



Armstrong Community Music School Mission Statement

The Armstrong Community Music School provides lifelong access to the musical arts through instruction and performances for all, regardless of age, skill, ethnicity, or income.

STUDENT HANDBOOK

Founded in 2000, the Armstrong Community Music School is a nonprofit organization dedicated to excellence of music education and service to the community. The school offers Early Childhood Music programs, private instruction in a variety of styles and instruments, and group classes. ACMS is a long-term partner of community institutions for whom music is a tool for healing, rehabilitation, and skill building. The school provides free weekly classes to the children at SafePlace, veterans studying guitar, and adults with developmental disabilities singing in a choir. Early Childhood Music tuition assistance is offered at seven locations in Austin.

ACMS is proud to host the Saturday Academy of the Austin Chamber Music Center, and we are pleased to host meetings, master classes, and workshops for other music groups in our community. The school's Artist in Residence program welcomes some of Austin's finest musicians to teach in our Westlake facility.

The professional faculty members of ACMS strive to nurture the next generation of musical lifelong learners and audiences.

404 Camp Craft Road Austin, TX 78746

P: (512) 474-2331

E: Registrar@ACMSAustin.org

W: www.ACMSAustin.org

(Last updated: 10/13/17)

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Private Instruction Policies

The Armstrong Community Music School admits students of any race, color, national and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, national and ethnic origin in administration of its educational policies, admissions policies, tuition assistance programs and other school-administered programs.

Enrollment

- When a student calls to register for private lessons, they are notified that they must pay a \$35 Registration Fee on their first visit. The Registration Fee is nonrefundable.
- When a lesson time has been established, payment arrangements will be made with the Registrar. Students may pay for the entire semester (ending 12/31, 5/31, or 8/31) or at least one month in advance. Payments are due the first week of each month. Automated payment is available through our Direct Billing program. Please inquire with the Registrar for more information.

Attendance

The Armstrong Community Music School is proud of our faculty. When you establish a lesson time, please remember that you have reserved the time of a highly trained professional, and make every effort to attend your lessons. Your musical progress and enjoyment increase with regular instruction and a firm commitment to a home practice routine.

- **Once you have established a standing lesson time, you are responsible for payment whether you are able to attend the lesson or not.**
- Prior notification of an absence does not exempt the student from payment.

- In the event of a teacher's absence, the lesson will be made up at a mutually convenient time or you will not be charged for the missed lesson.
- As a courtesy to the instructor and to maintain room reservations, **please notify your teacher as far in advance as possible of any absence.** If you cannot contact your teacher, please call the Registrar at (512) 474-2331.

Tardies

- Because of our faculty's tight lesson schedules, students who are late for a lesson cannot be guaranteed their full lesson time. Faculty will wait for a student for one third of their lesson time (10 minutes for 1/2 hour lessons, 15 minutes for 45 minute lessons and 20 minutes for 1 hour lessons); students are asked to do the same.
- Missed lesson time due to faculty tardiness will be made up at a mutually convenient time. If a missed lesson can not be made up, then that portion of the student's tuition may be refunded or applied to a future lesson

Long-term Absences

- Prior notification of 3 or more consecutive absences will constitute a temporary leave, and the student will not be charged for lessons missed. This allows for some flexibility during the summer and holiday season. However, teachers are not required to hold a student's spot in their schedule after a temporary leave.

Weather Cancellations

- If severe inclement weather or other emergency requires the school to close, we will notify you via our website (www.ACMSAAustin.org) as well as through updating our voicemail message.

Summer Private Instruction Policies

- For students who will only be gone for a short and specific period of time (i.e. a two week vacation in July):
 - ⇒ Teachers can give the option of making up the missed weeks at any point during the summer.
 - ⇒ Any student gone for three consecutive weeks, with advance notice, is considered to be "on a leave of absence". In that instance, no charge will be applied to their account and no makeup is offered by the teacher.
- For students who will be attending sporadically through the summer months:
 - ⇒ Students need to schedule at least six lessons from June 1 through August 31.
 - ⇒ Students will only be responsible for attending these six lessons.
- For students who choose to take the entire summer off:
 - ⇒ Students forfeit the right to have **priority** scheduling in the fall.
 - ⇒ Students who wish to take the summer off but want to assure their priority in their teacher's schedule will need to pay for six lessons.

Fees & Payments

Tuition and Fees

- Registration fee: \$35 per family; one-time only (nonrefundable)
- Private Instruction: \$32.50 per 30 minutes; \$48.75 per 45 minutes; and \$65 per hour

Payments

- Payments for Private Instruction will be due the first week of each month.
- We accept cash, check, or credit card (Visa, MasterCard, Discover, American Express).
- Please make checks payable to Armstrong Community Music School or ACMS, Inc. All returned checks are subject to a fee of \$25.00.
- ACMS offers an automated payment method, “Direct Billing.” At the end of each month, ACMS will total your individual or family charges for private instruction and bill that sum directly to the credit card number you provide when choosing this payment method. Payments occur between the 1st & 3rd of the month. Please inquire at the Registrar’s desk for further information.
- All accounts are periodically audited by ACMS staff. Any discrepancies will be resolved as soon as they arise.

Refunds, Cancellations & Withdrawals

Refunds

- Notice of withdrawal must be made in writing to the ACMS Registrar. Email to Registrar@ACMSAustin.org is acceptable. However, students should confirm by telephone that the email was received.
- Lapsed attendance from lessons does not excuse a student from their obligation to pay. The Director of Finance and Administration will determine tuition refunds, if applicable, after consultation with the instructor.
- If notice of withdrawal is received at least 7 days before the next scheduled lesson, all tuition already paid will be refunded for that lesson.

Private Lesson Cancellation

- Students who discontinue lessons will have their balances prorated. The student is then responsible for any balance due.

Placement for Private Instruction

- ACMS staff will assign prospective students to instructors based on the age, skill, and experience of the student.
- Assignments are based on teacher availability, student's learning style and interests.
- Private lessons are arranged by the instructor directly with the student.

Instruments and Sheet Music

- Students are responsible for obtaining their own instruments and sheet music. ACMS staff or faculty can provide students with names of reputable dealers in the Austin area.

Students with Special Needs

- Our facility is fully accessible and all programs are open to students with special needs. Students are responsible for their own medications; school personnel will not administer medications to students.

Evaluations

Your help is needed to maintain a high quality of music instruction. Please take a few moments to fill out our online survey, which we make available every April and October.

Class/Ensemble Policies

Enrollment

Enrollment Confirmation

- ACMS does not provide written confirmation of a student's enrollment in a class. Please note the starting times of classes and events upon enrolling.

Late Enrollment

- No new entries will be allowed for group classes beyond the first meeting without permission from the instructor.

Fees & Payments

Tuition and Fees

- Please refer to our current course listing on our website www.ACMSAustin.org

Tuition Assistance

- Charitable contributions allow ACMS to offer partial tuition assistance to those who demonstrate a need.
- To apply for tuition assistance, a form must be submitted to the Registrar for the Director of Finance and Administration's review.
- Assistance will be considered on a case-by-case basis.
- Applications are kept confidential and must be updated each semester.
- Continued assistance is dependent upon attendance and instructor/staff evaluation.
- Student accounts must be up-to-date in order to receive any financial assistance.

Class/Ensemble Policies (cont.)

- ACMS reserves the right to discontinue any financial aid award because of frequent absences, tardiness, or delinquent payments.

Payments

- Payments for classes are due at the time of enrollment.
- For new families, a one-time \$35 Registration Fee is due at the first lesson.
- We accept cash, check, or credit card (Visa, MasterCard, Discover, American Express).
- Please make checks payable to Armstrong Community Music School or ACMS, Inc. All returned checks are subject to a fee of \$25.00.
- All accounts are periodically audited by ACMS Staff. Any discrepancies will be resolved as soon as they arise.

Refunds, Cancellations & Withdrawals

Refunds

- Notice of withdrawal must be made in writing to the ACMS Registrar. Email to Registrar@ACMSaustin.org is acceptable. However, students should confirm by telephone that the email was received.
- Lapsed attendance from classes does not excuse a student from their obligation to pay for the remainder of the term. The Director of Finance and Administration will determine tuition refunds, if applicable, after consultation with the instructor.
- Tuition paid will be refunded in full if notice of withdrawal is received at least 7 days before the first scheduled lesson or class. Registration fees are non-refundable.

Class Cancellations

- Classes that do not enroll the required minimum number of students 5 days prior to class convening may be cancelled.
- Students that have paid for a cancelled class will receive a refund or may apply credit to another class or private lesson with permission of the Director of Finance and Administration.

Weather Cancellations

- To get the latest information regarding closures or cancellations due to inclement weather, please check our website at www.ACMSAustin.org or check our voicemail message by calling (512) 474-2331. We will also provide updated information via direct email notifications, but advise checking the website or voicemail before leaving your home.

Building Information

Physical Address:

404 Camp Craft Road
Austin, Texas 78746

Phone:

(512) 474-2331

Email:

Registrar@ACMSAustin.org

Website:

www.ACMSAustin.org

Mailing Address:

3267 Bee Caves Road
Suite 107, PMB 82
Austin, TX 78746

Facility Hours:

Monday — Thursday
9:00 am - 8:00 pm
Friday
9:00 am - 6:00 pm
Saturday & Sunday
9:00 am - 2:00 pm



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ADMINISTRATIVE STAFF

Margaret Perry	Executive Director
Dr. Rachel McInturff	Director of Finance and Administration
Andrea Angelo	Director of Development
Sarah Beth Gooding	Director of Programs
Jeane Burks	Early Childhood Music Consultant
Liz Cass	Community Liaison
Terri Olsen	Early Childhood Music Assistant
Courtney Tellman	Development Coordinator
Julia Di Fiore	Registrar
Toshio Mana	Registrar
Lindsey Pino	Registrar
Emily Thomas	Registrar