



Student Handbook For Individual, Group, and Suzuki Lessons

2011-2012

Community Music School of Webster University
470 E. Lockwood Ave. (mailing address)
St. Louis, MO 63119
314-968-5939/fax 314-963-6268
webster.edu/cms

Handbook updated 9/6/11

The Community Music School is accredited by the National Association of Schools of Music and is a certified member of the National Guild of Community Schools of the Arts. The Community Music School receives support from The Regional Arts Commission. Funded in part by the Arts and Education Council of Greater Saint Louis.



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470 E. Lockwood Avenue • St. Louis, MO 63119
Phone: (314) 968-5939 • Fax: (314) 963-6268
www.webster.edu/cms

Administrative Office Hours: 9:00 a.m. – 5:00 p.m. Monday – Friday

Webster Groves (WG)

Garden Avenue Building

535 Garden Avenue
Webster Groves, MO 63119
(314) 968-5939
Fax: (314) 963-6268
Registration Coordinator: Karen Gilbert
email: karengilbert00@webster.edu

Old Orchard Building

23 Old Orchard
Webster Groves, MO 63119
(314) 246-3110
Coordinator: Julie Giesegeh
E-mail: giesegeh@webster.edu
(Monday-Thursday, 2-7 pm)

Strauss Center Branch (SC)

(Leon R. Strauss Center for Music at Faust Park)
14941 Olive Blvd.
Chesterfield, MO 63017
(636) 537-1601
(636) 537-2864 (teacher messages)
Fax: (636) 537-1604
Coordinator: Rebecca Dellegrazio
E-mail: rdellegrazio31@webster.edu

Trinity Presbyterian Church (TP)

6800 Washington Avenue
University City, MO 63130
(314) 968-5939
(main CMS #-direct all inquiries to this number)

IT Help Desk (for assistance with online billing statements)
1-866-435-7270 or 314-246-5995

Cashier's Office (to make credit card payments over the phone)
314-246-7410 (press 3, then 1)

Mailing address for Check Payments
Webster University/PO Box 191165/St. Louis, MO 63119-7165

Cancellation Hotline: 314-961-2660 x5958 (see page 9)

2011-2012 CMS SCHOOL CALENDAR

**FALL SEMESTER 2011
August 22, 2011 – January 14, 2012**

Fall Registration for <i>new</i> students.....	August 13-19
Lessons Begin.....	Monday, August 22
First Payment Due.....	August 30
Labor Day (no lessons).....	September 5
Thanksgiving Break (no lessons)*.....	November 22-27
Final Payment Deadline.....	November 30
Re-enrollment for Spring 2012.....	November 14-December 9
Winter Break (no lessons)*.....	December 20 – January 2
Last Day of Lessons.....	Saturday, January 14

**SPRING SEMESTER 2012
January 21 – June 4, 2012**

Spring Registration for <i>new</i> students	January 14-19
Lessons Begin.....	Saturday, January 21
First Payment Due.....	January 30
Spring Break*	March 19-25
Re-enrollment for Summer & Fall 2012	April 10-25
Final Payment Deadline.....	April 30
Memorial Day (no lessons)*.....	May 26-28
Last Day of Lessons.....	Monday, June 4

**SUMMER SEMESTER 2012
June 13 – July 25, 2012**

Summer Registration for <i>new</i> students	June 2-7
Lessons Begin.....	Wednesday, June 13
First Payment Due.....	June 30
Independence Day (no lessons).....	July 4
Re-enrollment for Fall 2012.....	June 25-July 2
Last Day of Lessons.....	Wednesday, July 25
Final Payment Deadline.....	July 30

*Ensembles, orchestras, and some individual instruction teachers may meet those days. Please consult your teacher or rehearsal schedule.

COMMUNITY MUSIC SCHOOL POLICIES

The Director of the Music School has the responsibility and authority to administer the school's programs, monitor its academic and disciplinary policies, and supervise the admission and continued registration of its students.

The following policies and procedures of the Music School have been established in order to assist quality and continuity of study. All students are required to abide by them.

General

1. Students enrolling for individual lessons should not be studying with another individual instructor on the same instrument.
2. Students and/or parents have the responsibility of communicating with their teacher if an instructional, scheduling, or other problem arises. If the problem cannot be solved, the student and/or parent should contact the school office.
3. Students taking individual lessons who wish to change teachers must first notify and/or discuss any issues with their current teacher, make an effort to mutually resolve any problems, and receive approval from the Music School Director.
4. Because faculty teaching is tightly scheduled, students must make every effort to be on time for all lessons and classes. In deference to subsequent students and classes, all lessons/classes will end at the scheduled time. Faculty will wait for a student for one-third of the scheduled lesson time; students are asked to do the same in the event of a teacher's late arrival. Arrival past that time will be considered a missed lesson.
5. To best serve the musical needs of its students, the Music School reserves the right to dismiss any student because of lack of interest or progress, frequent unexcused absences (three or more lessons), frequent tardiness, disruptive behavior, delinquency in payment of tuition, and/or failure to abide by policies by students or parents.
6. In order to ensure that student performances and audition experiences are positive and educational for each student, the Music School recommends that students registered for individual lessons at the school consult with and receive approval from their individual lesson teacher prior to initiating these activities.
7. Students and parents agree to accept faculty and administrative decisions regarding enrollment, financial aid, scholarships, evaluations, awards, and applications of policies made under the published policies and procedures of the school.
8. The School Director and the Dean of the Leigh Gerdinge College of Fine Arts are, respectively, the ultimate authority regarding decisions made under the published policies and procedures of the school, unless the provisions of the specific policy of Webster University delegates authority elsewhere.

9. An appeal for a decision regarding instruction should be directed to the Office of the Director of the Community Music School of Webster University. The appeal will be reviewed by the CMS Director and the Dean of the Leigh Gerdine College of Fine Arts.

The Music School reserves the right to modify or cancel any class, lesson, or course due to insufficient enrollment or instrumentation or extenuating circumstances.

Registration

New Students

1. Prospective students and/or parents should attend registration where a lesson time will be arranged. (See registration dates, times and locations on the CMS website: www.webster.edu/cms/register/shtml). Care is taken in pairing students with instructors. A student's background, personality, personal motivation and goals, as well as specific needs or requirements are carefully considered before a teacher is suggested. By registering students in person, our staff is able to assess these criteria to better ensure that the student is placed with the most appropriate instructor and will progress and thrive in his or her musical studies.
2. Registration is completed by discussing CMS policies and signifying acceptance of them. Students will leave registration with the teacher's name; the day, time, and location of the lessons; and the student ID number on a copy of the registration form. A letter containing an authorization code and instructions for setting up the online account will be sent 10-14 days after their initial enrollment.

Returning students:

1. To give returning class/individual lesson students preference on a teacher's schedule, currently enrolled students will be mailed a re-enrollment form at the end of each session. The form is also available online and must be submitted by the stated deadline to reserve a place on the teacher's schedule. Returning students must consult with their teachers about lesson times. Students are not enrolled and teachers are not paid until the process above is completed.
2. Billing statements will be available online prior to the start of the semester.
3. If you have been in class instruction, your teacher will recommend the best class placement for the upcoming semester.
4. Any returning student with an outstanding account balance cannot be registered for the next semester and their place on a teacher's schedule cannot be guaranteed until the account is paid in full. Students with a history of late or non-payment may be required to pay in full for the next semester before enrollment may continue.

Waiting List Policy

1. If it is not possible to place students with an appropriate teacher/class during registration, students may elect to place their names on the waiting list for that instrument or class. Only those who attend registration and attempt to enroll in individual instruction may be placed on the waiting list. Those who mail in class registration forms will also be placed on a waiting list pending minimum enrollment.
2. If an opening occurs for that instrument or the minimum enrollment for a class is obtained, students on the waiting list will be called to determine their interest in completing registration.

Missed Lessons

1. Students are enrolled and charged for the entire semester or session. Students who register after the beginning of the semester are enrolled and charged for the remaining weeks in the semester. Regular attendance at all lessons, classes, and rehearsals for the semester is expected. Students are charged for all lessons, classes and ensembles, including those missed due to student absence.
2. *For individual lessons:*
 - a. **Since an individual instructor has reserved your weekly lesson time, any missed lesson due to student absence will not be made up, credited, or refunded.**
 - b. Exceptions to this policy are made only due to student absence for religious observances. In these cases, only one lesson per semester will be made up, and notification must be given to the teacher at least one week in advance.
3. *For classes/rehearsals:* Classes or rehearsals missed due to student absence will not be rescheduled and there will be no refund/credit of tuition.
4. When inclement weather or any other unforeseeable circumstances force the closing of the school for safety considerations, classes, lessons and rehearsals will not be made up and no reimbursement will be made.
5. As a courtesy to your teacher/instructor, please notify your location office in advance of any absence.
6. Students who are unable to attend lessons or classes due to a long-term (3 or more consecutive weeks) medical issue will receive a credit or refund for lessons or classes missed. A physician's note is required to receive this credit and notification must be made in writing to the Music School.
7. In the event the instructor cancels a lesson or class, a make-up lesson will be offered at a mutually convenient time. An individual lesson teacher is required to offer two reasonable make-up date alternatives.
8. If a student cancels an agreed-upon make-up lesson, it will not be rescheduled.
9. If lessons/classes/ensembles have been suspended because tuition payment is delinquent, no make-up lessons will be given.

School closing announcements will be made on KSDK Channel 5 TV, KMOX 1120 AM radio, www.webster.edu, www.ksdk.com, and www.stltoday.com, the CMS Facebook page, or by calling (314) 968-5939.

Students may also sign up for automated campus closing alerts at www.webster.edu/technology/websteralerts.

Every effort will be made to avoid canceling lessons and classes due to bad weather. When Webster University is closed due to weather, the Community Music School will also be closed.

Tuition

1. All students are charged a \$25 non-refundable registration fee once every academic year, due each Fall Semester thereafter.
2. Tuition rates for the 2011-2012 school year:

	<u>Traditional</u>	<u>Suzuki</u>
<i>Fall & Spring (18 wks)</i>		
30 min.	\$549	\$693
45 min.	\$828	\$972
60 min.	\$1080	\$1224
<i>Summer (6 wks)</i>		
30 min.	\$183	\$183
45 min.	\$276	\$276
60 min.	\$360	\$360

3. Students who register after the start of the semester/session will pay tuition pro-rated for the number of lessons remaining that term.

Billing & Payment

1. All student statements are accessible only through the student's online Webster University Connections account. This is an online portal which allows the student to view, download, and pay charges online. Students receive a letter with their authorization code and instructions for setting up the online account 10-14 days after their initial enrollment. **You will not receive a billing statement in the mail.** For assistance in setting up your online account please call the IT Help Desk at 314-246-5995.
2. Statements are posted online once per month when there is a balance due on the student's account. Email notifications are sent to an internal Webster.edu email. Please see "Frequently Asked Questions about Billing" for directions on email forwarding the notifications to your personal email address.

3. Payments must be posted to the students account on or before the dates shown below:

	<u>Statement Available Online</u>	<u>Payment Due Date*</u>
<i>Fall 2011</i>		
August	8/9-12	8/30
September	9/9-12	9/30
October	10/9-12	10/30
November	11/9-12	11/30**
<i>Spring 2012</i>		
January	1/9-12	1/30
February	2/9-12	2/28
March	3/9-12	3/30
April	4/9-12	4/30**
<i>Summer 2012</i>		
June	6/9-12	6/30
July	7/9-12	7/30**

* A monthly 1.5% interest charge will be assessed on balances remaining on account after the due date.

**Account balances must be paid in full by these dates for continuous enrollment.

4. Account Balances may be paid in one of three ways (for each option you will need your student's ID number):
 - Online by credit card or bank transfer through the student's Connection account.
 - Over the phone with a credit card by calling the Webster University Cashier at 314-246-7410 (press 3, then 1)
 - Through the mail by sending a check or money order to Webster University/PO Box 191165/St. Louis, MO 63119-7165
 - Please note: we cannot accept payment at any Community Music School location.
5. Monthly Payment Plan: Students may make monthly payments of their semester charges. Those who select this option will be charged a monthly interest rate of 1.5% on the balance remaining after each payment due date. Failure to maintain the scheduled monthly payments may result in cancellation of lessons/classes/rehearsals.
6. There is a \$25.00 fee for each returned check. If a check is returned, reimbursement must be made by money order or cash.
7. Tuition must be paid in full before students may register for the following semester. Members of orchestras or ensembles who have not paid tuition in full by the end of the previous academic year will not be given the opportunity to audition until payment is received in full.
8. The Community Music School reserves the right to require those students with a history of delinquent payments to go into a "pre-payment" status, in which the student must pay IN FULL for the entire semester and any past due balances before enrollment may continue.

Frequently Asked Questions about Billing

Q: Can I have the billing statement notification sent to my personal email address?

A: Yes, but it takes a few extra steps. After you set up your student's Connections account, you can set up email forwarding:

- Go to <http://connections.webster.edu>
- BEFORE you log in, look below the log in area and click "My Connections Account Settings"
- Enter your student's user name and password
- Click on "Set mail forwarding" and enter your preferred email address

Q: I created the Connections account for my student. How do I view and pay my bill?

A: When your student has charges due on his/her account, you will receive an email notification to their Webster email account (see above for directions on email forwarding). The email will have a link to the Connections home page (<http://connections.webster.edu>). Log in using your student's Connections username and password. Click on the **Student** tab and then locate **the Online Billing and Payments** section. Click **Click here to view or pay your bill**.

Q: When will my bill be posted?

A: Statements are posted and updated once per month, generally between the 9th and 12th of each month. If there is a balance due on your student's account, you will receive an email when the new statements are online. "Statement Ready" notices are only sent to accounts with balances due. If your student's account has a zero balance, you will not receive a notice.

Q: When is my bill due?

A: Click **Click here to view or pay your bill**. The payment due date is listed on the statement. Payments must be received by the last day of the month. Please allow time for payment to clear your bank and/or go through the mail.

Q: Do I have to pay the entire balance by the first due date?

A: You do not, but please be aware that:

- There is a 1.5% interest charge on all balances remaining after the monthly due date.
- All account balances must be paid in full by the end of November for Fall, April for Spring, and July for Summer, for your student's enrollment to remain in good standing.

Q: Do I have to pay online?

A: We urge you to create the Connections account so you can view your statement and check your account balance. You have three ways to submit payment:

- **Online** by credit card or bank transfer through the student's Connections account
- **Over the phone** with a credit card by calling the Webster University Cashier at 314-246-7410 (press 3, then 1)
- **Through the mail** by sending a check or money order to Webster University/PO Box 191165/St. Louis, MO 63119-7165
- *Please note: we cannot accept payment at any Community Music School location.*

Q: What if I forget my login information?

A: Go to connections.webster.edu and click "I've forgotten my username or password." Follow the prompts to retrieve your username or reset your password. You will need your student's 7-digit ID number. You may also call the Webster University Help Desk at 314-968-5995 or toll-free at 1-866-435-7270.

Q: What if I don't know my student's ID number?

A: Please call our main number (314-968-5939) or contact your local branch coordinator. We'll be happy to retrieve that number for you. Remember, you can always call us with any questions regarding the online account or billing. We're here to help!

Q: What if I don't have a computer?

A: If you do not have access to a computer, you may use the Billing & Payment Kiosk located at the main CMS Building on the Webster campus (535 Garden Ave) or a computer at your local library.

Q: Can I receive a billing statement mailed to my home?

A: Unfortunately, due to the large number of students that register each semester, we are unable to print and mail individual statements to student's homes.

**Additional Questions?
Please call us at 314-968-5939!**

Refunds and Cancellation Policies

Individual instruction:

1. If the student withdraws 24 hours or more before the first lesson, he will be billed only for the \$25 registration fee. If the student does not give 24 hours or more of notice, they will be billed the \$25 registration fee and a \$125 penalty fee.
2. To cancel your registration before the first lesson, please call the **Cancellation Hotline: 314-961-2660 x5958.**
3. If the student withdraws anytime between the day of the first lesson and the end of the sixth week of the CMS semester (Fall: October 3, 2011; Spring: March 2, 2012), he will be billed for the lessons from the time of enrollment, the \$25 registration fee, and a \$125 penalty fee.
4. To cancel your registration after the first day of lessons, please send an email to karengilbert00@webster.edu.
5. There are no refunds after the 6th week of the semester, and students will be charged and responsible for the full semester tuition and any applicable fees and interest charges.
6. Summer Session: Withdrawals between the day of the first class/lesson and the end of the 2nd week of the session will be billed for the lessons from the time of enrollment, the \$25 registration fee, and a \$50 penalty fee. There are no refunds after the 2nd week of the summer session.

Group instruction: Tuition for group classes is not refundable unless classes are cancelled due to insufficient enrollment.

Tuition Assistance and Other Discounts

Family and Multiple Instrument Discounts

1. When two or more students from the same immediate family (brother, sister, mother, father) register for individual lessons in the same semester, a family discount is available. A discount of 10% is applied to all individual lessons except the one with the highest tuition charge, with no further discount for any reason.
2. ***When an individual student registers for individual instruction for more than one instrument during a semester, a 10% second instrument discount is applied to all but the highest tuition charge.***

Tuition Assistance

1. Tuition Assistance is available to cover partial tuition expenses for students demonstrating financial need. To receive assistance, students or their parents must complete a Tuition Assistance application and submit current proof of income (as specified on form).

2. Tuition Assistance is not retroactive; students must pay in full for any lessons or classes scheduled before a financial assistance award is granted.
3. Students/families who qualify for Tuition Assistance and who are also awarded a scholarship must choose between the two. Also, no further discounts may apply.

Endangered Instrument Awards

A limited number of financial awards will be given to pre-college students new to the Community Music School who wish to study viola, double bass, oboe, bassoon, horn, trombone and tuba. The award is for a total of two semesters, and only for fall and spring semesters.

- Students who receive the award for private instruction may receive 67% of individual lesson tuition costs for 30-minute lessons. Awarded students must audition for and, if accepted, take part in one of our ensembles.
- Students new to CMS ensembles may receive 67% of ensemble tuition if accepted into an orchestra/ensemble. Students may also participate in orchestras/ensembles only, without taking private instruction.
- To apply for the Endangered Instrument Award, please request an application at one of our locations or by calling 314-968-5939.

Artistic Merit Scholarships

The Music School is proud to support many of its most talented students taking individual lessons through talent-based scholarships. Auditions are held annually in late spring for exceptional students who are recommended by their teachers and who have taken individual lessons at the Music School for at least the complete semester prior to audition. Students must be available to audition at any time assigned on the audition date.

Establishing Scholarships

Artistic merit scholarship assistance allows some of our most talented students to realize their musical potential. By supporting scholarships you can play an important role in the musical education of a gifted student, and help further the efforts of those who will create the music we enjoy in the future. To learn more about sponsoring an annual or endowed scholarship, please contact the Development Office at 314-968-6955.

PERFORMANCE OPPORTUNITIES

The Community Music School encourages students to participate in the rich musical life of our community as performers and audience members.

School recitals are held on a regular basis at the school's main location on the Webster University campus, as well as selected branch locations. Upon teacher recommendation, students perform for other students, families and friends in a semi-formal format. Accompanists are provided by the school for School Recitals, but *must be arranged for by the teacher*.

If you are scheduled to perform on a recital, your teacher will review with you appropriate performance behavior such as taking bows, acknowledging the audience and accompanist, entering and exiting the stage, etc. Recital attire may be semi-casual to semi-formal and should be clean, appropriate to the occasion, and allow you to perform without restriction. Jeans, shorts, and flip-flops are discouraged.

2011-2012 SCHOOL RECITAL CALENDAR

All recitals occur at the CMS Center, 535 Garden in Webster Groves, unless otherwise noted.

Saturday, November 5, 2011	2:00 PM, 3:30 PM, 5:30 PM
Saturday, December 3, 2011	2:00 PM, 3:30 PM
Sunday, December 4, 2011	2:00 PM, 3:30 PM, 5:00 PM
Saturday, January 21, 2012	2:00 PM, 3:30 PM, 5:30 PM
Saturday, February 25, 2012	2:00 PM, 3:30 PM, 5:30 PM
Saturday, March 10, 2012	2:00 PM, 3:30 PM
Sunday, April 15, 2012	2:00 PM Scholarship Recital
Sunday, April 22, 2012	2:00 PM, 3:30 PM
Saturday, April 28, 2012	2:00 PM, 3:30 PM, 5:00 PM
Sunday, May 13, 2012	2:00 PM, 3:30 PM
Saturday, May 19, 2012	3:30 PM, 5:00 PM
Sunday, June 3, 2012	2:00 PM, 3:30 PM

FACULTY RECITALS

Come support your teachers and hear a program of wonderful music!
February 4, 2012, at 5:00 pm

STUDIO RECITALS

Many of the Community Music School's faculty members choose to have a recital for the individual students in their teaching studio. These recitals allow students to hear others playing the same instrument. Teachers will inform students when these recitals are scheduled.

PARKING

Webster Groves—CMS Center

For lessons and performances in CMS Center (535 Garden), you must display the CMS parking permit on your dashboard. This includes parking on flat lots and in the Garden Park Plaza Garage. Please refer to the parking permit for locations and times of availability.

Permits are valid for one semester only. At the end of one semester, please ask your teacher or the front desk for the next permit.

Webster Groves--23 Old Orchard

Parking is available in the public lot. No permit is required.

Chesterfield--Strauss Center

Students may park in the lot adjacent to the building. Please park only in designated spaces, not in the circle drive area. No permit is required.

University City – Trinity Presbyterian Church

Students may park on the street.

Parking on Community Music School and Webster University grounds is at your own risk.

COMMUNICATIONS

The Community Music School wants to stay in touch with you. Here are some ways to receive up-to-date information:

CMS Website: webster.edu/cms Our website is being revised to give you better service, including online re-enrollment forms and direct links to popular pages.

Monthly e-newsletter: contains school news, updates, musical performances, and special offers for CMS students from local organizations. To subscribe, send an e-mail to reynolds@webster.edu.

“Like” the CMS on Facebook: Join the CMS community on Facebook! Post photos of concerts, join the discussions, and connect with other CMS friends: [facebook.com/WebsterCMS](https://www.facebook.com/WebsterCMS)

Bulletin boards: Check the bulletin boards at your location for news, reminders, and instruments for sale. Flyers must be approved and posted by the CMS.

Note: The CMS does not share contact information. Communications from the University Business Office are separate from those sent by the CMS.