



CREATIVE ARTS CONSERVATORY



STUDENT
HANDBOOK

TABLE OF CONTENTS

- 01 VISION AND VALUES
- 02 MEET THE TEAM
- 03 WHAT TO EXPECT
- 04 WHAT IS EXPECTED
- 05 POLICIES & PROCEDURES
- 06 TUITION, BILL PAY, & SCHOLARSHIPS
- 07 ACKNOWLEDGEMENT PAGE
- 08 PHOTO USE POLICY



Tips for Success, Student Portal, Quick Links, + current calendar



VISION & VALUES



We seek to provide tailored instruction to all students because of our love for others and the example of Jesus Christ. All are welcome regardless of experience, talent, age, race, gender, identity, religion, or finances.

We share ourselves as unapologetically Jesus centered. We believe that spiritual development has a bi-directional relation to creative development. We aim to minister to the whole person through instruction in the creative arts.

CAC is B.R.A.V.E.

We are **BOLD** in our pursuit of holistic creative arts instruction for all people.

We are **RELIABLE** in our services to facilitate trust in our community.

We esteem **ACTION** over words to express our character which is centered on Jesus Christ.

We **VALUE** all students as individuals, created by God, and deserving of our love.

We seek **EXCELLENCE** in all we do, in accordance with the principles of God.

MEET THE FOUNDERS

02



Dr. Tim Dishongh
Vocal Instructor

Dr. Tim Dishongh is a co-founder of CAC and a worship pastor in San Antonio TX. Tim's expertise includes worship, performance practice, and vocal pedagogy. Tim holds a Master of Music in Vocal Performance and Vocal Pedagogy, a Master of Arts, and a Doctorate in Worship Studies. Tim has been teaching and training singers and worship leaders for over 20 years and his goal is to build into every singer a singing technique that promotes versatility, vocal health, and overall freedom. Tim helps singers to produce a voice that is seamless and that can move effectively between classical, pop, worship, and other musical styles. Many of Tim's former students are now professional musicians and accomplished worship leaders. Tim has taught voice on the collegiate level, instructed singers for a major talent scouting organization, and maintained a thriving private studio for over 20 years. Tim has also won many awards for singing and acting including 1st place male vocalist and overall vocal winner for the National Association of Teachers of Singing. He also was a Texas Globe Award finalist for a leading role in a musical. Tim has released several successful albums including a worship album which generated a top ten hit.



Lyn Rousay, MA
Piano Instructor

Lyn Rousay is a co-founder of CAC, a professional accompanist, and music director. Lyn holds a Master of Arts in Music Business and the highest academic standing at Royal Conservatory of Toronto with a Certificate Program Associate Diploma in Piano Pedagogy. Lyn began her teaching career at the age of 16. Realizing her love for teaching, she continued teaching through college and has maintained a steady studio for over 30 years. Trained as a classical pianist, Lyn applies her skills and talents to instruct students from beginner to advanced, teaching to the individual student, not a set curriculum. Proper technique is the foundation of every great musician, and even though lessons are tailored to each student, technique is never compromised. Lyn enjoys all genres and works within the student's genre preferences to keep them engaged, ready to learn, and develop as a musician. She has spent many years directing bands and ensembles as well as performing in over 40 musical theater shows including Phantom of the Opera, American in Paris, and The Little Mermaid. She records accompaniment tracks for vocal instructor's private classes as well as for students who are preparing their college and theater auditions across the United States.

WHAT TO EXPECT

WE ARE DEDICATED TO COACHING YOU WITH EXCELLENCE. HERE IS WHAT YOU CAN EXPECT FROM US AS A STUDENT AT CAC.

#1 SKILLS

At CAC, we welcome all students at any skill level. Our instructors believe in teaching solid fundamentals that will be utilized in any genre of music. Students are encouraged to be disciplined in their practice times, to ensure their skills are constantly and consistently improving.



OUR RECITALS ARE CONCERTS, PRESENTED ON A 'STATE OF THE ART' STAGE, USING INDUSTRY STANDARD AUDIO AND VISUAL SUPPORT.

#3 SUCCESS

Success does not equate with perfection. Success at CAC is measured in personal growth, enjoyment of the craft, and obtaining individualized measured goals. What might be a success to one student does not dictate the success of another. As each lesson is unique, so is the measurement of success.

#2 SPIRITUALITY

Our instructors are here to support the students not only in the knowledge of music and their instrument but also to mentor and guide them through life experiences. We care about developing the student's spiritual well-being just as we care about their musical well-being. We are open about our belief in Christ Jesus but non-discriminatory of other's religious affiliations.

#4 SERVICE

We are here to serve you, the student. CAC offers many different ways for musicians to grow in their musicianship. From recitals to concerts, competitions to college applications, we are here for you. Our state-of-the-art performance center, quality practice spaces, and educated coaches, is a reflection of our desire to give you the best experience possible.

WHAT IS EXPECTED



ATTENDANCE

1

Regular attendance is considered mandatory! If a student needs to cancel, they can either manage their schedule on the portal or speak to their instructor. Lessons cancelled within 24 hrs will not be guaranteed a make up. A student may not have more than six cancellations, without extenuating circumstances. Make up credits expire after 180 days. No-shows are not given a make-up, and not refunded.

PARENTS

2

Parents are welcome to attend lessons, and are respectfully asked to refrain from all interruptions. This includes well meant actions such as helping the instructor or verbally instructing their student. We ask that parents use headphones if watching content and refrain from all calls in the classroom, even with headphones. Please do not bring snacks and any drink must be in a to-go cup with a lid.

ETIQUETTE

3

Our lesson space is a family friendly environment! We ask that all students and observers keep professional and encouraging language, aligned with our values of being B.R.A.V.E. We adhere to typical school policy for clothing, and ask that those coming from athletics take time to freshen up. Come to class prepared with necessary materials, practiced, and ready for instruction.

PRACTICE

4

Practice at home is also considered mandatory, as it's the best predictor of success! Lessons are not practice times. Instructors will recommend the best practice schedule and help students learn how to practice. Instructors have discretion regarding lesson changes and concert participation for students who chronically come to lessons having not practiced.

CONCERTS

5

Concerts are our end of term recitals. Participation is mandatory, save for extenuating circumstances. These are professionally produced events, using state-of-the-art audio and visual support. Concert fees are assessed each term in order to cover expenses for production teams and student celebrations. The event is livestreamed and posted for replay on our social media.

BILLING

6

Administration fees are paid directly to CAC, while lessons fees are paid directly to your instructor. Instructors keep 100% of lesson fees. They will determine payment options. CAC accepts cash, check, or online payments. All invoices are due within 30 days, and a \$20 late fee is automatically assessed to all unpaid invoices. Students can see and manage their account on the student portal. All invoices are paperless!

7

HAVE A LEARNING MIND,
REMEMBER YOUR "WHY,"
& TRY TRY TRY!

POLICIES & PROCEDURES

HERE ARE OUR BASIC POLICIES FOR CONTACTING US, MANAGING YOUR ACCOUNT, AND SAFETY STANDARDS.

CONTACTING US

Who to Contact: When you have questions, follow this rule of thumb for the quickest solution.

- Contact your instructor with questions about your student portal, curriculum, or progress.
- Contact the office for questions about billing, enrollment, safety concerns, and merch.

Non-Urgent Needs: please email info@creativeartsconservatorycac.com

- Please allow 3 business days for a response. We aim to respond as quickly as possible!

Urgent Needs: please call [210-843-0632](tel:210-843-0632)

MANAGING YOUR ACCOUNT

Enrollment: All students are enrolled by the leadership staff using My Music Staff. Students (and parents) have a unique login to manage their account, access resources, and see coursework provided by their instructor. Students with multiple classes will have access with the same login.

- **fees:** As a non-profit, your instructor receives 100% of the tuition paid! There is a one time \$25 registration fee for all students per enrollment and a \$50 recital fee due at that time.
- **choosing an instructor:** All students may request an instructor, however the leadership will make the final assignment to an instructor based on availability, skill level, and goals.
- **expectations:** All students should refer to this handbook for policies and expectations regarding the commitment a student makes in enrolling for music instruction.
- **removal:** Concerns about a student's failure to uphold these commitments will be addressed in a 3 step process: 1) instructor will speak with the student at least twice, then either with parents (where applicable) or a third time with referral to the leadership staff; 2) leadership will assess the situation and provide a path for continued membership; 3) following the next recital, unresolved concerns may result in the student being unenrolled.

Withdrawal: Withdrawal from classes requires four weeks notice, during which the student may attend the remaining classes with their regular payment plan, or pay the amount in full and stop attendance immediately.

SAFETY STANDARDS

Creative Arts Conservatory is committed to the health and safety of our community. As such, we adhere to the following protocols to ensure student wellbeing:

- Background checks and in-house vetting of each instructor.
- Cameras and oversight of all teaching spaces.
- Cleanliness of shared instruments and spaces.
- Training for staff, to include guidelines on appropriate teaching methods.
- Open communication regarding all health and safety concerns.
- Instructors will meet new students at the main doors at their first visit, and then will only release youth students to their parents at the classroom.
- CAC reserves the right to remove any person on campus who is deemed a danger to the health and safety of our community.

TUITION, BILL PAY, & SCHOLARSHIPS

Tuition & Bill Pay

Administration fees are paid directly to CAC via CASH, CHECK, or ONLINE.

- There is an annual registration fee of \$25 per student*.
- Each term includes a mandatory concert with a \$30 fee per student.
- Accounts/Invoices for registration and concert fees can be seen on the portal.
- Late fee of \$20 are automatically applied to all invoices after 28 days.
- Online payments are accepted through the link provided on the invoice.
 - please consider including a donation to cover fees for online payments!

Lesson fees are paid directly to the instructor via CASH, CHECK, or APP.

- Each instructor sets their own pricing, **approved by CAC leadership.
 - Any family discounts or other coupons are at the discretion of the instructor.
 - Prices range from \$20 - \$40, based on the instructor's discretion.
- Instructors will have bill pay preferences for per lesson, monthly, or term:
 - All intervals are acceptable, however late fees apply for unpaid invoices after 28 days.
- Instructors may choose to offer online payments via apps of their preference.
- All revenue is recorded with CAC for tax purposes.
- Invoices will be available in the portal, but paid to your instructor.
 - Confirm payment policy with your instructor - they may add online payment to invoice!
- If an instructor resigns before the end of a lesson year (Aug - June), a new instructor will be offered at the same price for the remainder of that year.
- If a student shows exceptional talent, they may be offered advanced instruction.
 - If accepted, lesson fees set by advanced instructor will apply.

Scholarships

Our goal is to provide holistic music coaching that is tailored to the student. In order to serve all students, we seek donations so we can offer financial aid to students.

Scholarships are distributed annually, and may cover up to 100% of lesson fees****.

The deadline for applications is **4 weeks before the start of fall lessons.**

Paper copies are available by request.

The distribution of funds is determined by the CAC leadership team.*** This is not an audition based decision. All decisions are made in good faith to serve our community of students with excellence so that all may have the opportunity to receive the benefits of learning creative arts.



*The registration fee is automatically applied annually.

**CAC leadership requires instructor pricing to not exceed reasonable alignment with the individual instructor's experience and education.

***The CAC leadership may include independent advisors, including those from Leon Spring Baptist Church. All personally identifying information will be kept secure and private, consider controlled unclassified information (CUI). This CUI will not be shared outside of the decision team. Please speak to CAC staff regarding any concerns about this team and CUI.

****Scholarships may offer coverage of concert (recital) fees. However, all students, regardless of scholarship, are required to pay the registration fee of \$25 per student annually.

ACKNOWLEDGEMENT

I have read the policies, expectations, and procedures outlined in this handbook. Further, I (and my family, where applicable) understand them well enough to commit to upholding them as long as it is up to me. I also understand that Creative Arts Conservatory is committing the same to me, and I may raise concerns to my instructor or the leadership team in order to help us all work together to uphold these standards of policy, expectations, and procedures.

I understand that Creative Arts Conservatory, and specifically my instructor, is here to help me gain music skills from a holistic approach in order to develop my **spirituality** alongside my creative growth, in alignment with the vision and values from which the Creative Arts Conservatory operates. I understand that the purpose of this service is to ensure my success.

I understand and accept that CAC will record both video and audio of our semester concerts. I give permission for CAC to photograph/record me. I understand that these photos/videos may be shared on social media, website, or news blog. Any photos/videos shared to social media or the website will protect identifying information such as name, family name, or age. For more information or to opt-out, please see Photo Policy.

Student Name

email

phone

Y N
Text Okay?

Class(es)

Student Signature

CAC Signature

Parent/Care Giver Signature
(only if under 17yrs)



Digital Form





PHOTO POLICY

We take photos and record short videos to share the amazing things that are happening at CAC. We certainly save them for our own little scrap book! But, sometimes we share these on our social media or the website. Any photos/videos shared to social media or the website will protect identifying information such as name, family name, or age.

Our online portal allows us to post news. Sometimes we may want to share a student story, or celebrate a win. In that case, we will seek permission and may ask to include photos/videos.

We livestream our end of term concerts so family and friends can attend virtually. It is also great to share the amazing work our students have done with our community and prospective students. These are then posted on our social media. If you have any concerns or questions about these photo policies, please fill out our form. Thank you!



TIPS FOR SUCCESS!

- Create a habit of practicing! Start with 10 minutes 2 days a week, then 3 days, then 4 and 5... then increase by 5 minutes each day till you reach 30 minutes or more.
- It's not always hard... sometimes it's just new.
- If it is hard... trust the process! Practice, attend lessons: learn music section by section, and chunk sections together into bigger pieces, till it's all together!
- You can only do awesome work by doing the work.
- Lean in and own it.
- Don't underestimate yourself!

STUDENT PORTAL

My Music Staff is our studio management software. All instructors will use this to send lesson notes, assignments, and resources. All students can see their lesson details and manage their account via the portal. If you haven't received the log in invite via email, please contact your instructor!

- Log in at creativeartsconservatory.com
- Access account information
- See curriculum notes and resources
- For help, see the parent portal tutorial video posted on our website or ask your instructor for a link to it.

RESOURCES



Instrument Sales and Repair

High School Music Service

2121 Military Hwy in San Antonio(210-349-2775)

5535 N W Loop 1604 in San Antonio(210-509-4100)

Hillje Music Center

106 S. Main St.

Boerne, TX 78006

(830-331-1053)

Tommy Meneses - Piano Technician

(210) 325-3290

Kevin Higgins - Alamo Music Center

kevin.higgins@alamomusic.com

Digital Music Resources

MusicNotes.com and App

OnSong App

forScore App

Practice Resources

Musicians Way

Victoria's Victorious Vocal Tips

Mark YOUR Calendars

FRIDAY, SEPTEMBER 29TH - BENEFIT CONCERT

SATURDAY, DECEMBER 16TH - CHRISTMAS CONCERT

SATURDAY, MAY 18TH - SPRING CONCERT

Office Hours

Monday - Friday

11am - 5pm

Observed Holidays

*some holiday breaks will have performance, workshop, or masterclass opportunities.

- Thanksgiving Week (Wednesday - Sunday)
- Winter Break (Christmas Eve - New Years Day)
- Spring Break (according to the BISD schedule)
- Battle of Flowers
- Good Friday/Easter Weekend
- Memorial Day
- Independence Day
- Labor Day
- Summer Break



CONTACT US

24133 Boerne Stage Road San Antonio, TX 78255.
210-843-0632 | www.creativeartsconservatory.com

info@creativeartsconservatorycac.com | [@creativeartsconservatory](https://www.instagram.com/creativeartsconservatory)