



Parent and Student Handbook

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About Hopewell Music

Mission and Vision Statement

Hopewell's mission is to improve access to music education in North Minneapolis through affordable, inclusive, and engaging music programs.

We envision a thriving music community in North Minneapolis, where everyone has equal opportunity to nurture and share their talents regardless of race, income, ability, or musical background.

What Hopewell does is about more than just music, it is about equal opportunities and access to music education. Music education is scientifically proven to increase academic performance in children and enhance productivity and mental acuity in adults. Music has the added benefits of instilling values such as discipline, resilience, cooperation, and good communication while providing both youth and adult students with a creative outlet. Playing in a group provides further benefits of helping students find camaraderie among like-minded peers.

Due to long-standing issues of inequity, North Minneapolis residents have not had the same opportunities in music as those living in more affluent areas. Our goal in empowering Northsiders of all backgrounds to express themselves creatively by removing barriers to music lessons, classes, and local events.

Non-Discrimination Policy

Hopewell North Music Cooperative admits people of any age, physical or mental ability, race, color, national origin, ethnic origin, gender identity, or religious preference to all the rights, privileges, programs, and activities generally accorded or made available to people at the school.

Hopewell does not discriminate on the basis of age, physical or mental ability, race, color, national origin, ethnic origin, gender identity or religious preference in administration of its educational policies, admission policies, scholarship or other programs.

Programs

Lessons

Hopewell's in-person and online lessons are offered for all instruments in a variety of styles for students of all ages and abilities. Programming is offered on a sliding fee scale so that it is affordable for everyone.

Lesson Tuition Fees:

Rates below are for weekly, 30 min lessons.

Standard: \$25

Reduced (Partial Scholarship): \$15

Free (Full Scholarship): No cost

Ensembles

Hopewell offers ensembles for all ages which are free to participate in and open to both students and community members. Please note, each ensemble has its own guidelines regarding skill level and instrumentation. Please reach out to Lessons@hopewellmusic.com for more information

Class and Lesson Attendance Policy

Covid Policy

To ensure the safety and health of our students and staff, we ask that families adhere to the following conditions for in - person lessons:

- Students and family members must be vaccinated
- Masks must be worn at all times for instruments which allow

All teachers and staff who are on-site are required to be vaccinated. These conditions will be updated as the situation continues to evolve.

Registration and Re-Enrollment

New Students

- Prospective students and/or parents are required to register online through our website or app and may sign up for a lesson time as a part of the registration process.
- New students may view their schedule and bills in the [family portal](#).

Returning students

- Returning students must update their information and register for classes each new session [through the portal](#).
- You will be registering for your lesson time for the duration of the school year. To change your lesson time, please reach out to your instructor to check on available times and email lessons@hopewellmusic.com
- Students with an outstanding account balance may not register for a new session until their balance is paid in full or a payment plan is agreed upon. Delay in this process may result in losing your preferred lesson time.
- Returning students must also consult with their teachers about lesson times.

Waiting List Policy:

- If it is not possible to place students with an appropriate teacher/class during student orientation, families can sign up for a waitlist on the portal, where they can choose their preferred time and day for lessons.
- If an opening occurs for that instrument, students on the waiting list will be contacted to inform them that they can begin lessons if they are still interested in entering the program.

Sick Policy:

- If a student is sick and unable to attend lessons, please reach out to your teacher as soon as possible. Lessons canceled within 24 hours of the scheduled lesson time do not qualify for a make up.

Missed Lessons and Classes:

- Students are enrolled and charged for the entire school year. Students who register after the beginning of the session are enrolled and charged for the remaining weeks in the school year. Regular attendance at all lessons, classes, and rehearsals for the session is expected.
- Since an individual instructor has reserved your weekly lesson time and class slot, any missed lessons or classes due to student absence will not be made up, credited, or refunded.
- As a courtesy to your instructor, please notify them in advance of any absence. You may submit absent dates on the portal using the menu bar on the upper right. You may also contact Lessons@Hopewellmusic.com to inform your teacher(s) of upcoming absences. If you have

multiple students taking from different teachers, please notify us of all students who will be absent.

- Students who are unable to attend lesson/classes/rehearsals due to a long-term medical issue including Covid 19 may submit a written notification to Hopewell for consideration of a credit/refund for lessons/classes missed. Long term absence is considered to be an absence of 3 weeks or more.
- In the event an instructor cancels a lesson the student will be issued a credit to be applied for the following month or the following session depending on the timing of the missed lesson.
- If lessons/classes have been suspended because lesson and/or instrument rental payment is delinquent, no make-up lessons will be given.

Unexcused Absences

- An unexcused absence is defined as an absence due to no communication about being absent at a lesson or cancellation less than 24 hours in advance.
- Unexcused absences are accumulated from Fall Session - Summer Session.
- Unexcused Policy
 - First unexcused: Your teacher will reach out via phone/email to resolve the issue which prevented your attendance.
 - Second unexcused: The program director will reach out via phone/email to inquire about your attendance
 - Third unexcused: The program manager and teacher will set up a family meeting to address the issue. You may lose your lesson spot or enter a probationary period based on the outcome of the family meeting

Withdrawal From Lesson program

- To withdraw or end your lessons you will need to complete a withdrawal form available [here](#) or by emailing Lessons@Hopewellmusic.com. Your final lesson day will take place 1 month following our receipt of your withdrawal form.
- Until written notice is received and approved by Hopewell staff you will continue to be charged applicable fees. *We are unable to offer refunds for lessons, classes or rentals that took place before Hopewell administrative staff received the withdrawal form.*
- Verbal notice to a teacher is not acceptable for withdrawing from a class.
- If the student withdraws within 48 hours before the first lesson, they will be billed for the first month of lessons.
- If the student withdraws anytime between the day of the first lesson and the end of the sixth week from the first lesson, they will be billed for the lessons and/or instrument rental from the time of enrollment.

Billing Policies

Lesson invoices are posted in the first week of every month and can be viewed and paid in our [family portal](#). Lesson payments are due at the time of billing. Families with an outstanding balance will not be allowed to re-enroll for future sessions until the balance is paid or a payment plan is created.

Sliding Fee Scale

In accordance with our mission Hopewell Music Cooperative North is committed to providing high-quality, accessible music lessons for the Northside community. We base our fees on a sliding scale ranging from standard pay (\$25/30min) to free lessons. Students may place themselves in whatever category they feel is affordable.

A student may also receive free lessons if they fall under one or more of these categories:

- A student is on MFIP, SNAP, FDPIR, RCCI
- In foster care
- In transitional housing

If you have any additional questions please call the office at (612) 466-0696 or email Ellie at ellie@hopewellmusic.com.

Student Etiquette

- When participating in online lessons please adhere to the following:
 - Please use Hopewell's teaching platform and the Internet in a safe, responsible, and appropriate manner.
 - Students should be prepared at their lesson start time in a quiet area with the instrument, sheet music or method books, and any other needed accessories readily accessible.

When participating in lessons at Hopewell please adhere to the following:

- Remain in designated Hopewell teaching areas. Offices, kitchen, and storage areas are off limits, as are areas of the building designated for North United Methodist Church.
- Only water is allowed in lessons. Other types of drinks and food will not be permitted.
- Please wash or sanitize your hands before touching Hopewell pianos or keyboards
- Do not touch instruments that are not yours.
- **Do not go outside until your ride has arrived.**
 - Once your ride arrives and is fully visible, you may go outside.
 - If at any time you feel unsafe and there is not an adult with you, find one immediately. Do not leave with a person you do not know.
- **Do not let anybody in the building**
 - When the doorbell rings, do not answer it; a staff member will answer the door
 - If you are waiting at the door for a ride and somebody comes for a lesson, class, or ensemble, wait for a staff member to come down and let them in.
- Be on time with your instrument, music, and a positive attitude!

Parent/Guardian Expectations

- Depending on age, it may be necessary to practice with your child or help scheduling practice time in a quiet location.
- Purchase your child's materials promptly as they may need it to begin practicing for the week or for the next lesson. If you are not able to purchase materials, Hopewell has a library of materials available to loan to students or can arrange purchased materials to be shipped to you directly and the cost of materials can be added to your monthly bill.
- For online lessons, please adhere to the following:
 - Hopewell Music Cooperative North will designate an approved platform for instructors and students to use for online learning. Students/Families are responsible for downloading the required software/app prior to their lesson start date.

- Students/Families are responsible for ensuring their devices for lessons are charged or a power supply is available. Instructors will not make up for time lost due to power failure on student devices.
- Parents, guardians or an authorized adult must be present in the room during online lessons of students under 18 years old. If a parent, guardian or an authorized adult cannot be present in the room where the lesson is taking place the lesson may be canceled and only eligible for make-up at the Program Manager's discretion. Extenuating circumstances will be taken into consideration. If it is not possible for a parent, guardian or authorized adult to be present for online lessons, alternative learning arrangements may be made
- If you are bringing your child to their lesson, please be courteous of your instructor's time and arrive on time for your lesson.

Instrument Rental

- Hopewell has instruments available to rent with first priority going to free and reduced lesson students. Rent is charged monthly and you may pay for the full term or monthly.
- Minor repairs, routine maintenance and supplies are the responsibility of the renter. Major repairs will be evaluated on a per-case basis.
- Some instruments will be made available for purchase as inventory allows. They will be sold for fair market value.

Rental Rates (per month):

- Standard: \$20
- Partial Scholarship: \$10
- Full Scholarship: \$5

Volunteering

Hopewell needs folks like you to help make our mission possible! Hopewell volunteers help out with fundraising, community outreach, concerts, and more! To register as a volunteer go to www.hopewellmusic.com/volunteer or contact Tzipporah Johnson at Tzipporah@hopewellmusic.com

Donations

Tax-Deductible monetary donations can be made via check, [through the family portal](#), or [on our website](#). All donations go directly to our programs, please specify if you would like your gift to go to a certain program. Instruments donated are given to students unable to rent or purchase their own instruments. Donors determine instrument value; appraisals are encouraged for instruments worth over \$5000. Please contact the office at (612) 446-0696 or email lessons@hopewellmusic.com to arrange a drop off time.

[AmazonSmile](#) is another way you can shop and donate! Make Hopewell your designated charity by visiting www.smile.amazon.com.

Harassment and Sexual Harassment Policy

In compliance with the law and Hopewell's mission and values, our policy is to assure a learning environment free of harassment, abuse, pressure and intimidation for all students, staff and families. Every employee, volunteer and student is responsible for creating an environment of respect and trust for all. If you feel that you are a victim of harassment or sexual harassment, you should report it

to your teacher or other Hopewell staff as soon as you can. This may be done verbally, in writing, or anonymously. Additionally, Hopewell will not tolerate harassment, abuse, pressure or intimidation of staff, volunteers or teachers.

Disclaimer

These policies are subject to change without notice. Notifications of policy updates will be made via email. Updates will be reflected in this document, displayed on the family portal, and be distributed via email updates.