



community  
school of the arts

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## CSA Studio and Class Policies

*CSA faculty members desire to communicate effectively and efficiently with each student in every lesson and class. Cooperation with the policies below encourages an environment which allows for the highest quality music education experience and will assist in building good working relationships between students, teachers, and parents.*

*We thank you in advance.*

### Private Studio Policies

- Students should arrive on time to lessons. Teachers do their best to stay on schedule so that each lesson lasts the full duration.
- Students must come to lessons prepared with all necessary materials and books. Teachers cannot guarantee full lesson length if a student comes without the necessary materials.
- Food, beverage, and gum are not permitted inside the studios.
- Lessons missed by students are forfeited. Teachers will often make student contact lists available to provide the opportunity to switch lesson times with another student in case of a necessary absence. If the teacher cancels a lesson, it will be rescheduled.
- Suzuki program parents are required to attend lessons and Prep program parents are encouraged to observe at least two lessons each semester. Parents attending lessons must observe the following:
  - Do not interact with your student during the lesson unless there is a behavior issue on the part of the student that needs to be addressed. It is not appropriate, nor helpful to the student, for the parent to make verbal evaluation of the student's playing during the lesson or to make disclaimers such as, "He played it much better at home," or "this is too hard for her."
  - Turn off electronic devices during the lesson.
  - A parent should alert the teacher at the *beginning* of a lesson if they would like the teacher to reserve time at the end of the lesson to address specific concerns. Teachers make themselves available by phone, if requested.
  - Siblings attending lessons must not be disruptive. If it is necessary to communicate, please whisper or step out of the room. A quiet activity should be provided for siblings who wait in hallways. Students under age 7 may not be left unattended.

## **Group Class Policies**

1. Students should arrive on time to each class, with all necessary materials
2. There should be no running in hallways between classes. We share our facilities with others and want to be respectful.
3. If a student is displaying disruptive behavior in class, the teacher may ask that student to sit with the parent or to refrain from participating in class activities for a time. Should the inappropriate behavior continue, the parent would be expected to intervene and, if necessary, take the student out of the classroom.
4. Siblings are welcome to the group class only if they are able to sit quietly during the entire class with their parent. If a sibling becomes distracting or disruptive, it is the responsibility of the parent to immediately remove the child from the classroom.
5. Conversation between parents should be limited to outside the classroom.
6. Performance Classes: Students, parents and siblings will be expected to observe the same courtesies during performance classes as is expected at recitals:
  - Arrive on time and remain for the entire class period.
  - No talking or walking around during performances.
  - Enter or exit the classroom only between performances.
  - Remove young children from the classroom immediately should they become distracting.
  - Turn off all electronic devices.

## **All-Program Events Attendance Policy**

Students participating in a CSA all-program performance are required to remain in attendance for the entire event. Any student with extenuating circumstances must consult with their private teacher at least one week prior to the event. This policy is intended to ensure a high standard of performance and decorum, to instill respect for music and for others, and to promote a broad educational experience that includes listening as well as performing.

## Reminders from the CSA Office

### To contact your private teacher:

Your teacher will provide an email address and personal phone number for you. The office cannot reach teachers in studios during teaching hours. If you must cancel a lesson, it is best to call or text your teacher directly.

### Billing:

Billing is done through email. Payment may be made by mail or by depositing it in the CSA lockbox located on the wall of the left side alcove in the main floor staircase closest to the Armerding lobby. CSA runs on two 15-week semesters and a summer session:

- Fall semester                      September through mid-January
- Spring semester                    Mid-January through mid-May
- Summer session                    Mid-May through August

### Summer Session:

During the summer session there are no group classes. Student families arrange with the private teacher the number of lessons the student will take. Most teachers require some summer lessons.

### Attendance/Make-Up Policy

Students are expected to be present for all classes and lessons.

*For private instruction:* If a parent cancels a lesson, the teacher is not obligated to make up the lesson, nor will tuition be adjusted. If the teacher cancels the lesson, it will be made up. Parents are encouraged to trade lessons with another student when conflicts arise. It is the student's responsibility to verify the time/location of a traded lesson. Please notify the teacher of a cancellation or trade prior to the lesson.

*For group instruction:* Class absences may not be made up. When a teacher is absent the class will be made up if a substitute is not available.