



# **Student Policies and Procedures**

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**2023-2024**

# ENROLLMENT

Enrollment is for the entire school year (36 weeks). To enroll, students, parents, or caregivers must complete, sign, and submit the appropriate registration forms. Registration will be complete once the student makes a payment that includes the non-refundable annual household registration fee, tuition, and applicable materials fee. Participation may not begin without payment.

## Calendar

There are three scheduled breaks during the school year. Please refer to the academic calendar for exact dates.

Thanksgiving Break (1 week)

Winter Break (2 weeks)

Spring Break (1 week)

Participation in the summer session may be optional depending upon the instructor's individual studio requirements and may range from four to ten weeks.

## Required Information

PCM requires the following information to complete the registration process: parent contact information, student information (for youth this includes birthdate and pertinent medical information), and emergency contact information for an additional person.

# TUITION AND FEES

## Payment in Full

Tuition is billed on an annual basis and payment must be submitted to PCM's office *prior* to the start of instruction. Tuition is pro-rated for students enrolling after the start of the school year.

Weekly individual lessons may be taken in 30, 45, or 60 -minute increments. Additional fees will be assessed on an ad hoc basis for studio classes and special rehearsals. Refer to the tuition and fee schedule for annual tuition figures.

**Students/families who pay their annual tuition and fees in full with cash, check, or ACH by September 15 receive a 5% discount on tuition.** For payment by mail or ACH, discounts will be refunded within two weeks of receipt.

A household registration fee of \$50 is assessed once per school year.

Summer tuition is billed separately from the school year. Payment for summer lessons is due June 15. If a student takes more summer lessons than originally scheduled, a final invoice will be issued in September.

### Payment Plans and Methods

**Families must contact the office prior to the start of lessons to set up a payment plan.** Payment plans are available in either three quarterly installments, or automatic monthly installments. There is no additional fee for choosing a payment plan.

Quarterly installment payments are due August 15, November 15, and February 15. Monthly payment plans must be set up as an automatic credit card or bank charge.

Summer lessons are billed separately from the school year. Please contact the office at the start of summer session to arrange a summer payment plan.

Acceptable forms of payment include cash, check, ACH, or valid credit card (AmEx, Visa, or MasterCard). All checks or money orders should be made payable to "Pasadena Conservatory of Music." A \$40.00 fee is assessed for all returned checks.

### Late Payments and Accounts

**A \$25 late payment fee will be assessed on all accounts that are 30 days past due.**

Lessons will be paused for accounts more than 60 days past due. The office will notify a student's instructor should lessons need to be paused. Lessons may resume when the account is paid to date.

Students with outstanding balances are not permitted to enroll in new classes until all account balances are paid in full.

### Early Withdrawal Fee

**If a student discontinues prior to the end of the school year, an early withdrawal fee of \$175 will be assessed.** Discontinuation is effective on the date that a student notifies the office. Students are responsible for notifying the office of discontinuation in a timely manner. Under no circumstances will tuition be retroactively refunded or credited.

Should a student withdraw from the Chamber Music Program after the start of the program, the withdrawing student will be charged the full tuition if discontinuation causes the disbanding of a group.

### Refunds

Students may receive a full tuition refund when withdrawing at least 2 days prior to the first lesson.

**Refunds or class credits are not given for student absences.**

## **LESSON AND CLASS POLICIES AND PROCEDURES**

Students are expected to arrive on time. In deference to subsequent students, lessons will end at the tardy student's scheduled end time. Instructors are not obligated to wait longer than 15 minutes for late students.

Students are expected to arrive prepared for all lessons and classes. Unless materials are expressly billed and paid for through PCM, students are expected to purchase their own materials. Instructors will provide students with information regarding required books and materials. Required books and materials may vary by instructor.

Students enrolling in individual lessons may not concurrently study the same instrument at another institution or with another private instructor. Requests to change instructors must be submitted to the office after the matter has been discussed with the current instructor.

Participation in music lessons may involve physical contact by instructors. By enrolling at PCM, students and parents consent to such appropriate contact. Any concerns regarding this may be discussed with the instructor or the office.

School-age students participating in private lessons are required to participate in an annual jury. Individual departments may have different policies on annual jury requirements. Students should speak with their instructors for additional information. A jury is given in lieu of one lesson.

PCM reserves the right to cancel any course for which enrollment is insufficient for the organization of a class. PCM publications list classes offered as of the time of printing. Classes may be rescheduled or cancelled due to unforeseen circumstances.

## STUDENT ABSENCE POLICIES

Students in private lessons should notify the instructor of any absence for any reason; this does not exempt the student from payment as contracted.

**PCM does not offer make-up lessons or refunds for student absences.**

If an instructor is absent, the lesson will be rescheduled at a mutually convenient time. If a student misses the rescheduled lesson, then that lesson is forfeited.

Smart Start/YM Make up Policy: Students in Smart Start / YM are allowed six make-up classes per school year (where space is available). Make-ups must be arranged in advance through the main office. Make-ups need to be scheduled at least 24 hours in advance in order to adequately notify the instructor. Smart Start / YM students are allowed two make-ups per summer session.

## GENERAL POLICIES

*Pasadena Conservatory of Music admits students of any race, color, national/ethnic origin, gender, sexual orientation, age, religious affiliation, and ability. It does not discriminate in its admission, retention, financial aid, scholarship, educational policies, or school administered programs.*

If problems arise (e.g. financial, instructional, or personal), it is the responsibility of the parent and/or student to notify the office in a timely manner. Every effort will be made to respond to individual needs.

PCM reserves the right to dismiss any student due to lack of interest, frequent absences (more than two consecutive lessons), tardiness, behavioral problems, non-payment, or failure to abide by school policies. In all but the most serious cases, instructors may place a student on a four-week probation. Failure to comply with the terms of the probation may result in immediate dismissal from PCM.

# DISTANCE LEARNING POLICIES

## General Distance Learning Policies

Distance Learning (DL) refers to programs that are conducted virtually. All enrollment, tuition, student absence, lesson and class, photo/video release, and general PCM policies also apply to students in DL programs.

To participate in DL programs, students must have a device and network connectivity that support video conferencing instruction. For virtual private lessons, students must work with their instructor to find video conferencing software that both student and instructor can use. Students participating in virtual group classes must use Zoom Video Conferencing Software.

PCM staff and faculty reserve the right to remove a participant or end a virtual learning session should a student engage in behavior that is inconsistent with a safe and welcoming learning environment.

## Technical Problems and Assistance

Students are expected to meet software, hardware, and network requirements before participation in the lesson or class.

If students experience technical difficulties during a lesson or class, the instructor is not obligated to wait longer than 15 minutes for problems to resolve. Should technical difficulties remain unresolved after 15 minutes, the instructor may end the lesson, and the student will be marked absent. Instructors are not required to reschedule lessons for student tardiness or absences caused by technical difficulties.

Instructors are not obligated to offer technical assistance, especially if it prevents the instructor from conducting a lesson or class. Students requiring technical assistance should contact the office. PCM cannot guarantee availability of technical assistance nor resolutions to students' technical issues.

If instructors experience technical difficulties, students are not obligated to wait longer than 15 minutes for issues to resolve. Instructors must offer to reschedule if a lesson or class is fully or partially suspended due to instructors' technical problems. If a student misses the rescheduled lesson, then the lesson is forfeited.

# ONLINE REGISTRATION AND STUDENT ACCOUNTS

Current PCM students may register for classes and make payments online at:

<https://pasadenaconservatory.org/current-students/online-registration/>

Through this portal, families can view student enrollment details, check account status, and make payments. Payment plans must be arranged through the office by contacting [music@pasadenaconservatory.org](mailto:music@pasadenaconservatory.org).

Student log in requires the email address reported on the registration form and a password. Please contact the main office if you need your password reset.

# PHOTO/VIDEO RELEASE

Photographs and video taken of students at PCM may be used in PCM publications and press materials. The Pasadena Conservatory of Music requests permission in perpetuity to use your/your child's image and audio recordings in publicity and marketing materials. By granting your permission, you understand that your/your child's likeness could be used in various print, video, or online media.

By enrolling at PCM, you agree that use of said media is exclusively intended for the promotion of the Pasadena Conservatory of Music; that images of you or your child may appear on the internet for an extended period of time; that PCM will not offer financial or other remuneration for use of your/your child's image or audio recordings; that PCM is not responsible for any expense or liability incurred as a result of your participation. You may withdraw your consent at any time through written request.

# CAMPUS USE

- Access to PCM spaces is available to students with disabilities. Please contact the office if you require specific accommodations.
- There are designated quiet waiting areas on campus reserved for PCM families, students, and patrons.
- Cell phone use is not permitted in studio or classroom areas, nor while driving in the parking lot.
- Food and beverages are not permitted in studios, classrooms, or Barrett Hall.
- Do not disturb the belongings of any instructors found in the studio or classroom.
- PCM is privileged to exhibit artwork on loan throughout its campus. Please do not touch any of the artwork.
- Students found to be defacing PCM property in any manner will be assessed a minimum fine of \$250.00.

## Practice Room Policy

Practice room availability is not guaranteed, and rooms must be reserved in advance. Keys must be signed in and out and returned to the office as soon as possible. Please listen and knock before entering a room. If a lesson is in progress, please return to the office to find a different room. If an instructor requires the use of a room, you may come to the office to request a different room.

## Safety and Supervision

Caregivers are required to stay in their Smart Start / Young Musicians class with their children.

Young children not receiving instruction must always remain under the supervision of a caregiver while at PCM. PCM cannot provide supervision for students left alone before or after lessons.

Students must be picked up promptly after the end of lessons. If a student must wait for a ride home from a lesson, they must wait inside the main building. If an instructor (for safety reasons) must wait with a student for a caregiver who is running late, the caregiver will be billed for the instructor's time.

PCM provides security personnel seven days a week. Students and families are expected to comply with uniformed security personnel requests. Any suspicious activity on the PCM campus should be reported to PCM staff or security immediately.

## Parking

Parking regulations are intended to safeguard PCM students, parents, families, instructors, and staff from injury.

Park only in specific, designated parking spaces. Parking is prohibited in the designated drop off zone. Vehicles may not park, idle, or stand (whether occupied or not) in traffic lanes nor obstruct traffic nor obstruct legally parked vehicles in any way.

Operation of skateboards, roller skates, rollerblades, and non-motorized scooters in the PCM parking lot is prohibited.

Any vehicle parked, operated, or driven on campus shall be solely at the risk of the owner/operator. PCM assumes no liability or responsibility whatsoever for any damage to or theft from any vehicle parked at or driven onto the PCM campus.

## **RECITAL PARTICIPATION**

Recitals are important learning opportunities for students. Students can develop poise and confidence performing in public and can learn by observing other students perform. Most students are required to perform at least once per school year.

Only instructors may submit recital sign up forms (students may not sign themselves up). Students must have pieces performance-ready and memorized at least two weeks before the recital. Ensemble pieces do not need to be memorized.

### Student and Audience Conduct During the Recital

Use of electronic devices and flash photography are not permitted by audience members during the performance. PCM faculty and staff reserve the right to remove anyone in violation of these policies.

Students must dress well for recitals. Do not wear shorts, t-shirts, tennis shoes, flip-flops, sweatpants, or jeans. Please wear long-sleeved, collared shirts in neutral colors, dark dress pants, knee-length or below skirts/dresses, and closed-toed dress shoes.

Listening is part of the experience. Students should not talk, whisper, use cellphones, or rustle papers during performances.

As a courtesy to all the performers, students and guests must stay for the entire program. Do not sign up for a recital unless you are available for the entire program. If a student/audience member must enter or leave the hall during a recital, they must do so during applause.

### Accompaniment and Rehearsals

PCM provides one rehearsal per performance with an accompanist. Any additional rehearsals are paid directly to the accompanist by the student at the rate determined by the accompanist.

It is the responsibility of the student and their family to ensure that a rehearsal is scheduled with an accompanist. Students must bring accompaniment parts to the rehearsal and the performance or confirm that the accompaniment parts are already available.