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BASIC INFORMATION

Chapel Hill School of Musical Arts (CHSMA)

1829 E Franklin St, Unit 500
Chapel Hill NC 27514
info@chsma.com
(919) 960-6898

chsma.com
facebook.com/ChapelHillSchoolOfMusicalArts

Your Teacher's Email

(first initial)(last name)@chsma.com

Office Hours

Monday - Thursday: 12:00 PM to 8:30 PM
Friday: 2:00 PM to 7:00 PM
Saturday: 9:00 AM to 4:00 PM
Other hours available by appointment

THEATRE EDUCATION PROGRAM

CHSMA's theatre program delivers professional actor training from experienced teachers. 10 week acting classes are held two times a year at a flat rate and special summer programs are offered as well. We also offer one-on-one coaching sessions for musical theater acting or non-musical acting. Please make an appointment with our Director of Operations to sign up for these sessions. Please see this year's program insert for current class details!

MUSIC EDUCATION PROGRAM

CHSMA offers a well-rounded music education with an emphasis on 1:1 instruction. Students may enroll at any time or withdraw at any time with 30 days written notice. Monthly tuition covers the following services over 12 months:

- 42 private lessons with a highly qualified instructor.
- 4 GROUP lessons. Group lessons provide students with the opportunity to practice performing, participate in group learning activities, develop special skills and interact with their peer musicians.
- Access to approximately 30 special events including concerts, workshops, master-classes, student performances and social activities.
- Professionally managed Recitals twice a year.

GROUP LESSONS

Registration for GROUPS is first come, first served. We will maintain waiting lists and create additional group lessons if we have enough students to merit additional sessions.

GROUPS fall roughly into the following categories:

- **PEER LEARNING GROUPS** - These GROUPS are divided into peer age groups rather than by instrument and focus on age-appropriate learning activities to explore important musical concepts. Students may share a piece they're working on with the group, but it is not required. Recommended especially for beginning students, students who might be uncomfortable performing, or students looking for a fun and interactive learning experience with students of their own age.
- **PERFORMANCE GROUPS** - These GROUPS are divided by instrument, and then further into peer groups. They focus on student performance and constructive critique. Students may need to meet prerequisite skills to participate in all activities. Students in a performance GROUP are expected to come prepared to perform. Recommended for intermediate and advanced students.
- **SKILL DEVELOPMENT GROUPS**- These GROUPS focus on developing a special skill or learning more about a specific area of music knowledge. Students may need to meet prerequisite skills to participate in all activities. Recommended for all levels of skill, students who have an interest in one of the skills being explored, or students who would like to try something a little different from their regular lessons every few months.

Attendance:

- Our GROUPS are designed with a certain number of participants in mind; if some students don't attend, the effectiveness of the whole class is affected.
 - If you must miss your GROUP, please send us an email or leave us a phone message.
 - Students who miss more than one group without notifying CHSMA will be notified of removal from the class roster and placed on the "Opt Out" list so that spaces can be made available for new students.

Opting Out:

- Students may choose to "opt out" rather than signing up for a GROUP. Choosing to "opt out" means that we will not send you reminders to enroll throughout the year and will not include you on the group rosters. Students who opt out understand that they are voluntarily not participating in a part of our program included in tuition and that CHSMA does not provide substitutions or refunds for GROUP lessons. Students may choose to leave the "opt-out" list and join an available group at any time.

RECITALS

Recitals are special performances where CHSMA students can share their musical accomplishments with friends and family in an encouraging and celebratory environment. Recital dates are pre-assigned based on the student's instrument and teacher. You will receive specific information about the day and time about two months before recitals. We regret that we are unable to accept registrations after the deadlines due to scheduling constraints and the necessary preparations needed to accommodate several hundred students.

At the Recital:

- **Arrival** - Students must be checked in at the concert hall no later than 30 minutes prior to the performance. After signing in, they will be directed to their teacher for warm-ups and assistance in tuning their instruments. Students will then be seated in performance order in the first two rows of the audience. Guests will be seated prior to the beginning of the recital. We do our best to keep performances to a reasonable length and ask that all students and their guests remain for the duration of the recital out of courtesy to the other performers.
- **Dress** - Students and guests are encouraged to wear "Sunday Best" or "Dress to Impress." Please, no jeans, shorts or flip-flops.
- **Student Behavior** - All participating students are expected to be present for the duration of the recital as this shows respect for their fellow performers. CHSMA strives to keep recital lengths to approximately 1 hour. We appreciate your assistance in keeping recitals respectful and meaningful for all students.

MAKE-UP LESSON POLICY

CHSMA-Guaranteed Make-ups:

Because we understand that illness, emergencies, or occasional scheduling conflicts may occur, CHSMA guarantees two make-up lessons each year for student-initiated absences for any reason. To reflect our year round school year, one make-up lesson is guaranteed between January and June, and the second between July and December. Lesson cancellations initiated by the instructor or school are always made up and do not count as student-initiated absences. Guaranteed make-up lessons cannot be banked for later use in another period, transferred or exchanged.

Communicating Lateness or Absence:

We kindly ask our students to notify their teacher or the office if they are running late or will not be able to make their scheduled lesson.

Students arriving more than 15 minutes late without prior notice will be considered a "no show" and the lesson will be canceled. If the teacher has been notified that the student will be late, they will provide a lesson in the remaining time. Lesson time will not be extended.

Additional Make-ups:

Additional makeup lessons are not guaranteed but may be offered by the teacher if extenuating circumstances exist. Make-ups beyond the two guaranteed per year are up to the discretion of the teacher and his/her availability.

ADDITIONAL SCHOOL POLICIES

Payments:

Lessons are paid in advance on a monthly basis by automatic debit (Visa/Mastercard). By special arrangement, lessons may be paid for in an advanced lump sum by check (3 month or 6 month increments). CHSMA retains the right to suspend services in case of declined transactions or late payment until the account is made current. Declined transactions may result in a \$35.00 NSF fee.

Child Care:

CHSMA does not provide any kind of child care or supervision outside of lesson or class time. Students may not be dropped off/picked up more than 15 minutes before/after their lesson. Children may not be left on the premises while unsupervised by an adult.

Food, Drink & Smoking at the Facility:

Food and beverages (besides water) may not be consumed inside the building (including waiting areas and studios). A water fountain is on site. We provide outdoor seating on our covered porch for your convenience. CHSMA is a smoke-free zone. We ask that no one smoke within 50 feet of any door, window, or source of ventilation for the school.

Communication:

CHSMA must be kept informed with the student's current mailing address, preferred phone number and regularly checked email address. CHSMA communicates primarily through email and does not share or sell student information without outside entities.

Photo Policy:

CHSMA uses photographic and electronic images of its functions and activities for purposes of record keeping and general publicity. CHSMA does not use the names of our students in any publication without a signed special release. Students/Parents who have opted out of any photography are responsible for removing themselves from the area in which the photographing/recording is occurring, or notifying the camera person on site of their opt out status. CHSMA staff will always respect on-site requests to not photograph or record a specific person.

Lost and Found:

Lost and found items are kept at the Main Office for a period up to 2 weeks. Unclaimed items may be disposed of at that time. We do not retain perishable items or disposable food/beverage containers.

Preparing for Lessons:

Students should come prepared to each lesson with music and notebook. Practicing regularly will make a huge difference in the results that a student can expect to achieve from lessons. Ask your teacher to provide practice guidelines for you.

Parent Observation:

Parents are always welcome to sit in and observe their child's lesson. In the case of very young students, parents may be required to attend the lesson with their child. Observance of group lessons depends on teacher permission and the size of the class.

Withdrawals:

CHSMA requires a signed withdrawal form (available at reception) or an email sent to admin@chsma.com with at least 30 days notice from students withdrawing before the end of the 2015/16 school year. **These are the only forms of withdrawal notice accepted.** If the final lesson occurs mid-billing cycle, the last month's payment will be prorated. Final payments are calculated from the date we've officially received notice of withdrawal. We encourage students to take all of the lessons they have paid for.

Summer Leave Requests:

Students may request up to 4 weeks of "leave" from mid-June through the end of August to accommodate summer activities. Requests made by May 31st will result in prorated tuition the following September. Tuition is only pro-rated in September. **Students taking "leave" who withdraw before September are not eligible for pro-rated tuition reflecting "summer leave."**

COMMUNICATING WITH YOU:

Monthly Email Newsletter:

CHSMA produces a monthly electronic newsletter during the first week of each month during the regular school year. We highly encourage you to look for and read these monthly bulletins as they are our primary way to communicate routinely updated program information. This information includes:

- The month's calendar in detail
- New faculty and class announcements
- Instructions for participating in special events
- Important upcoming deadlines
- Frequently asked questions

Information included in the newsletter is also available on our website.

CHSMA Bulletin Board:

Be sure to check our bulletin board in the lobby when you come by each week for updated announcements and information. CHSMA is happy to post a flyer for our student's performances in the community - just speak to us at the front desk!

Electronic and Social Media:

- **Website:** You can access an updated events calendar at any time on our website at: <http://www.chapelhillsofmusicalarts.com/events/>
- **Facebook:** Access announcements as they become available, read curated articles about music and participate in contests on our FACEBOOK page at: <https://www.facebook.com/ChapelHillSchoolOfMusicalArts>

Other Communications:

- Lesson Change or Cancellation - Teacher-initiated lesson changes or cancellations will be communicated by phone. If we are unable to reach you by telephone we will also send an email.
- School Closure - In the event of a school closure (e.g. weather related closures), we will update our phone message, make an announcement on the homepage of our website, and teachers will attempt to personally contact affected students.

FREQUENTLY ASKED QUESTIONS

Where can I buy or rent instruments?

CHSMA does not rent or sell instruments, but we're happy to direct you to one of the many places in the Triangle that do! We keep a list of area music stores that our students have worked with in the past - stop by anytime and we will make a copy for you and give you some suggestions.

Where can I wait while my child takes lessons?

You are always welcome to observe the lesson if you like, but we also provide an indoor waiting room and outdoor covered porch for caregivers. We provide free Wi-Fi access. Please see the bulletin board for instructions on how to connect to the network.

Does CHSMA close for severe weather?

CHSMA does close for severe weather like heavy snow. We do not automatically close when the public school system closes (as our classes are held late in the day, the roads are often less hazardous). If CHSMA does close, students will be notified by email (and by phone where possible) and all lessons will be made up. If you are unsure about our open status, feel free to call the office in advance. Our phone message will be updated in the event of school closure. Notice will also be posted on our website.

In case of notification from the Emergency Broadcast System, staff will direct everyone in the building to stop lessons/classes and follow instructions to either take shelter or evacuate.