



STUDENT HANDBOOK

404 Camp Craft Road Austin, TX 78746

P: (512) 474-2331

E: Registrar@ACMSAustin.org

W: www.ACMSAustin.org

(Last updated 3/22/2024)

Armstrong Community Music School

Mission Statement

Mission: At Armstrong Community Music School we teach, explore, perform, and celebrate music in all its forms by supporting and engaging our entire community with nurturing and transformational musical experiences.

Vision: At ACMS we envision a music-rich community, where all people, regardless of skill, identity, or income, have access to quality music education from birth through all stages of life.

Values: The power of music is unifying and essential. We value creating a safe and open environment for ALL to learn, create, heal, connect, bond, discover and collaborate. We value our diverse community and embrace equitable and inclusive access to music. At ACMS we value YOU and your joyful lifelong journey of creative expression.

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 Lessons in a variety of styles and instruments, group classes, lectures and events. ACMS provides free programming in the community with the goal of creating a more resilient and music-rich environment. We provide free classes to survivors of domestic violence and trafficking, Spanish-speaking families, Veterans, teenaged parents and their children, and individuals of all ages with disabilities and their families. These classes use music to aid in trauma recovery, build stronger families, and provide lifelong creative skills.

Early Childhood Music tuition assistance is offered at six locations in Austin.

ACMS is proud to host meetings, master classes, rehearsals 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.

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Private Lesson 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, orientation, gender or identity in administration of its educational policies, admissions policies, tuition assistance programs and other school-administered programs.

Enrollment

- Households that are new to ACMS will be charged a one-time \$35 Registration Fee at the time of their first lesson. The Registration Fee is nonrefundable.
- When a lesson time has been established, payment arrangements will be made with the Registrar. Private Lesson students are strongly encouraged to utilize automated payment, available through our Direct Billing program. Students enrolled in Zoom lessons are required to be enrolled in Direct Billing.

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 should 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.

Private Lesson Policies (cont.)

- 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, **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.
- All in-person lessons must occur on ACMS premises. Zoom lessons or a hybrid of online and in-person lessons are available for maximum scheduling flexibility.

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 30 minute 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 of absence, 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.ACMSAustin.org) as well as through updating our voicemail message.

Private Lesson Policies (cont.)

Summer Private Lesson 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.
 - ⇒ Student retains priority scheduling for Fall.
- 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.
 - ⇒ Student retains priority scheduling for Fall.
- 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 Fall schedule will need to pay for six lessons.

Fees & Payments

Tuition and Fees

- Registration fee: \$35 per family; one-time only (nonrefundable)
- Private Lesson: \$42.50 per 30 minutes; \$63.75 per 45 minutes; and \$85 per hour.
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Payments

- ACMS strongly encourages utilizing our Direct Billing system for payments. Students enrolled in Zoom are required to be enrolled in Direct Billing. At the end of each month, ACMS will total your individual or family charges for Private Lessons 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. You will have received more information in your Welcome to ACMS email.
- 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.
- Accounts with large outstanding balances may result in a suspension of lessons until payment has been made.

Refunds, Cancellations & Withdrawals

Refunds

- Notice of withdrawal must be made in writing to the ACMS Registrar. (Registrar@acmsaustin.org) However, students should confirm by telephone that the email was received.
- Lapsed attendance from lessons does not excuse a student from an 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 Lessons

- 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.

In-home Private Lesson Option

- We realize some families might prefer to have lessons in their home. While this is currently not advertised as an option, should a teacher and family wish to utilize this option, please inquire at the Registrar's desk for a listing of policies and guidelines.
- Please understand that faculty are not required to offer in home lessons as an option. If that is the preference of the student/family, this option may require transitioning to a different teacher.

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. If specific accommodations are required, please email registrar@acmsaustin.org to be referred to a staff member for further discussion.

Safety and Security

- Students under 12 years old may not be upstairs without a teacher or caregiver.
- Students under 12 may not be left alone in the lobby. In the event of a traffic delay in picking up a student, the faculty will notify the registrars of a child waiting. But children should not be dropped off early and unaccompanied for lessons or classes.

Class/Ensemble Policies

Enrollment

Enrollment Confirmation

- ACMS strives to provide written confirmation of a student's enrollment in a class but 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

Class 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.

Class/Ensemble Policies (cont.)

- 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.
- 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) or online registration and payment.
- 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.
- 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/Ensemble Policies (cont.)

- Refunds are not available for withdrawal from Music for Little Mozarts.

Class Cancellations

- Classes that do not enroll the required minimum number of students 3 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 our voicemail at (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

Mailing Address:

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

Email:

Registrar@ACMSAustin.org

Website:

www.ACMSAustin.org

Facility Hours:

Monday — Thursday
9:00 am - 8:00 pm
Friday
9:00 am - 6:00 pm
Saturday
9:00 am - 3:00 pm
Sunday
9:00 am - 2:00 pm



**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.

ADMINISTRATIVE STAFF

Liz Cass	Executive Director
Dr. Rachel McInturff	Director of Finance and Administration
Sarah Beth Gooding	Director of Programs
Heather Arnos	Director of Development
Terry Muir	Programs Administration Manager
Bethany Ammon	Marketing and Dev. Coordinator
Jeane Burks	Early Childhood Music Consultant
Kathleen McDonaugh	Early Childhood Mentor
Dr. Elayne Harris	Registrar
Amy Herman	Registrar
Holton Johnson	Registrar
Dr. Nicole Taylor	Registrar
Rosalie Boldin	Development Volunteer