

Who do I call?

This page provides a quick reference to the offices, services, and resources available to staff, faculty, and students who work in the College of Education. If you have changes or additions for this list, submit them to <https://tinyurl.com/educomms>.

For urgent building and facilities issues (e.g., stuck in elevator, water leak) contact the UMass Amherst **Facilities Solutions Center** at **413-545-6401** (available 24 hours, 7 days a week, 365 days a year.)

For emergencies involving fire, fire potential, loss of life, bodily injury, life-threatening or criminal activity, chemicals or other environmental hazards. If using a cell or off-campus phone, **direct dial 413-545-2121**.

Questions Related To	Email	Office	Room
Technology support Software, hardware, classroom AV, printing	EdTech-ITHelp@umass.edu	EdTech	Furcolo W109
Building and space issues	Educ-Facilities@umass.edu	Financial Services Office	Furcolo W114
Office supplies and other purchasing	EducBusiness@umass.edu	Financial Services Office	Furcolo W114
Communications within and about the college	EducComms@umass.edu	Communications & Marketing	Furcolo W106
Hiring and personnel issues	EducHR@umass.edu	Human Resources	Furcolo W101
Undergraduate programs	EducAdvisor@umass.edu	Advising Center	Furcolo 130
Graduate programs	GPD@umass.edu	Graduate Programs Office	Furcolo W144
Educator preparation and licensure	EdPrep-Help@umass.edu	Educator Preparation Office	Furcolo S103
Educational Policy, Research, and Administration (EPRA)		EPRA Department	Furcolo N122
Student Development (SD)	Pichette@umass.edu	SD Department	Furcolo S162
Teacher Education Curriculum Studies (TECS)	TECS@umass.edu	TECS Department	Furcolo W205
Teaching support. online program design	DigitalLearning@umass.edu	Online Programs and Digital Learning	Furcolo W106
Online program student support	Info-Leadership@umass.edu InternationalED@umass.edu EGRcert@umass.edu	Online Programs and Digital Learning	Furcolo N170
Grants and research support	EducORE@umass.edu	Office of Research and Engagement	Furcolo W114
Diversity and equity issues in the college	DEI@umass.edu	Diversity and Equity	Furcolo 120
Questions about other academic issues	Education@umass.edu	Advising Center	Furcolo 130
Other questions about the college	Dean@umass.edu	Dean's Office	Furcolo W111

Additional resources:

UMass Amherst academic calendar: <https://www.umass.edu/registrar/calendars/academic-calendar>

College Information for Faculty and Staff: <https://www.umass.edu/education/information-faculty-staff>

College directory of staff and faculty: <https://www.umass.edu/education/about/directory>

Program-specific information: <https://www.umass.edu/education/programs>

An expanded online version of this guide, including more links to forms, handbooks, and other resources: <https://www.umass.edu/education/college-quick-reference> (or scan QR code on this page.)

