

Student and Family Handbook

Community Music School



Mission

The Community Music Center of Boston (CMCB) is an arts education nonprofit founded in 1910, with a mission to transform lives by providing equitable access to excellent music education and arts experiences. Over 4,000 students participate in our programs every week. We are proud to act as the largest external provider of arts education to the Boston Public Schools, supporting rigorous, relevant, and culturally-inclusive musical instruction for one of the most diverse school districts in the nation.

Staff Roles

While your teacher should be your main point of communication for lesson content, student opportunities, recitals, and scheduling (with Registrars cc'd), CMCB Staff are also here to help! See the chart below to find out which Staff to communicate with specific needs.

Role	Contact With Questions About:
Registrars	<ul style="list-style-type: none">• Attendance Communications (student absences, schedule changes, etc.)• Billing• Registration Information• For Chinese - 如需中文请联系静怡(jzhang@cmcb.org)• For Spanish - Para preguntas en español comuníquese con April Medina (amedina@cmcb.org)
Community Music School Coordinators	<ul style="list-style-type: none">• Financial Aid• Instrument Rentals
Associate Director of the Community Music School	<ul style="list-style-type: none">• Donating Instruments to CMCB• Intensive Study Program (ISP) Program Manager• Student/Caregivers Concerns
Senior Director of the Community Music School	<ul style="list-style-type: none">• Student Pathways• Partnerships• Student/Guardian Concerns

Student Policies

Attendance

Students are expected to attend all lessons and classes. If a student needs to miss a lesson or class, the student and/or Guardian must notify the Registrars and Teacher immediately. When possible, please communicate your absence to the Registrars and your Teacher as far in advance as possible.

Students and Guardians are financially responsible for all scheduled lessons/classes, regardless of absence and/or cancellation. School cancellations will be posted on our website, or you may call CMCB to check on the class status.

- **For Private Lessons:**
 - One make-up lesson per semester is allowed to private students for lessons missed due to illness, family emergency, and school cancellations. Make-up lessons will be scheduled at the end of each semester during make-up week. Missed lessons are only made up in the semester they occur in.
- **For Group Classes**
 - If a group class (Early Childhood, Elementary, Ensembles) is canceled due to weather, teacher absence, or emergency school closing, we will make an effort to reschedule the class during make-up week at the end of the semester. **If we are unable to do so, the class will not be refunded or rescheduled.** Make-ups and refunds are not provided for student absences from group classes.

Account

A Registration Fee is required prior to registering for any programming. Students and Guardians may choose from two payment options: payment in full upfront or monthly payment. Tuition payments must be made on time to avoid suspension of lessons and/or classes. Additionally, accounts must be paid fully or current on the payment plan in order to register for programming for a new term for programming in a new term.

Financial Assistance

Financial Aid is available to all families in all programs. Additionally, as part of the EBT Card to Culture Program, CMCB will award Financial Aid to any person who receives any EBT services. Financial Aid allocations depend on individual circumstance and may vary from year to year.

You may locate our online Financial Aid Application form on our [CMCB website](#) or on the [ASAP Parent Portal](#) page. Questions regarding financial aid processes and other pertinent information should be directed to the Community Music School Coordinators. **Students and families must submit their financial aid application during the registration process and / or within four weeks of the starting programming.** Financial Aid cannot be awarded retroactively for any prior school year. Financial aid applies to the tuition only and not to instrument rental or registration fees.

Refunds

Refunds will not be issued for Registration Fees or the first four private lessons or ensemble classes. If you wish to cancel after the first four lessons/classes, tuition will be prorated to the date of cancellation. Refunds may be provided if there is a Teacher Absence, or students may opt to reschedule their lesson at a mutually agreed upon date and time with the Teacher. CMCB does not provide refunds for student absences.

Withdrawal

If you wish to withdraw from programming, please notify the Registrars as soon as possible. As a friendly reminder all parents/guardians and adult students are financially responsible for the first four lessons and any lessons or group classes up until the date of office notification. **There are no makeup lessons provided for students who withdraw.**

Class Eligibility

Students must be four years old for Early Childhood Classes or five years old for private lessons. Please refer to specific age requirements on our [website](#) or [ASAP registration page](#).

Waiting Lists

When a class is filled, students will be placed on a Waiting List and will be notified if a spot opens up or another class is added.

Group Class Enrollment Policies:

If Early Childhood / Elementary or Group class fail to meet the minimum enrollment of three students by the fourth week of the registration launch, families will be notified by the Registrars and offered a choice of enrolling in another class or receiving a refund. **Families will not receive a refund for Registration Fees.**

Rental Instruments

Students can choose to rent CMCB instruments for a fee of \$65 per semester or \$130 per year. Students should take good care of their instruments and let their teacher know as soon as possible if the instrument requires repairs or if they need a larger size. Students should return their instrument to one of the following individuals after their last lesson or CMCB event of the term, unless they would like to rent over the summer (\$30 fee):

- Their Teacher
- Registrars
- Community Music School Coordinators

Students who wish to keep their instruments for future terms should notify their teacher(s) and the Registrars. Families will be billed accordingly.

Students must be enrolled in CMCB lessons/classes to rent CMCB instruments. Upon withdrawal or discontinuation of enrollment, any rented instrument(s) must be returned **immediately**. CMCB does not store instruments for students. If you are interested in renting an instrument at CMCB, please speak to your teacher, who will guide you through the instrument rental process. **Students/families must sign a CMCB rental contract before taking home a CMCB instrument.**



Student Conduct

Community Music School Campus

Classroom Culture

Our space is shared by the CMCB community and it's our shared responsibility to ensure the safety and well-being of our community members. Students should use respectful language and refrain from using profanity, inappropriate language/gestures, and other behaviors that do not align with CMCB's values. Students should be respectful of CMCB property such as shared instruments, sheet music, or toys in the lobby, and report any damage to the Registrars immediately. Smoking on CMCB premises is strictly prohibited. Please refrain from bringing food and beverages other than water into teaching spaces. If you eat or drink in the hallways or lobby, please throw away any trash.

We encourage Parents and Guardians to be mindful that CMCB is a school space; please keep conversations in the hallways at a reasonable volume. Please refrain from taking calls/meetings on speakerphone, and use headphones when consuming media on devices.

Students should arrive on time for their lessons/classes with all necessary materials (instrument, sheet music, pencil, etc).

Guardian Supervision

Other than caregiver Early Childhood classes, guardian presence within lessons/classes is navigated on an individual basis between students and their teachers. Please be mindful that some of our spaces are small, and teachers may prefer that Guardians wait outside. For more information or accommodations please reach out to the CMS Coordinators.

Guardians are welcome to wait in hallways and/or the lobby. Young children must be supervised by an adult at all times.

Concert Norms

When possible, we encourage families and visitors to attend the full length of CMCB concerts. If you need to leave, please try and do so in between performances. Please refrain from talking, whispering, etc. during concerts. Cell phones and other electronic devices should be silent or turned off when attending performances.

Offsite Conduct

Regular online lessons must occur during CMCB's regular business hours. Lessons with students who are under 18 years old should be conducted with an adult present. Although the adult does not have to be on the call the entire time, the adult must acknowledge the video call by appearing on screen or by providing additional written consent. Students should refrain from taking screenshots and/or screen capture video recordings of Faculty without express permission. Lessons and classes should occur in an open space or in a room with an open door.

CMCB is a school space, and students are expected to prepare for online lessons as they would for in-person lessons, with appropriate attire for school and a suitable space for learning. As in all CMCB activities, please be respectful and refrain from using inappropriate or discriminatory language or images.

NOTE: Students and their Teachers must both be located in MA during all CMCB online lessons.

Closures

All CMCB announcements and School Closures will be posted on our website, social media pages and via email. To minimize disruption in programming, CMCB may shift to online programming in the event of extended closure or inclement weather.



Student Resources

Front Office Newsletter

The Front Office Newsletter is one of our primary communication tools for CMCB students, guardians, and families. It contains helpful information about upcoming CMCB events, account and registration reminders, and community announcements. The Newsletter is distributed via email on a monthly schedule to all.

Library

CMCB has an extensive music library that students may borrow music from through their teachers. Students are welcome to explore the library and speak to their teachers to request any music they are interested in borrowing.

Practice Room Usage

Students may use CMCB studios at no cost for personal practice purposes during normal operating hours when they are available. Please check with the Registrars for room availability before using any studios. Studio availability is subject to change and not guaranteed.

Student Opportunities

In addition to offering private lessons, classes, and ensembles, CMCB offers the following musical and administrative opportunities to interested students:

- **Intensive Study Program (ISP):** ISP is CMCB's in-house program for students from grades 7th-12th who are interested in deepening their engagement in musical programming. The ISP curriculum includes private lessons, ensembles, music theory classes, and seminar / ISP Seminar classes. Students interested in the ISP program should contact their teacher for more information.
- **Chamber Music/Group:** In addition to existing ensembles, students may register for an ongoing chamber group with other CMCB students, coached by a faculty member. Please contact the Registrars if you are interested in chamber music at CMCB.
- **Youth Employment/Volunteer Opportunities:** CMCB offers youth employment and volunteer opportunities to high school and college students ages 15+ interested in arts administration. For more information, email the Chief Programming Officer.

Student & Family Resource Page

The Student & Family Resource Page on the CMCB website contains information such as the annual calendar, updated student policies, additional student opportunities, and more.



Annual Calendar

CMCB offers many community music events for students and families throughout the year. These events enrich students' musical experience beyond weekly lessons/classes, and students are highly encouraged to attend. Please go to our website at: <https://cmcb.org/events/> to preview our 2023 - 2024 CMCB Calendar.

Take a look at the events page for a list of the many ways your child(s) can participate in multiple CMCB Programming.



CMCB Terminology

- **Observations:** During Student Observations, CMCB private lesson students meet with one or more Faculty members in their department and receive feedback in lieu of their lesson for a week. Student Observations help students assess their own growth and reflect on their musical goals. These Observations are already included in the general pricing, and please contact your child(s) teacher with any questions regarding participation.
- **Ensembles:** An ensemble is made up of three or more students who play music together with a primary goal of making music as a team. CMCB Ensembles include orchestras, smaller chamber groups, and even an adult choir!
- **Group Classes:** A group class is made up of three or more students who play music together with a primary goal of each student developing a deeper relationship with their music-making. Most CMCB group classes are for ages 4-12.
- **Recitals:** A recital is an opportunity for students to showcase their musical work to their peers, friends, and families. Recitals usually last no longer than one hour and take place in Allen Hall.
- **Seminars:** Seminars are an opportunity for students to study together in a class setting. Led by a CMCB Teacher, students will learn from each other through performances, peer review, and class demonstrations. When enrolled in a seminar, students attend weekly class meetings that supplement but do not replace their private instruction assignments.
- **Workshops:** A workshop is an opportunity for students to practice some of the skills they have learned while gaining feedback from peers and faculty. A workshop is a great way to get performance exposure in an informal environment. Students not only learn from their own performance, but learn from their peers' performances and are encouraged to give feedback based on their observations. Workshops are scheduled throughout the year for students at different levels, and do not require registration.