SCHEDULING

PRESCHEDULE AN ABSENCE
To preschedule an upcoming absence, log in to HovlandParent and click on STUDENTS. Click on the student’s name and select UPCOMING LESSONS. Click WILL MISS and confirm.

All absences receive vouchers which are redeemable for make-up lessons. There are three types of vouchers, differentiated from each other by the amount of notice given for an absence. See Redeem Vouchers for more information.

Note: When an absence is prescheduled, the instructor’s schedule reflects the change immediately. For an absence marked the day of the lesson, the instructor also receives notification via text message.
REDEEM VOUCHERS
To redeem vouchers log in to HovlandParent and click on STUDENTS. Click on the student’s name, and then LESSON VOUCHERS. Click REDEEM VOUCHER, to the right of the corresponding absence. Then click SCHEDULE, to the right of the time you prefer, and confirm.

The voucher system helps to ensure that all missed lessons are made-up so that students stay on track. Lesson vouchers should be redeemed for make-up lessons by the end of the term in which they were issued - ideally during the same week as the absence. Once the term has ended, the vouchers will no longer be available online.

Note: If you are unable to find an open lesson time that works for your family, please contact Support for assistance in finding a time.

There are three different types of vouchers that are issued for absences:

- **Make-up Vouchers** are issued for absences with notification before 5pm the day before the lesson. Make-up vouchers provide access to all available lesson times.
  
  Note: Check often for openings, as lesson schedules change daily. For an absence period of three or more weeks, contact Scheduling for assistance in rescheduling the missed lessons.

- **Rush Vouchers** are issued for absences with notification after 5pm the day before the lesson, up until the lesson’s scheduled start time. Redeem Rush Vouchers online between 5-10pm, Sunday through Friday, for the following day’s lesson openings in a teacher’s schedule. For example, Tuesday’s open lesson times are viewable between the hours of 5pm and 10pm on the preceding Monday night.

- **No-notice Vouchers** are issued for absences without any prior notification. No-notice Vouchers are redeemable for a cost of $15.

  Note: If, for any reason, notification of an absence is not possible, contact Support via phone or email after the missed lesson. Depending on the reason for the lack of notification, a rush voucher may be issued for the missed lesson.
CHANGE A PERMANENT LESSON TIME
Please contact Scheduling to request a permanent lesson time change. We understand that families’ schedules can change, sometimes creating a need to change a child’s permanent lesson time. The scheduling department will do their best to accommodate your needs.

Note: Depending on availability, finding a new lesson time that is a suitable change for your family may take some time. The more options for possible lesson times you can provide, the faster this may be accomplished.

LESSONS

HELP AT HOME
We encourage parents to show interest in their child's playing by asking them to play at home. However, parents should not feel a responsibility to “force” their children to practice or to help them. The most important responsibility of the parent is to support, encourage, and maintain a positive attitude and atmosphere for their child. Highlighted titles should be prepared at the lesson to be played at home without help. If students are confused or do not want to play at home, let us know so we can help. Keep in mind, students will still progress with consistent lesson attendance.

• Playtime - Students are assigned a playlist of highlighted titles in the lesson book that are ready to be played at home. Highlighted titles should be played without help.

Parent’s Guidelines for Playtime:
- Provide an instrument on which to play.
- Make sure that the instrument is easily accessible to the student with their books ready to go.
- Encourage students to do their playtime, but don’t let it be a source of stress in the house.
- If your child doesn’t want to play at home, don’t assume they have lost interest.
- It is helpful to schedule playtime at home, but it is just as effective for the student to sit down when it is convenient and play their lesson in sections.
- Students often ask for help when they don’t need it. If they can’t play independent of your help, ask them to try again. If they still can’t remember, let that item wait until the next lesson.
- When students have questions, remind them to ask their teacher at the next lesson.

Homework - In the lesson book, there is written theory homework that is assigned at each lesson. Students should have this written work completed by their next lesson. At the lesson, the teacher gives an explanation of how to do each assignment. While parents should never help their student practice, they should help with the written work assignment. Most young students will need your help reminding
them of the instructions for the homework. Students can get help with their theory homework on the student website: imahovland.com. Here, they can get extra explanation on their weekly homework assignment and watch fun, informational videos.

Note: Students who finish their weekly written work by the end of the term will receive recognition for Homework on the Star Wall. At the end of each course is a list of vocabulary words that are used during the lessons. Students should copy the words and have the page completed by the last lesson of the term.

HELP A DISINTERESTED CHILD
It is important to note that resistance to lessons does not mean the student is not interested in music. Most issues can be resolved if the school is made aware of them. If facing issues at home, please contact the office to inform us of the situation. Sometimes students may show a positive attitude at their lessons but demonstrate a different behavior at home. If a child is continuously voicing objections or a lack of interest, our support staff can help.

KNOW WHAT TO BE PLAYING AT HOME
Every student has a playlist which consists of the exercises and songs that are ready to be played at home. The playlist can be found on the current course page they are on in the lesson book. Anything that is on your child’s playlist to be played at home will be highlighted. Students will be playing certain songs and exercises for a prescribed number of repetitions, indicated on the playlist charts.

UNDERSTAND THE LESSON STARS
Stars are earned in the Lesson Book during the eight-week course and checked by the teacher on the ninth week of the term (review week) for eligibility to make the Star Wall. Students can earn stars in each course for: Attendance, Lesson Drills, Homework, and Repetition.

- Attendance Star - Earned when the student attends all scheduled lessons in the term. If a lesson is missed, a make-up lesson may be used to count towards attendance.
- Lesson Drill Star - Earned when the student has completed all the drills in the course during the lessons.
- Homework Star - Earned when the student has completed all the homework assignments.
- Repetition Star – Earned when the student has completed all the repetitions for the Memory Pattern, Technical Exercise, and Lesson Skill.

GET ON THE STAR WALL
A Star Wall is posted at each studio to recognize students who have earned all their stars in any one of the above categories in an eight-week course. Students can earn recognition on the Star Wall for: Attendance, Lesson Drills, Homework, and Repetitions. Students named in all four categories will be
designated as All-Star for the term. Also, students who perform at least three times during the term for 10 or more people receive Performance Honors recognition.

**EARN A RIBBON STICKER**
Students who complete the repetitions up to the lock icon on their chart for the Memory Pattern and up to the ribbon icon on their Technical Exercise chart will earn a ribbon for the course. The ribbon is in the form of a metallic sticker, which will be placed on the cover of the lesson book.

**SUPPORT**

**CONTACT HOVLAND**
The best way to contact Hovland Conservatory is by email or phone. We have a full staff to help with any needs or questions you may have, no matter how big or small.

Note: Remember, by logging in to your HovlandParent account, you can let us know about absences, look up billing information, view upcoming lessons, listen to past performances, and more.

- **Email** - To contact the Hovland offices by email, please select from one of the following email addresses:
  
  hovland@hovlandconservatory.org - For general inquiries
  support@hovlandconservatory.org - For lesson specific questions and issues
  scheduling@hovlandconservatory.org - For permanent schedule change requests
  billing@hovlandconservatory.org - For any payment related questions

  Note: Select support@hovlandconservatory.org if you are unsure of which email address to choose from, and your question/concern will be directed to the correct department.

- **Phone** - To contact Hovland offices via phone, call the main office line. This number will prompt you through a series of choices to help connect you with the correct department.
  
  o **Press 1 for Support** - For scheduling absences, scheduling make-up lessons, and with any questions regarding a student’s lesson experience or overall progress
  o **Press 2 for Scheduling** - For assistance with any permanent schedule changes
  o **Press 3 for Billing** - For assistance with any billing or policy questions
  o **Press 4 for New Student Information** - For assistance with registering new students

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Note: The best time to call is Monday through Friday between 9am-3pm. If you leave a voice message, someone will be in touch with you as soon as possible during the school's business hours.

GIVE FEEDBACK
We are constantly improving the school. Please contact Support via email or by phone with any feedback. All comments are regarded as valuable and constructive.

REPLACE LOST OR DAMAGED BOOKS
To purchase a replacement for a lost or damaged book, log in to HovlandParent. Go to HELP, STORE AND MORE, and then STORE. Click on CURRICULUM and select the music or lesson book which needs to be replaced. The replacement book will be delivered to the studio as soon as possible. Your account will be charged for the replacement book on the next month’s tuition withdrawal.

ACCESS THE CALENDAR
To access the calendar, log in to HovlandParent and click on CALENDAR. Look at the calendar for upcoming lesson breaks, recitals, and more.

Note: Hovland Conservatory’s academic year starts in September and goes year-round. The year is divided into five terms. At the beginning of each term, a new course is started. At the end of each term is a review week. There are six breaks in the year. Hovland breaks are not in direct correlation to the end and start dates of the terms.

PURCHASE AN INSTRUMENT
- Piano - Many parents have questions regarding the purchasing of a piano. Here are some helpful guidelines and tips to help you with this important purchase:
  - Kindergarten through 1st Grade - Parents should provide a piano or keyboard as early as possible so students have an instrument on which to play at home. A piano is preferable over an electronic keyboard. If a piano is not accessible, students may play on an electronic keyboard during their first two years of lessons. An acceptable keyboard can be purchased for around $150 at any electronics store. It is preferable to place the keyboard on a stand and provide a bench without a back for your child to sit upon. When the student sits at the instrument their elbows should be at the same height as the piano keys.
  - Grade 2 and up - By grade two, students should play on an acoustic piano. There are many options and price points from which to choose.
Buying Used – A starter piano will be between $500-$1000. Most of the pianos in this range will be short pianos called either a Spinet or a Console, but you should stay away from tall old-fashioned uprights. As long as the piano has been kept in tune it should be in good condition. A piano that has been sitting around for many years without being tuned should be avoided, as well as any ad that claims, "needs restoration". Don't worry too much about the brand or the age - just think of this range as something to get started on. Check out the 'action' of the keys. You can check this yourself by playing the keys in the middle of the piano. Play each one several times in a row and look for the key to rebound each time. When a piano action wears out or is not adjusted correctly, the key does not reset itself or rebound well enough for the next press. A step up from a starter piano in the used range is $1500-$2500. These are console or studio size. The two most dependable brands are Yamaha and Kawai. These pianos are workhorses and usually have no mechanical problems. At this cost, your investment will not depreciate over time from what you initially paid.

Buying New - Purchasing a new instrument is a good investment. The quality of the piano on which students play at home will go a long way, giving them more enjoyment while aiding in the investment of lessons.

Note: We are here to help, so please contact Support if you have any questions. If you find something on craigslist and want a second opinion, send an email and we will promptly reply and give our feedback.

- **Violin** – For students in the Minneapolis area, violins can be rented or purchased from Hovland Conservatory in the. All sizes are available, ranging from a 1/8 size up to a full size. All of the school’s violins are expertly crafted by Sophie Bouju and have Dominant strings of the highest quality. Most families begin by renting; however, after a few months, many find it is more economical to make the decision to purchase. Our trade-up plan makes it easy and cost effective to purchase through us. After your initial purchase, trading up to the next size is only $100 ($200 for the full size). If you purchase an instrument and discontinue lessons, you can sell the instrument privately or we will buy it back for $100. Phoenix area families are encouraged to contact the Support office for questions on purchasing or renting a violin.

**FIND A PIANO TUNER**

It is recommended that the piano used during practicing is well-tuned. Generally, this means having a professional piano tuner tune it at least once a year. Not only will a well-tuned piano make playing more fun, but it will make listening to it more pleasurable. More importantly, it will extend the longevity of the instrument so that it can last for a lifetime.

For a piano tuner in your area, please contact Support.
OUTREACH

REGISTER FOR AN OUTREACH
Parents can register their child for outreach performances on the Hovland Parent website found at parent.hovlandconservatory.org. Click on the events tab found above the login to view upcoming performances.

Note: Registry for some events is limited. If registration is full for an event, it will be indicated as such.

SUGGEST A VENUE FOR AN OUTREACH
To suggest a location for an outreach performance, email the Outreach Coordinator at outreach@hovlandconservatory.org. If you know a contact person at the suggested location, please include it in the email.

BE RECOGNIZED FOR PERFORMANCE HONORS
Students who perform at least three times during the term for ten or more people receive Performance Honors recognition. Performances can include anything from Hovland recitals and outreach performances to playing at church or in front of friends and family.

Note: To mark a performance in the lesson book, turn to the course page the student is currently working on. Find the Performances box (in the Playlist section) and circle either recital, outreach, or 10+. Then, write the event description on the line to the left of the shield. When all three lines are filled, the student has qualified for Performance Honors.

BILLING

UPDATE PAYMENT INFORMATION
To update payment account information, log in to HovlandParent and click on ACCOUNT INFORMATION, and then select MANAGE AUTO PAYMENT.

On the bottom of the page, click CHANGE PAYMENT METHOD. Enter the new card information on the form and click SAVE PAYMENT METHOD. All transmission and storage of sensitive payment information is securely encrypted.

Note: Account updates may also be made over the phone by contacting Billing.
ACCESS ACCOUNT STATEMENTS
To access payment history, log in to your HovlandParent, go to ACCOUNT INFORMATION and click on ACCOUNT STATEMENTS. Use the drop-down box to pick the desired year and print out the corresponding statement.

UPDATE ACCOUNT INFORMATION
To update account information, log in to HovlandParent, go to ACCOUNT INFORMATION, and click on PREFERENCES. Here, the account’s email address, username, or password can be updated.

Note: To update a residential address, please contact Support or Billing.

ACCESS POLICIES
To access the Hovland Policies page, log in to HovlandParent, click on HELP, STORE and MORE, then HELP, followed by POLICIES. Here, you will find information related to tuition and lesson procedures.

Note: For any questions on a policy or procedure, please contact Support or Billing.

DONATE
To donate, please go to www.hovlandconservatory.org and click on the SCHOLARSHIPS & DONATIONS from the drop-down menu.

Many parents express that it was the Budding Musician Scholarship that lead them to begin lessons. The Budding Musician Scholarship allows all children to experience music lessons at the ideal age for starting lessons.

Note: Hovland Conservatory is a 501(c)3 non-profit institution. Donations are directly applied to the Budding Musician Scholarship program and all donations are tax-deductible.

DISCONTINUE
If you are a Budding Musician Scholarship student and wish to discontinue, please let the Support office know by phone or email no later than a day after your last scholarship lesson. Current students should contact Support. For more information, please see POLICIES in your HovlandParent account.

Note: Understand that almost all students will experience ups and downs with their music studies. Do not let your child be the deciding factor for discontinuing lessons. Usually the student’s discontentment with lessons is something that can be solved by the Lead Teacher. For contact information on a student’s Lead Teacher, contact Support.