



RUTGERS®

Community Arts

Policies & Procedures

CLASSES, ENSEMBLES & PRIVATE LESSONS

Inquiries

- Questions concerning classes, ensembles, or private lessons questions should be submitted via email or phone. communityarts@mgsa.rutgers.edu | 848-932-1500
- Administration Hours of Availability: Monday – Friday, 10 a.m.-6 p.m

Private Instruction - Trial lessons

- All prospective private lesson students – children and adults – are required to schedule a trial lesson prior to registering for an entire semester's worth of instruction.
- Students must provide their own instruments for trial lessons. Students who attend trial lessons without an instrument may not be able to proceed with the trial lesson. Refunds or credits will not be provided should the instructor determine that it is not possible to proceed with a trial lesson due to the student not bringing an instrument to the lesson.
- A trial lesson is paid for in advance by the student at the instructor's standard hourly rate. Students are not required to commit to an entire semester of instruction at the time they register for a trial lesson.
- Students wishing to continue lessons with an instructor following a trial lesson must commit to weekly instruction for the remainder of the semester.
- Once a trial lesson is completed, students may register for the remainder of the semester with the instructor with whom s/he had a trial lesson. If the student does not register for the remainder of the semester within one business day following the trial lesson, the lesson slot will be released and will become available to other prospective students.
- It is possible to schedule another trial lesson with a different instructor if the student so wishes.
- It is not possible to schedule repeated trial lessons with the same instructor.

- Cancellation of trial lessons: Trial lessons canceled with a minimum of 48-hours' notice will result in a refund to credit card. In the case of trial lessons canceled due to family or medical emergency with less than 48-hours' notice, a refund will be made. Trial lessons cancelled or missed without adequate notice will not be refunded or credited.

Sample Classes & Ensembles

- Prospective students are invited to sample most Rutgers Community Arts classes and ensembles free of charge.
- Please contact our administration to request a sample class or ensemble session – communityarts@mgsa.rutgers.edu | 848-932-1500

Remote Instruction

- All classes and lessons will be held remotely using the Rutgers video conference service Webex.
- Once a trial lesson or registration has been scheduled, an email will be sent with your Webex meeting credentials.
- No other technology systems may be used for instruction at Rutgers Community Arts.
- All instruction is recorded and archived as part of our Protection of Minors policy. Only RCA staff will have access to these recordings, and they will not be used only for supervisory purposes.

REGISTRATION PERIODS

Fall & Spring Semester Registration-Private lessons

- Students who have completed a trial lesson, or who are continuing students of Rutgers Community Arts, may register for an entire semester once the registration period is open.
- Please note that a semester-long commitment to instruction is required.
- Priority registration for private lesson instruction is offered to current students for their same timeslot.
- Registrations are accepted thru out the semester and are prorated from the first scheduled lesson or class.
- Registration fee: a registration fee of \$25 per person, per private lesson arrangement will be assessed. Classes and ensembles do not have registration fees.

Summer Semester Registration-Private lessons

- Students may register for weekly lessons or select a la carte lessons during summer months.
- A commitment to regular weekly lessons is not required.
- Students are required to adhere to the schedule for which they registered. All missed lessons and withdrawal policies remain in effect.

Online registration for classes and ensembles

- All classes and ensembles are available for online registration.
- *For ensembles requiring an audition for admittance, or for classes with prerequisites in place, please contact the Rutgers Community Arts Administration prior to registering online.*

Mid-Term Registration for classes and ensembles (not private lessons):

- Registrations for classes after the start of class will be prorated appropriately. Tuition will not be adjusted for student absences once enrolled.

MAKEUP POLICY

Student Absences

Private lessons: One make-up lesson per semester is offered for student absences only if the student provides notification to the Rutgers Community Arts office 24 hours in advance of an absence.

Trial lessons: Trial lessons cancelled with a minimum of 48-hours' notice will result in a refund to your credit card. In the case of trial lessons canceled due to family or medical emergency with less than 48-hours' notice, a refund to the account will be made; a processing fee will not be assessed. Trial lessons cancelled or missed without adequate notice will not be refunded or credited.

- Notification of absences should be made via email (communityarts@mgsa.rutgers.edu) or leave a voice mail (848-932-1500).
- Private lesson instructors are not obligated to provide make-up lessons for student absences beyond the aforementioned one make-up lesson per semester.
- Instructors are not required to provide make-up lessons for make-up lessons missed by the student for any reason.
- Refunds are not provided for student absences.

Instructor Absences

- Planned instructor absences: Rutgers Community Arts will provide a substitute instructor to teach during planned instructor absences. Students may not opt out of lessons with substitute instructors.
- Unplanned instructor absences: if an instructor cancels a lesson unexpectedly the lesson will be made up during the *make-up weeks* reserved at the end of each semester.
- Any additional absences on the part of the instructor will be made up on an alternate date convenient to both the instructor and student.
- In the event that an instructor is unable to make up missed lessons, a credit will be issued.
- Students may not opt out of makeup lessons provided by instructors.

Classroom Instruction

- Rutgers Community Arts will provide make-ups for classes missed due to instructor absence or school closure at the end of the semester.
- Substitute instructors will be provided for planned instructor absences.
- Refunds will be provided at the end of the semester for classes canceled by the instructor that s/he is not able to make up, or for which it was not possible to provide a substitute instructor.
- **Makeup classes are not provided for student absences.**

Technology

- Rutgers Community Arts will provide make-ups for lessons missed due to technology issues at the end of the semester, only if the student provides notification to the Rutgers Community Arts office within 48 hours of the failed lesson. Notification of absences should be made via email (communityarts@mgsa.rutgers.edu) or leave a voice mail (848-932-1500).

ADMINISTRATIVE CANCELATIONS AND CHANGES IN SCHEDULE OR INSTRUCTOR

- Rutgers Community Arts reserves the right to cancel courses with insufficient enrollment or when facilities become unavailable; or change instructors when warranted.
- In the event a course is canceled by Rutgers Community Arts, a full tuition refund will be issued to those who have registered.
- All published course schedules are subject to change.
- Please refer to our website for up-to-date course information.

REFUNDS AND WITHDRAWALS

An important consideration for all registrants: following a trial lesson or sample class, continued private lesson or class registration requires a semester-long commitment. There are no fall or spring semester options for a la carte class participation.

- If the student discontinues private lessons before the end of the semester, no refund will be issued.
- Cancellation of a full semester of private lessons: Students may cancel a full semester of private lessons no later than one week prior to their first lesson. **All refund and withdrawal requests must be made in writing (email is acceptable).** If the request is confirmed by the director in writing or via email at least one week before the start of lessons, the student will be provided a full refund through credit card, less the registration fee. No refund will be issued for withdrawal from private lessons after the start of lessons.
- Withdrawal from classroom/group instruction at least one business day before the start of classes for any reason is allowed; a full tuition refund will be processed, less a \$15 processing fee.
- Withdrawal from group classes before the fourth week of classes begins will result in 60% refund of course tuition.
- Withdrawal from group classes after the fourth week of classes results in forfeiture of tuition; no refund will be made.
- Exceptions to this policy may be made in cases of extended illness, serious injury, and/or medical emergencies.
- The Rutgers Community Arts Director will review refund written withdrawal/refund requests on a case-by-case basis.

PAYMENT

- Once a student is enrolled, the student is responsible to make all payments due. This includes payments for unexcused student absences and withdrawals.
- Students not enrolled in a payment plan, or who have not paid for their lessons in full, will not be allowed to receive instruction.
- Students are responsible for timely payment of Rutgers Community Arts invoices.
- Partial payments will not be accepted.
- Non-payment of Rutgers Community Arts charges will be sent to a third-party collection agency once the account is 120 days past due. This will immediately increase your balance due by 30% or more, as you will be responsible for the agency fees. Once your

account is placed with an agency, you will not have the option to call our office and resolve this delinquency.

CHANGES IN STUDENT INFORMATION

- It is the responsibility of the student to notify the Rutgers Community Arts office of any changes to his/her address, telephone number, email address or relevant payment information.
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RUTGERS COMMUNITY ARTS PARTICIPANT WAIVER

Liability

In consideration of my child's participation in summer camp(s) operated by Rutgers Community Arts of Rutgers University, I waive, release and discharge any and all claims for death, personal injury or property damage against Rutgers, The State University, its officers, agents and employees which my child may have, or which may hereafter occur as a result of my child's participation in the activities. I agree to indemnify and hold harmless Rutgers, The State University, its officers, agents and employees from any claim or loss for death, bodily injury or property damage arising in any manner out of my child's presence or participation in these activities. It is further understood and agreed that this waiver, release, indemnity and assumption of risk is to be binding on my heirs and assigns.

Photography, Video, and Audio Recordings

I understand that audio recordings, photos, and/or video recordings of program participants, including my child, may be published. I hereby give consent for my child to be audio recorded, photographed, or video recorded in connection with participation in classes, private lessons, ensembles, summer camps and special events operated by Rutgers Community Arts of Rutgers University. I further agree that all such audio recordings, photos, or video recordings shall be the exclusive property of Rutgers, The State University of New Jersey and, subject to the limitations expressed below, I release and give Rutgers all rights of ownership and all rights to copy, publish, and use such audio recordings, photos, or video recordings. I acknowledge and agree that Rutgers may use any and all of the media for educational and promotional purposes, including but not limited to publication in brochures

and other promotional materials and on the University's websites and social media. I understand that Rutgers will not identify my child by name.

Student Behavior

Rutgers Community Arts reserves the right to dismiss any student for inappropriate behavior. Students are provided with clear guidelines for behavior by instructors. Refunds will not be provided to any students dismissed from classes, ensembles or private lessons for inappropriate behavior.

Examples of inappropriate behavior that may result in dismissal: bullying, smoking, drinking alcohol, being in possession of alcohol, use of illegal drugs, possession of illegal drugs, unapproved use of prescribed medication, failure to obey Rutgers Community Arts policies and procedures, abusive behavior towards faculty and staff, theft, and vandalism of university facilities or property.

In most cases, students are informed of behavioral issues detected by faculty and/or staff and given the opportunity to modify their behavior while continuing their enrollment in private lessons, classes, ensembles or other university sponsored event.

Rutgers Community Arts reserves the right to dismiss students without warning in cases of egregious breach of policies and/or procedures, or in cases where the safety/well-being of other program participants, faculty or staff is threatened.

Parents of minors will be informed of any pending disciplinary action.