



## **Frequently Asked Questions**

### **ATTENDANCE**

#### **What should I do if my child is ill or needs to miss class?**

If your child is ill, please feel free to rest at home. Illnesses are easily transmitted to other students and teachers, and we want to help everyone to stay healthy and recover quickly.

If you do need to be absent due to illness, or for any other reason, please let us know. We like to track student absences just to be sure all is well with you. You can let either the Program Coordinator ([earlychildhood@esm.rochester.edu](mailto:earlychildhood@esm.rochester.edu)) or your teacher know if you will need to miss a class. This is especially important for the first few weeks of class as we are making sure all families have received notification of their class placements.

### **BILLING**

#### **How and when will I receive my bill?**

Bills will be physically mailed by the university to the address you provided on your registration form. They are typically mailed within the first month of the session. You will then have until the 10<sup>th</sup> of the following month to pay your bill.

#### **How do I pay my bill?**

You will find specific instructions and a pre-addressed envelope for mailing payments included with your bill. Payment may also be made by cash, check or credit card in person at the Eastman Community Music School (ECMS) Office (M-F 9am-6pm, Sat 9am-2pm). Unfortunately, at this time, we cannot take payments over the phone or online.

### **ID CARDS**

#### **My child has class in the OSL or Annex and needs an ID card. What is it for?**

Certain areas of the Eastman campus are restricted and only accessible to those with key card/ID access. Students who attend classes in the OSL (Old Sibley Library) or the Annex have classes in these areas and will need to obtain an ID card to enter the areas.

#### **How do I obtain an ID card?**

ID cards will be issued to the student attending class. To obtain the ID card please bring your student to the ECMS office to be photographed. Turn around time for the ID cards is typically one week. You may want to bring your student to be photographed on a Saturday after class and come back to pick the card up before class the following Saturday. You are also welcome to come in to the ECMS office any weekday during normal business hours for ID needs.

#### **What if I don't have an ID for the first day of class?**

If you cannot obtain an ID before the first class, please do not be alarmed. The halls of the Eastman school are very busy on Saturday mornings. There is a fairly, constant stream of people coming and going through the doors to the OSL/annex. It should not be too difficult to make your way in with another family.



### **PARKING**

Parking has historically been offered at no charge on Saturdays on surrounding city streets and in the parking garage directly east of the Eastman School of Music. The garage is bordered by East Avenue, East Main St., Swan St., and Scio St. During inclement weather, families can make use of a covered walkway between the Swan St. entrance/exit and Gibbs St. Please note that the Eastman Community Music School has no control over when and if the City of Rochester requires payment for “special event” parking if another downtown activity is taking place on a Saturday that we hold classes. We will do our best to alert you in advance of a parking fee should we learn that one will be collected on a particular date.

### **PLACEMENT**

#### **What if I don't get my first choice time slot?**

While we always want to give you your first choice time slot, there are many variables involved in our placement process that we cannot always control or foresee. Some of these variables include the number of returning students, the popularity of certain section times, and even teacher availability. Please know that we do allow currently enrolled students priority registration before the next session. This means that after you've attended one session, if you desire a time change, we can usually move you to a more preferred time slot the second time around.

### **TUITION WAIVER**

#### **How does the tuition waiver work?**

University of Rochester employees and their dependent children may be eligible to receive a 25% tuition waiver off ECMS tuition. To apply for a **Dependent Child** Tuition Waiver, complete the forms online through: [HRMS](#) > Self Service > Benefits > Tuition > Apply-Dependent Tuition Waiver. Eligibility will be determined by the benefits office.

#### **What information do I need to apply?**

Tuition Waiver applications require providing a Student ID number, which can be obtained by calling the ECMS office (585-274-1400) or by consulting your bill. For new students, a Student ID number will not be available until after registration has been completed. Registration usually occurs within one week of the start of classes.

#### **How do I know if my waiver has been approved?**

If you do not see the tuition waiver applied to your bill, and you have filled out the appropriate form on HRMS, you may call the Benefits Office at 275-7013 to inquire about the status. Please have your Student ID# ready.

#### **What should I do if my bill is due before my tuition waiver has been approved?**

In the event that your tuition bill is due before your waiver has been approved, you may pay the reduced amount (75%) in anticipation of the waiver. Please contact the ECMS office (585-274-1400) if you would like assistance calculating the amount due.

## WITHDRAWAL POLICY

### What is your withdrawal policy?

Students wishing to withdraw from class must submit a written statement to the Program Coordinator by the drop deadline (one week before the class begins) in order to be free from financial obligation. While students may withdraw from the class at any point in the semester, the full balance of the course will be charged to families who withdraw after the deadline.

### Why is it so important to drop before the withdrawal deadline?

Each session we turn away students who want to join our program but can't because our classes are full. When a student drops late it often prohibits another student from taking their place in the program.

