



confidence, character & creativity are center stage

# PERFORMING ARTS CENTER

## PRIVATE LESSON INFORMATION PACKET

*Wolf Performing Arts Center (Wolf PAC) offers private lessons where students can experience one-on-one coaching with a professional to develop an individualized curriculum to enhance their performance skills in a fun, supportive environment.*

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### WHERE TO GO AND WHAT TO BRING:

All lessons take place on-site unless there is inclement weather or an unforeseen circumstance. However, if you/your student prefers to take a lesson online, you **MUST email your instructor ahead of time to inform them.** Then, starting five minutes prior to the lesson start time, you can click the zoom link next to your lesson in your portal to begin your online lesson.

Please come to lessons prepared with a water bottle, folder or binder with assigned materials, and a willingness to learn, explore, and perform!

## TYPES OF LESSONS AND HOW TO SECURE LESSON TIME SLOTS:

You may sign up for *one-time* or *recurring* lessons through your online portal or by contacting the office.

**One-time lessons** are booked based on availability and that time slot is only reserved once and is not guaranteed for future lessons.

**Recurring lessons** are booked based on availability and the lesson slot is secured for you until you choose to cancel. You will be prompted each month via email that your lessons have renewed for the next month. If you choose not to renew, your spot is released for the next month and beyond and you are no longer guaranteed the time slot (see "Stopping Lessons" below).

## TUITION AND PAYMENT SCHEDULE:

Tuition is billed monthly based on number of lessons in the month:

- 30-minutes: \$40 per lesson
- 45-minutes: \$60 per lesson
- 60-minutes: \$70 per lesson

**Tuition for the upcoming month is due by the final lesson date of the current month.** If not paid on time, the timeslot will be forfeited and may be reassigned to a new student.

Tuition must be paid for the full month regardless of how many lessons the student plans to attend. If you cannot attend a lesson date, you may log into your portal to cancel and then reschedule that lesson, and the payment will carry over to cover the date rescheduled.

**We recommend that you elect AutoPay** to prevent loss of your timeslot due to a missed payment.

Tuition is not charged for days Wolf PAC is closed and there are no lessons scheduled.

## CHANGING RECURRING LESSON DATES/TIMES:

If you would like to continue recurring lessons but can no longer make your current time/day slot, please call our offices at (610) 642-0233 or email [laura@wolfperformingartscenter.org](mailto:laura@wolfperformingartscenter.org) to change times.

## NO-SHOW, CANCELLING, OR STOPPING LESSONS:

### Cancellation:

- **Student Cancellation:** Students may cancel for a makeup credit lesson up to **one hour** prior to the lesson start time. Any cancellations made under an hour will be counted as a no-show and no makeup credit will be available.
- **Wolf Performing Arts Center Cancellation:** If Wolf PAC cancels a scheduled lesson, it will be refunded to your account and deducted from the next month's invoice. If a substitute teacher has been scheduled at the same day and time of the original lesson, there is no tuition refund.

### No-Show Lesson:

- Any no-show missed lesson is non-refundable. No-shows to a lesson will result in forfeited tuition and no makeup.

### Stopping Lessons:

- If you are signed up for recurring lessons, you may choose to stop lessons at any time. We ask for at least two weeks' notice prior to stopping lessons.
- Once you request to stop lessons, all lessons starting two weeks after that date (or a later requested date) will be cancelled and, if paid, refunded.
- You may attend the final two lessons or, if you do not wish to attend them, you may cancel the lessons and receive a makeup credit. No monetary refund will be given for those two lessons.

## RESCHEDULING (MAKE-UP) LESSONS:

Students may cancel for a makeup credit lesson up to one hour prior to the lesson start time via the online portal. Please do not contact the office or instructor to cancel your lesson.

Once you cancel your lesson, you will receive a makeup credit. Makeup credits have no monetary value and cannot be refunded, used towards future lesson balances, or utilized for other activities at Wolf PAC. Makeup credits are only meant to book a lesson to take the place of the lesson that could not be attended.

To reschedule a lesson, please go into the "makeups" menu in your portal. Makeup slots change all the time, so if there is not a time convenient to your schedule when you log on, we encourage you to check back later for updated availability. Makeup lesson credits have no expiration date.

**We strongly encourage students to look for makeup lessons with any instructor in their discipline. We cannot guarantee your regular instructor will be available for a makeup and there is great value to working with someone new to learn different techniques and skills.**

For step-by-step instructions on how to cancel and reschedule a lesson, please view the instructions at the bottom of this sheet.

## ONLINE LESSONS

In the event of a public health crisis, inclement weather, power outage, instructor's inability to travel, or other situations that temporarily prevent in-school lessons, lessons may be held online through Zoom. There is no tuition credit in these situations.

If you would prefer to take any lesson online instead of in-person, **please email your instructor ahead of time so they know to log into your zoom.** The link to the zoom lesson will become available in your portal a few minutes prior to the start of your lesson. Please see tips at the bottom of this sheet to best optimize your zoom for private lessons.

## SUBSTITUTE TEACHERS

If your teacher is out sick or on vacation, another teacher from within our regular faculty may be scheduled to teach your lesson at the regularly scheduled time. Substitute lessons are billed the same as regular lessons. If you prefer to not attend the lesson, you may cancel your lesson in your online portal and receive a **non-monetary** makeup credit that you may use to schedule a makeup lesson in timeslots cancelled by other students (see **Makeup Lessons** above).

*We strongly encourage you or your child attend lessons with our teachers who may be substituting for your regular teacher. Getting to know our other teachers offer a new perspective for students and will make it easier for you to schedule makeup lessons in the future.*

## RECITALS

An optional recital will be offered once at the end of the fall session and once at the end of the winter/spring session for any student who has taken five or more private lessons during that session.

Any student wishing to perform with the accompanist will be charged a \$45 accompanist fee.

## INSTRUCTIONS ON HOW TO CANCEL AND RESCHEDULE AND LESSON:

### Step #1: Cancel the Lesson

- Click your Online Schedules link
- Click "Cancel" next to the lesson you would like to cancel.
- A confirmation screen will appear for you to review and finalize the cancellation.
- You will receive a makeup credit.

February 2020			
Date	Time	Teacher	Action
Sat. 2/13	5:05 PM	Smith	 <a href="#">Cancel</a>   Online Lesson*
Sat. 2/20	5:05 PM	Smith	<a href="#">Cancel</a>   Online Lesson*
Sat. 2/27	5:05 PM	Smith	<a href="#">Cancel</a>   Online Lesson*

### Step #2: Schedule a Makeup Lesson

- Go to the menu in your Online Schedules and select "Makeups." The screen will display all currently available makeup lessons.
- Click to select any available makeup lesson.
- You may schedule with your primary teacher, or with any other teacher available.
- If you do not see makeups that fit your schedule, check back again as new makeup lessons appear whenever a student cancels a lesson.

## HOW TO OPTIMIZE YOUR ZOOM FOR PRIVATE LESSONS

### MAC or Windows:

1. To install Zoom for the first time, visit <https://zoom.us/download>
2. If Zoom is already installed, update to TODAY's version
3. Set your Zoom audio settings: Click the ^ next to "Mute" then click "Audio Settings," then adjust ALL settings shown by the red arrows.
4. If you are using Windows 10, click Advanced (bottom of Audio Settings), then set Signal Processing By Windows to "Off"
5. Close Audio Settings. On the upper left of the screen, click to turn Original Sound "ON." Do this EVERY TIME you begin a lesson or performance.
6. Video Settings: Click the ^ next to Start/Stop Video, then check HD and Original Ratio

### Android Phone or Tablet

1. Go to the Google Play Store and update to TODAY's version of Zoom – Do this EVERY TIME you have a lesson or performance
2. Open the Zoom App and click Settings

3. Click Meeting
4. Turn on "Use Original Sound"
5. When the meeting starts, tap the screen, then click (•••) to open the menu
6. Click "Enable Original Sound" (If it's not there, go back to step 1). Do this EVERY TIME you begin a lesson or performance.
7. Tap the screen and click (•••) to confirm original sound is ON

### ***Iphone or Ipad***

1. Go to the App Store and update to TODAY's version of Zoom – Do this EVERY TIME you have a lesson or performance
2. Open the Zoom App and click Settings
3. Click Meetings
4. Turn on "Use Original Audio"
5. When the meeting starts, tap the screen, then click (•••) to open the menu
6. Click "Enable Original Sound" (If it's not there, go back to step 1). Do this EVERY TIME you begin a lesson or performance.
7. Tap the screen and click (•••) to confirm original sound is ON

### ***Chromebooks (some Chromebooks are not compatible)***

*NOTE: We do not recommend Chromebooks for music and theatre due to low audio and video quality and occasional incompatibility with the Zoom Cloud Meetings app which is required for MTC's activities. If you are unable to complete the installation, use a different device.*

1. *EVERY DAY YOU HAVE A LESSON, REHEARSAL, or PERFORMANCE: Install the CURRENT version of the Zoom Cloud Meetings app (NOT the Zoom Chrome Extension) from the Google Play Store:*
  1. *Click the circle on the lower left corner of your screen*
  2. *Click the Google Play Store icon (if you don't see it, click the small arrow ^)*
  3. *Search for Zoom*
  4. *Install Zoom Cloud Meetings*
  5. *Open the Zoom App*
    1. *Click the Settings icon*
    2. *Click Meeting*
    3. *Scroll down to Use Original Sound and turn it ON*
    4. *Exit Settings.*
2. *IMPORTANT – THE STUDENT MUST DO THIS STEP AT THE START OF EVERY LESSON, REHEARSAL, AND PERFORMANCE – Zoom WILL NOT REMEMBER this setting:*
  1. *Tap your screen, then select "More •••"*
  2. *Click "Enable Original Sound"*

3. If you do not see Enable Original Sound, leave the meeting and go back to step 5 above.

### **WiFi Setup and Location**

- Students should be on the same floor and close to the Wi-Fi Router – Weak WiFi signal will degrade or drop your connection.
- Run a speed test (Google “Speed Test”) – if not consistently over 20 MB/s in both directions next to your WiFi router, consider contacting your internet provider for updated equipment, purchasing a Wireless AC router, or installing a Mesh WiFi system such as the EERO.
- Avoid use of your WiFi network for streaming TV, movies, or gaming during your lesson, rehearsal, or performance.