



FRISCO SCHOOL OF MUSIC & PERFORMING ARTS STUDENT HANDBOOK



9255 Preston Road at Main Street, Frisco TX, 75033
214-436-4058

FsmFspa.com • music@friscoschoolofmusic.com

STUDENT HANDBOOK

Welcome to the Frisco School of Music and Performing Arts!
In order for us to provide you with the best possible experience with your lessons and classes, please familiarize yourself with our School information, policies and procedures.



SCHOOL OWNERS: The School is owned by Chris Duncan NCTM (Nationally Certified Teacher of Music) and Steve South.

Chris Duncan is co-owner and Executive Director of the Frisco School of Music and Performing Arts, and Frisco Performing Arts Center. She has been a music conservatory director and independent music teacher in the Dallas area since 1978. Ms. Duncan holds a degree in Piano Pedagogy and Music Theory from Michigan State University, the highest level of certification with the Early Childhood Music and Movement Association. A founding, charter member of the Carrollton Music Teachers Association, Ms. Duncan is also a member of the Texas Music Teachers Association, and related national associations.

Ms. Duncan is Creator of Fairytale Princess Ballet™ Curriculum System - Around The World Fairytale Princess Ballet Curriculum; Folktales and Coloring Book.

Steve South is co-owner and C.F.O. of the Frisco School of Music and Performing Arts. His varied background in business, construction contracting, information technology and marketing have prepared him for the exciting world of the performing arts school business. He is a past Board Member of the Frisco Association for the Arts, and has been instrumental in guiding the success of the Frisco School of Music and Performing Arts.

OUR MOTTO: Our Faculty at the FRISCO SCHOOL OF MUSIC and PERFORMING ARTS gives personal attention to each of our students and delivers an exceptional learning experience in a top-notch exciting performing arts school atmosphere, backed by a solid business team and professional administrative staff. Each part of the school works together to make your experience at FSMPA is the best in education and customer service.

12 Important Skills Your Child Learns By Studying Performing Arts

Self-Confidence

Coordination

Teamwork

Comprehension

Problem-Solving

Discipline

Art Appreciation

Logical Reasoning

Communication

Conceptualization

Making Value
Judgments

Using Symbols

REGISTRATION: Registration is open on a first-come, first-served basis. Priority Registration for current students and families begins in April for the following school year. Many students register for more than one lesson series per week.

SCHEDULE: Lessons are held according to our published yearly FSMPA Teaching Calendar. Students have the same lesson appointment time each week. Students do not pay for FSMPA holiday weeks (see Teaching Calendar for details) and summer lessons are included for yearly students. Any permanent schedule change requests must be received in our office seven days in advance of your current lesson day (faculty cannot make schedule changes – please limit changes to two times per year). Group classes must meet their minimum enrollment to continue on the schedule.

SCHOOL YEAR TEACHING CALENDAR: The FSMPA Teaching Calendar is available on line, posted in each studio and included in your registration documents. We are closed for all major holiday weeks as listed on this Calendar (not local ISD teacher in-service days). Students do not pay for holiday weeks, and these weeks are not included in your tuition.

TUITION: Yearly tuition may be paid in full in advance, or for your convenience may be divided into installment payments due by automatic payment (on the first of each month) through May 1. Tuition installment payments will remain the same each month since holiday weeks have been factored out of your total tuition. Tuition payments are not refundable or transferrable. Any changes to an account requires a 30-day notice from the first day of the month. The school will recognize only one responsible party for payments on each families account.

SIBLING DISCOUNTS: FSMPA offers a 5% discount on yearly lesson tuition for additional family members and multiple series enrollment (discount applied to the lesser of the tuition rates if applicable).

PARENT LEARNS WITH CHILD “FREE”: Parent may learn right along with their child in the private lesson for no additional tuition cost. Parent/child share books and materials and have the same weekly assignment.

FUNDS UNAVAILABLE FEE: In cases that a payment has been charged but declined, a \$35.00 late fee will be added to your account. Each month the account remains unpaid an additional \$35 will be added to your account. Customer assumes responsibility to notify School of change in payment source seven days before charge date. Students may not attend lessons when account has not been paid.

MEMBERSHIP FEE: For most of our programs, families set up a yearly membership fee for each student which includes all music, materials and performance fees. This is a great benefit for our families, since it covers not only all teacher assigned student music & class materials, but also supplies, trips to the music store or postage fees that may apply, and saves you precious time. Included

are appropriate supplies for your choice of study; music books, theory books, seasonal books, technique/scale books, assignment notebooks, sheet music, lyric sheets, charts, metronome, tuner, strings, foot stool, drum sticks, strings, shoulder rest, rosin, art supplies, work sheets, show props, costume rental, event fees and show tickets for concerts and performances, medals, certificates, ribbons, stickers, Practice Club Prizes and Practice Club Mega Gift Card Prize Drawing twice a year, and make-up classes for missed group lessons.

SUMMER LESSONS INCLUDED: Our Yearly Discounted Package includes summer lessons. FSMPA operates year round (see yearly teaching calendar). Summer lessons are NOT refundable. Summer release form required for missing summer lessons.

STUDENT ABSENCES: Please inform the office of any missed lessons. Missed lessons are not refundable. If a student is ill they should not attend their lesson. Students missing three or more lessons in a row without notice may be removed from the schedule and choose a new lesson time when they return. Missed Lesson/Classes: We offer many one-hour group makeup labs during the year for group students who miss a lesson (excludes dance classes) – see Calendar of Events for specific dates (faculty cannot reschedule lesson times or schedule a student for a makeup). Private lesson students will receive a personal video assignment from their teacher, sent to the email on file. Consultation and Non-member Students: These lessons cannot be rescheduled and no make-ups are available.

TEACHER ABSENCES: Occasionally, it may be necessary for your teacher to be absent due to illness, performances, etc. In this case, another instructor will substitute. The school is not able to inform families of a substitute teacher in advance. If a sub is not available, you will be contacted.

LATE ARRIVAL: Please make every effort to arrive at your scheduled lesson on time or call if you see that you will not be on time. If you arrive late, your instructor will do their best to work within the time that is left. However, please understand that due to scheduling constraints, we do not extend the lesson beyond our originally schedule time. No make-up lessons will be given for late arrival. No tuition deductions will be made for missed time due to student late arrival. Teachers are not required to stay on campus past half of a missed lesson time.

INCLEMENT WEATHER: In case of bad weather, please check our website for updates. We follow the local ISD for campus closings.

STUDENT ILLNESS: The School follows the same policy as the public school district in regards to illness. If a student has not attended school for the day due to illness, they will not be able to attend their lesson at FSMPA as well. Please keep your child at home if they have symptoms of illness such as fever, rash, runny nose, sneezing vomiting, diarrhea, body aches, etc. To return to lessons it is asked that the student be free of symptoms for 24 hours. Germs are passed very easily, and we want to keep our students and teachers well!

DISCONTINUING LESSONS: Most students are with us for three to four years and beyond. If you cannot continue at our School then we will certainly be "Sad-To-See-You-Go". There is no long-term contract. To withdraw and suspend automatic tuition charges, one full month prior notification from the first day of the month is required, even if the first of the month is a School Holiday. "Sad-To-See-You-Go" Forms are available in our office; withdrawal by phone is not accepted. It is the students' responsibility to ensure that FSMPA is in receipt of their withdrawal paperwork on the 1st of the month (call our office to confirm receipt of your paperwork and email confirmation). Tuition and membership fees are not refundable, and not transferable. Early withdrawal will result in a higher per-lesson rate. If a one full month notice is not provided, the fees and outstanding tuition (including tuition fees for the entire month) are still due and payable and will be charged upon withdrawal notification. Last day to withdraw is May 1st. Any reduction in series requires a 30-day notice from the 1st of the month. The School retains the right to refuse registration, as well as to dismiss students when it is deemed necessary. Additional materials will not be issued to withdrawing students and yearly membership fees are non-refundable.

PERFORMANCES: Performances are available for each level of study at FSM-PA. Students prepare in advance for these events, and parents and family are welcome to attend. All events are held on our campus in class studios or at the FriscoPAC. Performance Fees are included in your School Membership and no additional fees are assessed. Dates for all events are posted one year in advance on our website and in each studio, and a printed schedule is included with registration documents. Students register to participate by completing the appropriate form before the event deadline (available online). We encourage all students to participate in our very popular performance events. Students who register for an event, then withdraw from lessons, will be removed from the performance roster. Art students can pick up their art work the week after the gallery show. Unclaimed student art pieces become property of FSMPA thirty days after a Gallery Show.

NON-FSMPA SPONSORED EVENTS: The School/Faculty is happy to help prepare students for outside events and competitions with proper notification and appropriate private lesson enrollment. Families **MUST** contact the General Manager for details (Faculty does not arrange for this and must go through office). FSMPA/Faculty are not responsible for outside event registration, paperwork, fees, postage, deadlines, event monitoring, accompaniment, etc.

SCHOOL ETIQUETTE: WAITING ROOM, DROP-OFF, PICK-UP: The lobby waiting area is provided as a courtesy to the students and it is expected that everyone wait quietly, without disturbing on-going lessons. Please be aware that the waiting area is not supervised and that FSMPA Staff are not allowed to care for children before or after their lesson times. Food and drinks are not allowed in the School. Please drop off students no

more than five-minutes prior to the scheduled lesson time and pick them up promptly. Parents are responsible for their child to enter classroom on time. Students should come to the office if their teacher does not greet them at lesson time. Students are required to wait inside the buildings for pickup (not on sidewalks or playground). Siblings under the age of 5 are not permitted to sit in on lessons. Animals and pets are not allowed on campus (service animals permitted).

ETHICAL PRACTICES: Please respect the School's investment in the training and goodwill of our faculty. In return of FSMPA providing instruction to student under the terms and conditions set forth herein, student agrees not to, directly or indirectly, hire or retain the services of the School's teachers for instruction in a student's home or outside FSMPA during the period of instruction and for 12 months thereafter. Students who do not honor this provision agree to pay a placement fee to FSMPA in an amount equal to the average weekly fee received or to be received by FSMPA from student for instruction multiplied by 44. FSMPA and student agree the amount of the placement fee shall be calculated on a per-student basis and represents the total damages per student recoverable by FSMPA if there is a breach. Any teacher or staff who accept or share personal information with families registered with or inquiring about FSMPA will be immediately terminated. Families do not solicit FSMPA teachers for lessons outside FSMPA.

EQUIPMENT/INSTRUMENT SAFETY: In the event a student causes any damage to school equipment or instruments (or equipment/instruments belonging to another school student/family) while on campus, it is the responsibility of the family to monetarily reimburse the school (or other student's family) for the full repair or replacement amount within two weeks of the incident. FSMPA is not monetarily responsible for repair or replacement of damaged school or student instruments.

PHOTO RELEASE: The school is hereby granted permission to take photographs/video/audio of the students to use in social media, brochures, websites, posters, advertisements and other promotional materials the school creates. Permission is also hereby granted for the school to copyright such photographs/video/audio in its name.

PARENT VISITATION AND CONFERENCES:

Private Lesson Students: Parents are encouraged to attend each private lesson at the beginning of study, and always invited in at any time during the students' lessons at FSMPA. Families attend Parent/Teacher Conferences twice a year, to visit with the faculty regarding their student's progress. Siblings under the age of 5 are not permitted to sit in on lessons.

Lab/Group students: Parents, please attend the last 5-10 minutes of each weekly Lab/Group Class to check in with the teacher and ask any questions, and to hear assignment clarifications.

HOME PRACTICE: Learning a skill requires home practice. Students should

follow their teachers practice suggestions. Very young learners ages 4-5-6 should have a "fun music time with parent" at home several times per week. Seven year olds and up should have a "positive practice incentive program" in place and parents are asked to sit in on lessons to observe – call our office for age appropriate ideas. It is normal to have ups and downs in practice motivation throughout the year. We all have busy lives, and practicing just 15 or 20 minutes four or five times a week will gradually increase skill and confidence. With more practice time, comfort and ability will increase rapidly and make music study much more fun and rewarding. Parents invited to video group classes for home reference for Art, Dance & Musical Theatre. Ask us about "The Practice Club"- earn a prize token for 5 days of practice, and a chance to win a gift card twice per year.

FACULTY: Our Teachers have university training and/or real world performance and teaching backgrounds. They have been chosen for their extensive music & arts background in their specific discipline. Our Faculty attend the FSMPA Exclusive Teacher Training Program. We have a very distinguished and diverse Faculty, representing many different cultures from around the world. The School will assign a teacher deemed best suited to the student's needs. Faculty are professional musicians, artists and teachers, however they are not trained to teach students with special needs or learning disabilities. In the event a teacher is ill, a substitute will be provided. The School reserves the right to substitute or change the student's teacher assignment at any time. Please contact the Director if you wish to request a change in teacher assignment.

COMMUNICATION: FSMPA sends updates and reminders as well as event registration information by email, so it is essential that we have your correct email address. Families may contact our Faculty at music@friscoschoolofmusic.com or call the office to leave a message, or speak with teachers during their private lesson time or the last 5 minutes of group class. Office Staff will communicate with the responsible party on file regarding all payment and scheduling inquiries. **SHARING CONTACT INFORMATION:** For security reasons, our attorney will not allow the sharing of personal information between families and teachers/staff. Any teacher or staff who accept or share personal information with families registered with or inquiring about FSMPA will be immediately terminated. Families do not solicit FSMPA teachers for lessons outside FSMPA.



WHAT TO EXPECT FROM LESSONS AND PRACTICE

• **ART, DANCE, MUSICAL THEATRE**

Take time to review the concepts that were presented in your weekly classes. Parents ask young students to share the "best part of class today" and engage them in conversation to learn more about their interpretation of what was presented.

In Musical Theatre – have "home rehearsal time" for 10-15 min to practice lines, blocking, emotions, songs, etc. When families show interest and respect the learning process then students will feel more comfortable and have the freedom to be more creative.

• **MUSIC LESSONS/PRIVATE/GROUP**

BEGINNERS: For music students, teachers recommend at least three to five days per week of home music practice - even if just for a few minutes. Theatre students, "Practice your part", learn your lines. The first year of lessons is "exploratory" and our goal is to encourage a love for performing arts. It is not expected that students will "beg to practice on their own" just because they love their lessons! In the first year of study, don't force practice. Instead offer encouragement and show that you're interested. Have your child perform a mini-concert of songs. Ideas for very young musicians include - student plays instrument, parent plays while student sings or points to music, point to printed musical score and sing away from instrument (words, rhythms, finger numbers, etc.), workbook pages, flash cards, or other creative and joyful musical experiences.

SECOND YEAR STUDENTS and BEYOND: Teachers recommend a 15-30 minute session four to five times per week dedicated to quality practice. It is suggested that you and your young performers mutually agree on a practice time, and a special area of your home designated for their area of study. A final one or two minute performance is always effective at the end of the practice session.

BE CREATIVE WITH MOTIVATION - WORK IT INTO DAILY LIFE: We all lead busy lives. We may come home from work very stressed out. Practice may be the last thing we want to do - it takes effort after all, right? Try this intrinsic, long-term motivation technique... Tell your child, "I've had a really hard day. I'm tired and stressed out. It would really help me relax and feel better to sit down and listen to your beautiful music." Then, do EXACTLY that. Sit and listen, relax and smile. They will feel much appreciated in knowing that you enjoy the fruits of their labor.

ADULTS: Many adults are heading back to lessons or starting an instrument from the beginning. Review the lesson assignment as soon as possible after seeing the teacher each week, and make an "appointment" with yourself for personal practice time. Do not live or die one week at a time...think of the commitment to learning a new skill over 9-12 months and you will be very pleased with your progress.

• **WHEN TO CALL THE DIRECTOR – ANYTIME!** Please give us a call if you have any questions about home assignments, your lesson schedule, a question for the teacher, or any comment about something that is not right about your lessons. Our job is to place students in the correct learning environment with a teacher that is the right fit for the students' personality.

We want you to love your lessons and your total experience at FSMPA!