.edu  
413.545.4549

AskHR@umass.edu

### EMPLOYMENT VERIFICATION

The Work Number  
[www.theworknumber.com](http://www.theworknumber.com)  
(employer code 18128)

### PERSONNEL PROCESSING

**Faculty/Staff**  
Melanie Croteau  
mcroteau@umass.edu  
413.545.0315

**Temp "03"/EPAF Support**  
Kathie Ecklin  
kmmcinerney@admin.umass.edu  
413.545.0391

**Graduate Assistantships**  
Lisa Prouty  
lprouty@admin.umass.edu  
413.545.0244

**Undergraduate & Graduate Hourly**  
Tami O'Malley  
tomalley@umass.edu  
413.545.6120

### PAYROLL, TAXES AND DIRECT DEPOSIT PROCESSING

Sonja Streeter  
sstreeter@umass.edu  
413.545.1650

Brenda Libertine  
brenda@admin.umass.edu  
413.545.6119

### TIME REPORTING PROCESSING

Ashley Martinez  
ammartin@umass.edu 413.545.6108

### INTERNATIONAL EMPLOYEE PROCESSING/GLACIER

Laura Macsuga  
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413.545.6211

### FUNDING CHANGES AND SECURITY

Parisa Soleimani  
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413.545.6117

### W-2s

hrequest@admin.umass.edu

### ePAF SUPPORT & TRAINING

Christopher Bombardier  
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413.545.9660

Please visit the University's coronavirus website for updates and resources: [www.umass.edu/coronavirus](http://www.umass.edu/coronavirus)