



## Community Handbook

Welcome to the MSU Community Music School! To create personal growth through positive and successful music experiences, parents and guardians, students and clients, faculty and staff must clearly communicate and work together. These guidelines help in that regard. Visit <https://cms.msu.edu/> to view this information online.

### Semester Dates

- **Fall semester:** September 2, 2025, through January 17, 2026
- **Spring semester:** January 20, 2026, through May 23, 2026
- **Summer semester:** May 26, 2026, through August 29, 2026

The fall and spring semesters each run for 17 weeks. Some group classes and ensembles run for 5, 10, 12 or 15 weeks. The summer semester includes two, five-week sessions of early childhood music classes. See the [website](#) for exact dates CMS is closed for holidays and breaks.

## PAYMENTS, FEES, AND REFUNDS

### Tuition Payment Plans

Plan 1: One payment, fully paid at the time of registration.

Plan 2: Two payments, tuition paid at the beginning of each semester.

Plan 3: Monthly payments, the first due at the time of registration with remaining payments due on the first of each month September to May. Spring registrants pay one-fourth tuition at registration with remaining payments due on the first of March, April, and May.

### Tuition Payment Methods

Statements are mailed on the 15<sup>th</sup> of the month and payments are due on the 1<sup>st</sup> of the following month.

- Call CMS at (517) 355-7661 to make a credit card payment over the phone.
- Mail checks (made out to 'Michigan State University') to MSU Community Music School, 4930 S. Hagadorn Rd., East Lansing, MI 48823.
- In-person visitors to the CMS office can make payments by cash, check, or credit card.
- Online credit card payments can be made by visiting the [tuition payment page](#). Please note: Use this payment method only in response to a bill you received related to a current or past registration. Do not pay by this method when registering for a new semester of private lessons, group classes/ensembles or music therapy.
- Note: CMS does not keep credit card numbers on file and is unable to charge credit cards automatically.

### Fees

- Registration: \$15 non-refundable registration fee per family, per semester is applied to all registrations with single-semester tuition of \$100 or more. It does not apply to summer programming.
- Processing: \$10 processing fee is added to accounts using the monthly payment option.
- Late: \$25 late fee is assessed on all past-due accounts. Accounts overdue 90 days or more may be sent to collections.

### Refund Policy

Withdrawal from private lessons/sessions before each semester deadline will result in a refund or credit of nine lessons/sessions. Refunds and credits for group classes or ensembles are not awarded after the first class/ensemble meeting.

- Fall Refund Deadline: October 25, 2025
- Spring Refund Deadline: March 14, 2026

Students/clients withdrawing from lessons are required to pay for the first half of the semester. If students/clients withdraw during the first half of a semester before October 25 (fall semester) or March 14 (spring semester) they are not required to pay for the second half of the semester. Students/clients who stop attending lessons during the second

half of the semester are still obligated to pay for the entire semester. Students/clients may not obtain a credit or refund if withdrawing from group classes, group therapy sessions or ensembles once the semester begins.

### **MSU Employee/Student/Retiree Discount**

All current MSU employees, students, and retirees receive a 5% discount on all CMS programming. It is applied when registrants provide a current MSU email address at the time of registration.

## **FINANCIAL ASSISTANCE**

The Community Music School awards financial assistance to any CMS students/clients based on need. Financial assistance awards vary based on the level of need. Documentation of household income on a 1040 tax form from the previous year must be submitted with the application form. Late applications are accepted, but priority is given to those received on time.

- **Financial Aid application deadlines**

- Fall 2025: September 2, 2025
- Spring 2026: January 20, 2026
- Summer 2026: Two to three weeks before lessons/program begins

Early withdrawal without the approval of the CMS Director will result in revocation of the financial assistance, and full payment will be required. In special circumstances, withdrawal approval by the director may result in prorated assistance based on the number of lessons/classes/sessions participated in by that time.

## **ATTENDANCE AND ACCOMMODATIONS**

### **Attendance**

Regular attendance is expected. Lessons/classes/sessions missed due to faculty absence or school closings will be rescheduled at a mutually convenient time or account credits will be arranged. Faculty are not obligated to make up lessons/classes/sessions missed by students or clients.

Full tuition is due for all scheduled lessons/classes/sessions, even those missed by the student or client. Refunds will not be granted for student/client absences. See the refund policy for details on refunds and credits.

### **Withdrawal**

Withdrawing from a class, ensemble, lesson or music therapy session requires contacting the CMS Registrar by phone or in writing. Notifying a teacher or therapist is insufficient, and such withdrawals will not be processed. See the refund policy for details on refunds and credits.

### **School Closings**

When CMS is closed due to inclement weather, announcements will be posted on the website and outgoing phone message. CMS also uses the free [TeamReach](#) app to alert students, clients and families when CMS is closed unexpectedly. Download the app on your device and enter the group code **MSUCMS**. Call or stop by the CMS office at 517-355-7661 with questions, but please do not use the app to contact the office. Please remember that CMS closes independently of area schools, including East Lansing Public Schools.

### **Illness Policy**

To slow the spread of illness, students, clients, families and caregivers should not attend an in-person class or therapy session or enter the CMS building while they are experiencing symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue.

### **Accommodations**

Michigan State University and the MSU Community Music School are committed to providing equal opportunity for participation in all programs, services, and activities regardless of disabilities or special needs. Accommodations may be requested by contacting Jaime DeMott, CMS director at 517-884-4827 or [jdemott@msu.edu](mailto:jdemott@msu.edu). More information is available on the MSU [Resource Center for Persons with Disabilities](#) website.

## **RULES AND CONDUCT**

To cultivate a safe and welcoming environment, CMS faculty and staff are committed to treating students, clients, parents, guardians, and fellow faculty/staff with respect. CMS expectations are that all students, clients, parents, and guardians will also be respectful of all CMS students, clients, faculty, and staff.

### **General Rules**

- No gum, candy, food, or beverage allowed in classrooms, studios, therapy clinics, and performance spaces.
- Do not use cell phones during lessons, classes, sessions, and ensemble rehearsals.
- Do not use cell phones outside of studios and classrooms; use the first-floor lobby to make phone calls.

### **Conduct Rules**

CMS is part of MSU's campus. Misusing or damaging university property or buildings is prohibited. Participants found doing so – destroying instruments, writing on walls, etc. – may be held financially responsible.

### **CMS will not tolerate the following actions and behaviors:**

- Theft of property, regardless of owner
- Gambling
- Tampering with fire alarms, safety, or security equipment
- Violence of any kind
- Hazing and bullying, including physical, verbal, or cyber-bullying
- Harassment or intimidation of students, clients, faculty, or staff
- Intimate contact with students, clients, faculty, or staff (e.g., kissing, touching)
- Excessive noise or horseplay
- Possession and use of alcohol, tobacco, drugs, fireworks, guns, and other weapons
- Sexual harassment and sexual exploitation of any kind. The [University Policy on Relationship Violence and Sexual Misconduct](#) can be found online.
- Privacy violations including the use of cameras and other digital recording devices (cell phones, tablets, etc.)
- Violations of all federal, state, and local laws

### **Online Learning and Conduct Expectations**

- Participants must use a neutral background (blank wall, digital filter, etc.) and limit exposure in the interest of privacy and safety.
- Participants may not share inappropriate content through files, images, videos, chat, audio, or other features of the digital instruction platform.
- Participants may not screenshot or record images, interactions, information, or participant contributions.
- Participants should limit the information shared when creating an online profile for the instruction platform. Providing personal addresses, for example, is often not required. Make required photos neutral and appropriate.
- Participants should immediately report to a trusted adult any threatening or inappropriate chat messages.
- Do not share links, passwords, or other program login information with anyone outside of the program.
- Accessing a Zoom session without authorization, or “Zoom Bombing,” and similar disruptive behaviors are prohibited.

## **FACILITIES AND SAFETY**

### **Office Hours**

CMS, located at 4930 S. Hagadorn Rd. in East Lansing, is open Monday-Thursday 8:00 a.m.-9:00 p.m., Friday 8:00 a.m.-8:00 p.m., and Saturday 9:00 a.m.-1:00 p.m. Closed on Sundays. During the summer semester, CMS may close before 9:00 p.m., depending on scheduled activities taking place in the building.

### **Parking**

CMS is considered an MSU on-campus building, and a parking fee is required from 7 a.m. to 6 p.m., Sunday through Saturday. To pay by credit/debit card or cash, visit the kiosks near the entrance outside or inside the lobby. If paying with cash, exact change is required. Kiosks do not provide change. Parking fees are not required for those with handicap passes parking in handicap spots and/or those with a valid MSU employee parking pass.

### **Hand Sanitizing, Cleaning, and Vaccinations**

Everyone is encouraged to use hand sanitizer when entering the CMS lobby and classrooms which reduces risk of contamination throughout the building. CMS maintains cleaning protocols and provides air purification units in classrooms. Feeling sick? Stay home. Contact the office or your teacher/therapist to discuss options.

### **Dropping Off and Picking Up**

- All students/clients under age 18 must be escorted to their classroom/studio and will only be released at the end of their program to a responsible adult listed on their CMS account.
- Arrive on time for each lesson, class, or session.
- Students/clients should not arrive more than 15 minutes before the start time of their activity, and those under age 18 must be picked up immediately following the conclusion of their scheduled activities.
- CMS faculty and staff do not supervise children who arrive early or are left waiting to be picked up.

### **Parent/Guardian Release of Responsibility Form**

Parents/guardians must complete the [Pick-up, Drop-off and Commuter Permission Form](#) (obtainable online or in the CMS office) if:

- A student/client under 18 years of age will be transporting themselves to and from CMS;
- An adult other than a parent/guardian will be dropping off or picking up the student/client;
- The student/client needs to arrive late or be excused early any time during the program.

### **Contacting a Student During Class**

If a parent/guardian needs to contact a program participant during a scheduled activity, please call the office at (517) 355-7661 stating the name, activity, and/or instructor/therapist. A CMS staff member will notify the instructor/therapist that the student/client's parent/guardian has requested contact with the student/client.

### **Online Safety Resources**

CMS encourages parents, guardians, and students/clients to remain aware of safety and security tips when engaging in online learning activities. Below are some resources that may be helpful:

- [Protecting Kids Online \(FTC\)](#): information on safe and responsible decisions to reduce online risks for children.
- [Keeping Children Safe Online \(U.S. DoJ\)](#): tips and videos for protecting children during online activities.
- [Prevent Cyberbullying \(Stopbullying.gov\)](#): information on preventing, identifying, and responding to cyberbullying.

### **Medical/Behavioral Incidents or Emergencies**

In case of a medical or behavioral incident/emergency involving minors or adults, the emergency contact listed on the student/client registration form will be contacted via phone. A CMS staff member will call all phone numbers on file until someone is reached. In emergency situations when an emergency contact is not responding to calls, medical treatment authorization signed during registration gives CMS staff consent to contact emergency medical services. In such cases, students/clients will be taken by EMS to UM-Sparrow Hospital, 1215 E. Michigan Ave., Lansing, MI 48912. Parents, guardians, and other emergency contacts will be notified via phone by a CMS staff member.

### **Non-medical Emergency Situations**

Non-MSU employees and students may sign up for text alert messages from MSU by texting **MSUALERT to 888777**. Details on the MSU Alert system can be found at <https://alert.msu.edu/>.

CMS follows MSU emergency policies:

- Weather-related emergencies – severe thunderstorm or tornado warnings – seek shelter in an interior hallway or room on the lower level away from windows.
- Other emergencies – accident, medical, suspicious activity, presence of a firearm – call 911 immediately.

If a “Secure in Place” action is advised (due to active violence):

- Lock doors of the room you are in (CMS staff will lock the main doors).
- Close blinds and turn off lights.
- Find a well-hidden and protected area to hide; use objects in the room to create a barricade or hide behind.
- Wait for the “All Clear” from the MSU Alert System before leaving your secure location.

## UNIVERSITY POLICIES

### Michigan State University Anti-Discrimination Policy

- The University [Anti-Discrimination Policy \(ADP\)](#) states expectations for institutional and individual conduct.
- The [ADP User's Manual](#) provides further discussion of the definitions of behaviors prohibited by the ADP as well as the relationship between the First Amendment and complaints of harassment/discrimination.
- Protocol for addressing [Bias Incidents, Acts of Prohibited Discrimination/Harassment, and Hate Crimes](#).

### MSU Policies related to Title IX

Consistent with Title IX, MSU's Relationship Violence and Sexual Misconduct Policy and Anti-Discrimination Policy expressly prohibit discrimination on the basis of sex. The Relationship Violence and Sexual Misconduct Policy provides a procedure for reporting and resolving complaints of sexual exploitation, which applies to youth and adult program participants. Sexual exploitation includes:

- observing, recording, or sharing intimate activity without consent — even attempting to do so is prohibited;
- knowingly exposing someone to a sexually transmitted infection without their knowledge;
- expanding definitions to include acts involving minors, public acts of sexual behavior, and attempted facilitation of nonconsensual acts.

MSU's Title IX Coordinator oversees the University's compliance with Title IX, including its complaint procedures, and is available to meet with youth program participants about matters involving sex discrimination. You can reach the MSU Title IX coordinator at 517-355-3960 and <https://civilrights.msu.edu/index.html>.

### Reporting Procedures and Resources

Possible violations of MSU's Anti-Discrimination and Relationship Violence and Sexual Misconduct policies should be promptly reported to the MSU Office for Civil Rights and Title IX Education and Compliance, law enforcement, or both. A person unsure about reporting that would like assistance in understanding their options may contact a Confidential Resource. When involving incidences in youth programs, [youthprograms.msu.edu/reporting](https://youthprograms.msu.edu/reporting) can be a helpful resource.

- To contact the Office for Civil Rights and Title IX Education and Compliance to ask questions, file a report, or find a list of confidential resources, visit [civilrights.msu.edu](https://civilrights.msu.edu), call 517-355-3960, or email [oie@msu.edu](mailto:oie@msu.edu).
- For assistance in filing a criminal complaint and preserving physical evidence, contact MSU Police at 9-1-1 in cases of emergency, or 517-355-2221 in non-emergency situations. Individuals may also contact their local law enforcement office.

## MEDIA RELEASE AND ADHERENCE TO POLICIES AND PROCEDURES

CMS uses photography and video to document lessons, classes, sessions, events, and public relations activities. Per MSU policy, photographs featuring registered students/clients are considered eligible for publication or public use unless a parent/guardian or student/client 18 years of age or older submits a Request for Non-Use Form, available through the Registrar in the CMS office.

All individuals submitting a payment and registration form are agreeing to abide by the policies of the MSU Community Music School and Michigan State University. CMS reserves the right to change any curricular offering, policy, procedure, or fee at any time.

If a participant or any other individual associated with CMS is alleged to have violated any Michigan State University or CMS policy or rule of conduct, the participant or other individual is subject to dismissal and/or removal as a CMS student, client, family, faculty, or staff member.