



2022-2023 Studio Policy & Expectations for ONLINE ADULT FLEX STUDENTS

Lesson Information

- Adult Flex Students receive 20 private lessons during the 2022-2023 academic year, which runs from August 2nd, 2022 to May 26th, 2023
- Lessons are 45 minutes in length and occur approximately every two weeks
- Students are assigned an “A” or “B” week lesson slot, and receive an “Adult Flex Student” calendar which lists all their scheduled lessons for the entire academic year
- Longer breaks between lessons may occur due to holiday closures (see “Adult Flex Student” calendar)
- All lessons are given online primarily through ZOOM, with other software used as needed
- One or two virtual recitals are offered per year IF enough students volunteer to participate

Process for Joining the Studio

- Prior to acceptance into the studio, applicants will first be interviewed by phone to discuss their musical interests, dreams and goals and the ability of the studio to partner with them to achieve these goals
- To make the most of this initial phone call, it will be scheduled **after** the applicant confirms they have....
 1. Visited pianobypam.duetpartner.com and read the **studio policy/expectations** document and **teacher philosophy**
 2. Checked internet upload and download speeds at speedtest.net, ensuring both meet minimum of **40 mbps**
 3. Formulated a list of questions that can be addressed during the phone call
- After studio philosophy/policy/expectations are reviewed and clarified during the phone call and both parties agree a compatibility for partnership exists, a **complimentary live-streamed mini-lesson/ studio orientation** is then scheduled to check applicant's internet connections as well as their comfort-level with the teacher's style and the live-stream lesson experience
- If a time slot is offered, applicants must do the following within 24 hours to secure it:
 1. **Register online** at pianobypam.duetpartner.com
 2. **Pay the first month's tuition** (invoice will be emailed after registration is submitted)
 3. **Email a signed copy of the studio agreement**
- Students are expected to purchase all equipment and materials **by the first official lesson**, and set up the live-stream environment as close to specifications as possible so only minor tweaking is needed

Tuition & Payment Information

- August through May, students pay a **flat monthly subscription rate of \$117.00** based on an academic-year package divided into **10 equal monthly installments**
- The tuition package includes the 20 reserved lesson times listed on the “Adult Flex Student” calendar, billed at a rate of \$52 per 45-minute lesson
- Besides actual lesson time, tuition also covers the many other costs of providing expert instruction. The studio highly values each enrolled student and invests time and money in each one whether they are present at lessons or not. Below is a partial list of what tuition subsidizes:
 - Subscriptions for studio management software, livestream platforms, and online digital music libraries
 - Online teaching support and mentoring organizations
 - iCloud and Google Drive storage
 - Professional journals
 - Membership fees to MTNA and other professional organizations
 - Professional development (webinars, conferences, master classes)
 - Teaching apps and app subscriptions
 - Teaching resources and aids
 - Instrument and equipment purchases/ maintenance
 - PayPal fees
 - Lesson preparation, which includes custom designed handouts, arrangements, booklets and videos to enhance instruction
- The monthly rate remains the same regardless of when the student joins the studio during the year
- Rate increases, if they occur, will only take effect August 1st of each year
- Fees are due the **first day of each month**, payable via PayPal (link provided on invoice)
- A \$20.00 late charge is automatically assessed if fees remain unpaid after the **7th of the month**
- **The due date is a firm one.** A grace period for habitual use is not implied in the above statement

- **If tuition remains unpaid by the first lesson of the month, that first lesson will not be taught.** The lesson will still be billed, however, and the missed lesson will not be eligible for a make-up lesson. A second occurrence will result in immediate termination of lessons.

Absences, Refunds & Make-up Lessons

- Students are expected to attend all 20 scheduled lessons between August 2nd and May 26th
- **Refunds are not given for student absences**
- If the teacher cancels a lesson, students receive a refund applied to the next month's invoice
- The refund rate for teacher-canceled lessons is **\$52 per 45-minute lesson**
- If the student joins the session late, the lesson will still end at the scheduled time
- If a student is habitually tardy or cancels frequently, lessons will be terminated
- If utility outages or disruptions occur during lesson times, including internet disruptions that are the fault of the service provider, student and teacher will work together to find a time to make-up the lesson.
- Time will not be made up for internet disruptions that habitually occur on the student's end due to inadequate coverage or devices
- 30 days' notice is kindly requested to terminate lessons.
- Refunds are not given for unused pre-paid lessons
- Make-up lessons are offered **three times a year** on these designated **"Make-up Mondays:"** November 28th, February 27th, and May 22nd
- The following stipulations apply to "Make-up Mondays:"
 - Make-up lessons are only available to students who give advance notice of an impending absence via text or email (preferably 24 hours; teacher discretion will come into play here)
 - "No-show" absences are not eligible for make-up lessons
 - Lessons canceled by the studio due to unpaid fees are not eligible for make-up lessons
 - Make-up lessons are not offered during summer session
 - Slots on "Make-up Mondays" are available on a "first-come first-serve" basis
- If a student injures an arm, wrist or hand, lessons are expected to continue. Countless skills and concepts can still be taught!

Summer Lessons

- Lessons during June and July are optional but encouraged to maintain progress and momentum
- Students may schedule lessons as their calendars allow, and may request to have weekly lessons
- Desired lesson dates in June and July must be scheduled and paid for a month in advance
- Lessons are billed at the \$52 per lesson rate (cheaper than the academic year's monthly subscription rate - an incentive to continue lessons through summer!)
- June and July fees are due the first day of the month

Fall Re-enrollment

- Returning students will be asked to sign an updated studio agreement each fall
- A combination of these factors are considered when granting scheduling requests for fall: seniority, attendance/payment records, general policy compliance, effort and attitude, summer lesson attendance

2022-2023 Studio Calendar (General)

- August 2nd ~ Academic year begins with "A" Week students
- August 9th ~ "B" Week students have their first lesson
- November 21st -25th ~ Thanksgiving Break (no lessons)
- November 28th ~ "Make-Up Monday" #1
- December 20th -January 2nd ~ Christmas/New Year's Break (no lessons)
- January 3rd ~ 2nd Semester begins with "B" Week students
- February 27th ~ "Make-Up Monday" #2
- May 22nd ~ "Make-Up Monday" #3
- May 26th ~ Academic year ends
- June/July ~ Summer term - lessons optional