



# **Student and Parent Handbook**

**February 2020**

# Table of Contents

I.	CONSERVATORY INFORMATION .....	3
A.	Introduction .....	3
B.	Organization Mission and Description .....	3
C.	Locations .....	3
D.	Location Accessibility.....	3
E.	Contacting the Conservatory.....	4
F.	Student Benefits .....	4
II.	SCHOOL DATES, REGISTRATION, AND WITHDRAWAL.....	4
A.	School Calendar.....	4
B.	Registration.....	4
B.	Fees.....	5
C.	Attendance Policy.....	5
D.	Withdrawal Policy .....	5
E.	Program Cancellation .....	6
F.	School Closure Policy .....	6
III.	SCHOOL STANDARDS, PRACTICES, AND PROGRAMS .....	6
A.	Non-Discrimination Policy .....	6
B.	Plagiarism and Use Policy .....	6
C.	Anti-Bullying and Harassment Policy .....	6
D.	Reporting and Review Policy for Bullying and Harassment .....	7
E.	Reporting Process for Complaints by Parents and Guardians .....	7
F.	Substance Abuse Policy .....	8
G.	No Smoking Policy .....	8
H.	Conservatory Non-Compete .....	8
I.	Use of Musical Instruments and Supplies.....	8
J.	Use of Personal Phones and other Electronics.....	8
K.	Communication between Teachers and Parents/Guardians.....	8
L.	Communication Between Teachers and Minor Students.....	9
M.	Volunteers and Interns .....	9
N.	Student Data Collection .....	9
O.	Photographs and Recordings of Students.....	9
P.	Reporting Suspected Child Abuse and Neglect.....	9
Q.	Reservation of Rights.....	10

# WISCONSIN CONSERVATORY OF MUSIC STUDENT & PARENT HANDBOOK

## I. CONSERVATORY INFORMATION

### A. Introduction

The general purpose of this Handbook is to provide information and guidelines for students of the Wisconsin Conservatory of Music, Inc. (“Conservatory”) and their parents and/or guardians. This handbook gives you a reference to answer most questions regarding your studies here. This handbook outlines what you can expect from the Conservatory and what the Conservatory can expect from you so that school may flow smoothly. Please review this handbook and become familiar with its contents.

### B. Organization Mission and Description

The mission of the Wisconsin Conservatory of Music is: “Inspiring individuals and communities through exceptional music education accessible to all.” The Conservatory provides musical experiences to students from birth through senior citizen, to both amateurs and professionals. We work to develop creative, artistic, and whole individuals. Programming enhances social, economic, and individual life in southeast Wisconsin through exceptional music instruction and performances that nurture generations of innovative, inspired, and visionary citizens.

The Conservatory holds the following values: Excellence, Inclusion, Empathy, and Integrity

### C. Locations

Information about the Conservatory’s Staff, Faculty, and Administration can be found on our website at <https://www.wcmusic.org/>

The Conservatory holds private lessons at four primary locations:

McIntosh | Goodrich Mansion  
1584 North Prospect Avenue  
Milwaukee, WI 53202  
414-276-5760

Audubon Court  
333 West Brown Deer Road, Suite 2  
Bayside, WI 53217  
414-276-5760

Sharon Lynne Wilson Center  
19805 West Capitol Drive  
Brookfield, WI 53045  
414-276-5760

Steinway Piano Gallery  
11550 West North Avenue  
Milwaukee, WI 53226  
414-276-5760

In addition to these primary private lessons locations, the Conservatory also offers lessons offsite at schools and recreational centers across Wisconsin. If a student or parent of one of these programs has any questions or concerns, please contact Student Services at 414-276-5760.

### D. Location Accessibility

The Conservatory requests that students who take lessons at its downtown location please use the location’s front door for security reasons.

### E. Contacting the Conservatory

The Conservatory's administrative offices are located at The McIntosh-Goodrich Mansion location. This location also functions as the Conservatory's mailing address.

You can contact the Conservatory with any questions about private lessons, classes, ensembles, billing, or general information by calling Student Services at 414-276-5760 and choosing #1. You can also email [info@wcmusic.org](mailto:info@wcmusic.org).

### F. Student Benefits

Students of the Conservatory are also entitled to enjoy the following benefits:

- Conservatory students have access to the Conservatory's library of materials, music, and recordings. The library is located on the lower level of the Conservatory's downtown location at 1584 North Prospect Avenue.
- The Conservatory provides numerous performance opportunities through both Music Hours and faculty studio recitals. Students are welcome to participate in the Conservatory's regularly held Music Hours in the McIntosh-Goodrich Mansion's Helen Bader Recital Hall. If a collaborative pianist is needed for this, a rehearsal date and time should be arranged by calling Student Services at 414-276-5760. The rehearsal accompaniment fee is \$20 per fifteen (15) minute session.
- Conservatory students can receive one free ticket to any Conservatory event, including masterclasses and resident artist performances. Please call ahead to reserve a ticket as performances do sell out.
- Conservatory students have access to practice rooms at the Conservatory free of charge. Practice rooms are available on a drop-in, first come, first serve basis.
- Conservatory parking lots are available to faculty, staff, and students on a first come, first serve basis. Please do not park other cars in or idle in the lot.

## II. **SCHOOL DATES, REGISTRATION, AND WITHDRAWAL**

### A. School Calendar

The Conservatory offers lessons and classes in an academic year format. Fall and Spring semesters are a minimum of 16 weeks for school-aged students.

The Conservatory is closed on the following holidays:

- Labor Day
- Thanksgiving Break
- Winter Holiday Break
- Memorial Day
- 4<sup>th</sup> of July

### B. Registration

Payment for private lessons, classes, and ensembles is due on the first meeting date unless a payment plan is arranged with Student Services.

#### A. Discounts

- Adult students, 62 years of age or older, are eligible for a 10% discount on tuition for all group classes and private lessons.
- For the second and third additional family member enrolled there is a 5% discount on lessons or group classes. For the fourth additional family member and beyond a 10% discount is applied to their lessons or group classes.

#### B. Fees

- The non-refundable registration fee of \$45 per family, annually, is due on the first day of lessons. The registration fee will only be refunded should a class be cancelled by the Conservatory.
- All payment plans include a \$15 payment plan fee. This fee is divided along with the payment plan.
- For students who take lessons at the Conservatory's downtown Milwaukee location, the cost of each private lesson, class, or ensemble meeting includes the Historical Preservation Fee. This fee is applied due to the Conservatory's McIntosh-Goodrich location's status as a nationally registered historical site. The fee is \$1 per lesson, class, or ensemble meeting in a given semester.

#### C. Attendance Policy

Students are expected to attend every class and be on time for every class. If a student will be late or miss a class, parents/guardians are expected to notify their instructor as far in advance as possible. Instructors are not required to make up classes, lessons, or ensemble meetings missed by the student. Make ups for individual instruction only are offered at the instructor's discretion and will be scheduled at a mutually agreed upon date and time. Private lesson instructors are not required to wait more than fifteen (15) minutes for a student. If the student arrives prior to the 15 minute period, then an abbreviated lesson will be provided.

In the case of a faculty absence, the Conservatory may supply a qualified substitute teacher. Students are obligated to attend and pay for lessons with substitute teachers.

Parents or guardians are required to attend the Conservatory's Suzuki Strings Program classes and Early Childhood Music classes along with their child. For all other courses, attendance is not required but the Conservatory does request that students do not remain unattended before or after lessons for an extended period of time.

Payment is expected for all scheduled private lessons, regardless of student attendance.

#### D. Withdrawal Policy

A withdrawal is considered the discontinuation of any or all studies at the Conservatory. All requests for withdrawals must be submitted in writing to Student Services before any student will be considered withdrawn. Verbal requests or notification of intention to withdraw made directly to a student's instructor do not fulfill this requirement. The date of which the written withdrawal is received by the Conservatory, not the last date of attendance, is considered as the official date of withdrawal. Tuition refunds will be considered when written notice of withdrawal is received.

Should a student request withdrawal from a group class, 100% of the tuition is refundable if the student withdraws before classes or lessons begin; 75% of the tuition is refundable during the first week; 50% during the second week; and 25% during the third week of the semester. No refunds will be issued after the fourth week of the semester. Refunds because of a student's withdrawal are for tuition only.

A student who wishes to withdraw from individual instruction must give the Student Services office two weeks written (or email) notice. The student is responsible for payment for those two lessons and may attend them if he or she chooses. Informing a teacher of intent to withdraw does not constitute adequate notice to Student Services. If proper notification has been received, the student will be refunded for any lessons remaining beyond the two-week notification period.

#### E. Program Cancellation

The Wisconsin Conservatory of Music reserves the right to cancel classes or ensembles with insufficient enrollment. In the event a class is canceled, you will be notified and given the opportunity to transfer to another class. If you do not wish to enroll in another class you will receive a full refund.

#### F. School Closure Policy

The Wisconsin Conservatory of Music (WCM) does its best to be sensitive to weather issues on days when classes and lessons are offered. Students should be aware of the following policy regarding snow/weather-related closures:

- Cancellation of classes and lessons will be announced on local television and radio stations, on the outgoing phone message at the Conservatory (414-276-5760), wcmusic.org website, and Facebook.
- All morning classes (those occurring prior to 3:00 pm) will follow Milwaukee Public Schools (MPS) closure. If MPS cancels or delays classes in the morning, all WCM classes, ensembles, and lessons will be cancelled until 3:00 pm.
- All evening classes (those occurring after 3:00 pm) will be held unless announced on local television and radio stations, WCM outgoing phone message, on the WCM website, and Facebook.
- If a student chooses not to attend classes and lessons due to weather, when WCM is open, that class will be forfeited.

### III. SCHOOL STANDARDS, PRACTICES, AND PROGRAMS

#### A. Non-Discrimination Policy

The Conservatory admits students of any age, ancestry, citizenship, color, creed, mental or sensory disability, ethnicity, gender identity and/or expression, HIV status, marital, civil union or domestic partnership status, national origin, race, religion or belief, sex, sexual orientation, veteran status, or any other characteristics protected by applicable federal, state or local law to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. The Conservatory does not discriminate on the basis of age, ancestry, citizenship, color, creed, mental or sensory disability, ethnicity, gender identity and/or expression, HIV status, marital, civil union or domestic partnership status, national origin, race, religion or belief, sex, sexual orientation, veteran status, or any other characteristics in administration of its educational policies, admissions policies, scholarship programs, or any other school-administered programs.

#### B. Plagiarism and Use Policy

All students are required to abide by all copyright laws and are forbidden to plagiarize. See [www.copyright.gov](http://www.copyright.gov) for more information regarding copyright laws. The Conservatory's McIntosh-Goodrich location has a library of materials available for student use and review.

Using the Conservatory logo or trademark on a website, blog, or social media site is strictly prohibited without prior written approval from the Wisconsin Conservatory of Music. Parents, guardians, or students may not post any online photos, videos, or audio files of any students other than themselves or their children.

#### C. Anti-Bullying and Harassment Policy

The Wisconsin Conservatory of Music is committed to providing a safe, positive learning environment for students free from bullying, intimidation, and all forms of unlawful harassment.

The Conservatory recognizes that bullying, which includes cyberbullying, creates an atmosphere of intimidation and fear and detracts from the safe environment necessary for student learning, and may lead to violence. Therefore, the Conservatory prohibits bullying by Wisconsin Conservatory of Music students.

Bullying means an intentional, electronic or written, verbal or physical act or series of acts directed at another student or students, which occurs in a Wisconsin Conservatory of Music setting or during any Conservatory-

related or Conservatory-sponsored activity, that is persistent, pervasive, or severe, and has the effect of doing any of the following:

- a. Substantial interference with a student's education
- b. Creation of a threatening environment
- c. Substantial disruption to the orderly operation of the school

Bullying includes cyber-bullying, which takes place over digital devices, social media, or other online places where people share content. It includes sending, posting, or sharing negative, harmful, false or cruel content about someone else or sharing personal or private information about someone else causing embarrassment or humiliation. The Conservatory prohibits all forms of bullying by its students.

Discriminatory intimidation, ridicule, and insult based upon age, ancestry, citizenship, color, creed, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other characteristics protected by law, or unwelcome sexual conduct, including but not limited to unwelcome contacts, gestures, comments, pictures, or photographs of a sexual nature will not be tolerated.

Harassment is offensive conduct which may include offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance. Petty slights, annoyances and isolated incidents (unless extremely serious) generally do not rise to a violation of this policy. To be contrary to this stated policy the conduct must create a work environment that would be intimidating, hostile or offensive to reasonable people.

Sexual harassment refers to behavior that is personally offensive, impairs morale and interferes with the effectiveness of employees and students. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal or visual conduct based on sex may constitute sexual harassment. Sexual harassment creates an intimidating, hostile, or offensive environment.

#### D. Reporting and Review Policy for Bullying and Harassment

Students and or parents/guardians who believe they or their student have been subjected to any form of bullying, harassment, including sexual harassment, from other students, parents, faculty, or staff must bring their concern immediately to the attention of the Conservatory's Student Services department. If the department is unavailable, or the situation was not sufficiently handled by the department, a report must be made to the Chief Operations Officer. This policy applies to all Conservatory students and parents.

There will be no retaliation against anyone who, in good faith, makes a report of a violation of this policy or who assists in the investigation of such a complaint. Anybody who retaliates against another students or parent, faculty, or staff for making a complaint under this policy will be subject to disciplinary action, up to and including permanent removal from the Conservatory.

This policy will apply to behavior that occurs at the Conservatory and any of its locations or events, when such activities otherwise affect the Conservatory, and including behavior that occurs online through the use of social media.

#### E. Reporting Process for Complaints by Parents and Guardians

If a parent/guardian has a complaint or concern about something that has occurred in the classroom or involves a classroom practice or procedure, other than as addressed in section D, then the parent/guardian should contact Student Services about the complaint or concern. If the department cannot resolve the issue, a written statement of the problem should be submitted to the Conservatory's Chief Operations Officer at [rfritz@wcmusic.org](mailto:rfritz@wcmusic.org)

#### F. Substance Abuse Policy

The Conservatory maintains a facility free from illegal drugs. An illegal drug is any drug which is: (a) not legally obtainable; (b) which may be legally obtainable but has not been legally obtained; or (c) which is being used in a manner or for a purpose other than prescribed. Accordingly, at all times, employees, students, and parents are prohibited from the unlawful manufacture, distribution, possession or use of illegal drugs on Conservatory premises, on any premises used for Conservatory functions, at any location where Conservatory business is conducted or in Conservatory-supplied vehicles.

The Conservatory also maintains an educational facility free from alcohol, except in certain situations noted below. It is the expressed intent of the Conservatory to avoid situations where alcohol abuse may occur at Conservatory-related social functions or music programs. Alcohol use is prohibited on the Conservatory premises except when approved by the President/CEO (e.g. music programs where alcohol is served). The approval will be on a program by program basis. The Conservatory is sensitive to how alcohol use can impact health, safety and productivity of our employees, students, and parents and we encourage event organizers and individual employees to make responsible personal choices concerning the use of alcohol. If alcohol is being provided as a part of a Conservatory program and is approved for use by the President/CEO for employees, moderation and good judgment are essential and sensitivity to customer and student attitudes regarding the use of alcohol must be considered.

#### G. No Smoking Policy

To protect and enhance our indoor air quality and to contribute to the health and well-being of all students, parents, and employees, the Wisconsin Conservatory of Music is entirely smoke-free. The use of all tobacco and smoking products, including chewing tobacco and electronic cigarettes (E-cigarettes), is banned from the Wisconsin Conservatory of Music premises.

Smoking is prohibited in all areas within the Wisconsin Conservatory of Music, without exception. This includes common work areas, studios, classrooms, conference and meeting rooms, private offices, hallways, the lunchrooms, stairs, restrooms, employer owned or leased vehicles, parking lot, walkways, grassy areas, and all other facilities.

#### H. Conservatory Non-Compete

Conservatory faculty members are prohibited from engaging a student of the Wisconsin Conservatory of Music as a private student or transferring a student to a course taught by that faculty member at another institution or in a private capacity. Parents/guardians should report any violation of this policy to Student Services at the Wisconsin Conservatory of Music.

#### I. Use of Musical Instruments and Supplies

The Wisconsin Conservatory of Music may provide musical instruments and equipment to students for use in class. If a student deliberately damages a musical instrument or equipment, then the student and/or the student's parent or guardian will be financially responsible for replacing the instrument or equipment. The Conservatory will invoice the student or their parent or guardian for the damages within thirty (30) days.

#### J. Use of Personal Phones and other Electronics

Both students and parents may use mobile phones or other personal electronic devices during non-instructional times. Use of these devices is permitted during lessons or class time for instructional purposes only.

#### K. Communication between Teachers and Parents/Guardians

Prior to each private lesson, instructors are provided with student and/or parent/guardian contact information. They are expected to contact the student or parent/guardian prior to the first lesson. Should the student not hear from the instructor, they should contact Student Services at 414-276-5760.

Communications will occur via the teacher's Conservatory-provided email account or by phone.



#### L. Communication Between Teachers and Minor Students

All Conservatory faculty and staff must receive permission to contact minor students directly by completing the Conservatory's Student Communication Release Form. This form can be obtained through Student Services.

Communication may occur via text message, email, or telephone. The use of social media and or messaging apps to communicate with a student under the age of eighteen (18) is prohibited. If parents or guardians become aware of such communication, they should contact Student Services at 414-276-5760.

#### M. Volunteers and Interns

Students may be asked to participate in a volunteer capacity at Conservatory concerts or events.

All volunteers at the Conservatory are approved by the Conservatory's Chief Operations Officer and may be asked to obtain and produce the legally required background check prior to volunteering.

#### N. Student Data Collection

The Wisconsin Conservatory of Music may record the following information about students, including but not limited to: their full name; parent/guardian full name; contact information; instrument played; school attended; grade level; age and birth date; and any other information determined to be related to a student's participation in a music institution.

#### O. Photographs and Recordings of Students

The Wisconsin Conservatory of Music asks prior to every student's enrollment for verbal permission to take photographs, audio recordings, video recordings, and/or other digital images or recordings ("Photos and Recordings") of students during auditions, performances, and/or at other events, and may use, edit, alter, copy, publish, and/or distribute those photos and recordings in any and all of its publications, including social media and web-based publications, and/or for any other lawful purpose, without payment, compensation, royalties, or other consideration. Parents and/or guardians may also complete a consent and release form acknowledging their understanding and agreement that the Wisconsin Conservatory of Music may use and take photos and recordings, which will become the property of the Wisconsin Conservatory of Music and will not be returned.

#### P. Reporting Suspected Child Abuse and Neglect

All faculty, staff, and other employees of the Conservatory are determined by the State of Wisconsin to be mandatory reporters of suspected child abuse (noted as "school teachers, administrators, counselors and school employees not otherwise specified"). Any such person who has reason to suspect that a child has been abused or neglected or who has reason to believe that a child has been threatened with abuse or neglect and that abuse or neglect of the child will occur must report.

Reporting suspected child abuse is required when:

- A reporter, in the course of his or her professional duties, has reasonable cause to suspect that a child has been abused or neglected.
- A reporter, in the course of his or her professional duties, has reason to believe that a child has been threatened with abuse or neglect or that abuse or neglect will occur.

Definitions of abuse and neglect include, but are not limited to:

- Physical Abuse. "Abuse" means any of the following:
  - Physical injury inflicted on a child by other than accidental means.
  - Manufacturing methamphetamine: with a child physically present during the manufacture; in a child's home, on the premises of a child's home, or in a motor vehicle located on the premises of a child's home; under any circumstances in which a reasonable person should have known that the manufacture would be seen, smelled, or heard by a child.
  - "Physical injury" includes, but is not limited to: lacerations, fractured bones, burns, internal

- injuries, severe or frequent bruising, or great bodily harm.
  - “Incident of death or serious injury” means an incident in which a child has died or been placed in serious or critical condition, as determined by a physician, as a result of any suspected abuse or neglect that has been reported, or in which a child who has been placed outside the home by a court order is suspected to have committed suicide.
  - “Incident of egregious abuse or neglect” means an incident of suspected abuse or neglect that has been reported under this section, other than an incident of death or serious injury, involving significant violence, torture, multiple victims, the use of inappropriate or cruel restraints, exposure of a child to a dangerous situation, or other similar, aggravated circumstances.
- Neglect. This is the failure, refusal, or inability on the part of a caregiver, for reasons other than poverty, to provide necessary care, food, clothing, medical or dental care, or shelter so as to seriously endanger the physical health of the child.
- Sexual Abuse. This includes any of the following:
  - Sexual intercourse or sexual contact between a minor and an adult.
  - Sexual exploitation of a child.
  - Permitting, allowing, or encouraging a child to engage in prostitution.
  - Causing a child to view or listen to sexual activity.
  - The exposure of one's genitals to a child.
- Emotional Abuse. This includes emotional damage for which the child's parent, guardian, or legal custodian has neglected, refused, or been unable for reasons other than poverty to obtain the necessary treatment or to take steps to ameliorate the symptoms. “Emotional damage” means harm to a child's psychological or intellectual functioning. Emotional damage shall be evidenced by one or more of the following characteristics exhibited to a severe degree: anxiety, depression, withdrawal, outward aggressive behavior, or a substantial and observable change in behavior, emotional response, or cognition that is not within the normal range for the child's age and stage of development.

Any employee, student or parent at the Conservatory who has reason to believe child abuse may be happening must report this to the COO immediately. The COO will make an official report to the appropriate authorities to ensure the safety and wellbeing of the child.

The identity of the person making the report shall not be disclosed to the subject of the report and is protected as such by Wisconsin Statute §48.981(4) which states: Any person or institution participating in good faith in making a report, conducting an investigation, ordering or taking photographs, or ordering or performing medical examinations of a child or an expectant mother pursuant to this section, shall have immunity from any liability, civil or criminal, that results by reason of the action. For the purpose of any civil or criminal proceeding, the good faith of any person reporting under this section shall be presumed. The immunity provided herein does not apply to liability for abusing or neglecting a child or for abusing an unborn child.

#### Q. Reservation of Rights

The Wisconsin Conservatory of Music reserves the right to amend and update this handbook at any time. Updates will be posted on the Conservatory's website. All parents/guardians and students are responsible for regularly reviewing the school website for changes. This updated handbook may also periodically be sent to Conservatory students and/or parents/guardians.

February 2020