



## Frequently Asked Questions

### NEMPAC EDUCATION

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#### **WHY SHOULD I (MY STUDENT) CHOOSE NEMPAC?**

*Here at The North End Music & Performing Arts Center (NEMPAC), we believe we are all musicians and performers. We foster accessibility and inclusiveness through an organizational culture that empower artists of all abilities and ages, offering programming for students from early childhood through adulthood in music, theatre and dance. Our faculty consists of trained and passionate artists who are committed to strengthening students' skill set and confidence.*

### OFFERINGS

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#### **WHAT TYPES OF PROGRAMS ARE AVAILABLE?**

##### Group Class Programming:

*We offer a wide variety of group instruction opportunities including theatre, dance, small group music instruction, music technology and audition-based ensembles. Class sessions are offered in 10-weeks or 30-weeks See the full course catalog [here](#).*

##### Private Music Instruction:

*Private instruction is available in piano, voice, guitar, ukulele, violin, bass, brass, woodwinds and percussion.*

#### **ARE THERE PERFORMANCE OPPORTUNITIES?**

*Yes! At the end of our group class sessions, students participate in a final “shareformance”, offering a lens into their class experience. Private music instruction and ensemble students have the opportunity to perform in bi-annual recitals, the annual Perform-a-thon fundraiser as well as community events.*

### GETTING STARTED

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#### **HOW DO I CREATE AN ACCOUNT?**

*Click the **Create New Account** button on the login page [here](#).*

#### **HOW DO I ENROLL IN CLASS PROGRAMMING?**

##### NEW Students:

*You need to create an account before you can register for a class. To get started, click the **Create New Account** button on the login page [here](#) or register for a class. If enrolling in a program, you will be prompted to make an account on the check out page if you had not done so already.*



### RETURNING Students:

Since you are a recent student to NEMPAC, you have already created an account. You only need to make one account **per household**. After you have created an account and filled out the registration form, you can:

- View our course catalog [here](#) on our registration site.
- Enroll in a class by clicking on a course group to the left, or clicking the A to Z Index to see all of our courses at once. Clicking the “**Register Now!**” link next to the time and date that you want to attend puts the course in your shopping cart. You can click “**Continue Shopping**” to add another course, or click “**Checkout**” to pay your registration fees. You can always edit classes from your shopping cart.

### **HOW DO I ENROLL IN PRIVATE MUSIC INSTRUCTION?**

To inquire about Private Lessons, please click on the “**Private Music Instruction**” tab to fill out an inquiry form. Our Education Operations Coordinator will be in touch with you about setting up a trial lesson based on the given availability of the instructor and will send you an invoice. Please note that the trial lesson is the cost of one lesson. After the trial lesson, you will be sent an invoice for the full session. You can find this in your account under the “**Billing**” tab.

### **WHAT CAN I DO THROUGH MY ACCOUNT?**

You can personalize your information by adding and editing contact information, billing information, additional family members, emergency contacts and authorized pick up persons, view your current and past enrollments and upload documents.

### **HOW CAN I FIND MY SCHEDULE?**

Under the “**Activities**” tab, you can view your full calendar of activities including group programs and private lessons. This will show past, present and upcoming activities.

## **COMMUNICATION**

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### **WHO DO I CONTACT ABOUT GROUP CLASS PROGRAMMING IF I HAVE QUESTIONS?**

Please direct all group class inquiries to Katie, Educational Operations Coordinator, at [info@nempacboston.org](mailto:info@nempacboston.org).

### **WHO DO I CONTACT ABOUT PRIVATE MUSIC INSTRUCTION IF I HAVE QUESTIONS?**

Please direct all private & group music instruction inquiries to email Mary-Alexandra, Private & Group Music Instruction Manager, at [monstad@nempacboston.org](mailto:monstad@nempacboston.org).



### **HOW CAN I OPT IN TO SMS CONTACT?**

*In the event of a cancellation or emergency, in addition to an email, NEMPAC will send a SMS. SMS is only applicable to the **primary account** holder's mobile phone number. You may opt in on your account under the "**Personal Information**" tab or by emailing [info@nempacboston.org](mailto:info@nempacboston.org).*

### **WHAT HAPPENS IF MY CLASS OR LESSON IS CANCELED?**

*If Boston Public Schools cancels or there is a weather emergency, NEMPAC will follow procedure and cancel programming. If there is an instructor cancellation due to illness, group classes and private lessons will use their scheduled make up dates in this occurrence if there is not a substitute present. Families will be notified via SMS and email with as much advance notice as possible.*

## **FINANCIALS**

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### **WHAT IS YOUR WITHDRAWAL AND REFUND POLICY?**

*See our current withdrawal and refund policies for group classes and private instruction [here](#).*

### **HOW CAN I PAY FOR MY CLASSES OR LESSONS?**

*On your account homepage, please click the "**Billing**" tab to the left. We ask our registrants paying tuition to please use the payment method ACH/ECheck instead of credit card whenever possible. If you choose to pay with a credit card, you can add a saved card to your profile under "Billing." We also accept personal checks made out to NEMPAC and mailed to 50 Tileston St. Boston, MA. 02213. If you are mailing, please email [info@nempacboston.org](mailto:info@nempacboston.org) to avoid late fees during the mailing process.*

### **WHAT HAPPENS IF I HAVE A CREDIT ON MY ACCOUNT?**

*If you made any changes to your schedule or dropped a program, you may be eligible for a credit. Credits are valid for one year from issue date and can be used towards future programs. **After one year, the credits are void.** When making a purchase, any available credits will appear at checkout and you can apply them towards the open invoice when checking out.*

### **WHAT HAPPENS IF I HAVE AN OUTSTANDING BALANCE?**

*If you have any outstanding charges on your account, you will be prompted to remit these before being able to officially register and pay for new classes.*

### **IS THERE A REGISTRATION FEE?**

*A \$40 one-time annual registration fee per fiscal year is due upon registration. This is charged **ONCE** per family. If multiple students enroll from your family, you only need to pay the fee once per year.*



## **DO YOU OFFER PAYMENT ASSISTANCE?**

### Payment Plans:

We offer monthly payment plans for \$25 for both group programming and private instruction. You can select this option when registering your student.

### Discounts:

We offer a variety of discounts that can be applied if eligible. Please see the full list of discounts [here](#). Email [info@nempacboston.org](mailto:info@nempacboston.org) for the discount to be applied PRIOR to enrollment.

### Tuition Assistance:

NEMPAC offers tuition assistance for lessons and classes. Students who require tuition assistance must fill out our online form and submit the required documents. Tuition Assistance applications are reviewed by an anonymous committee, and decisions will be sent to applicants via email by the Educational Programs Director. If you have questions, please email Allie at [acarufel@nempacboston.org](mailto:acarufel@nempacboston.org). For more information please see our [Tuition Assistance page](#).

## **HEALTH AND SAFETY**

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### **WHAT ARE YOUR HEALTH AND SAFETY POLICIES?**

Your health and safety is our top priority. Please see our current health and safety policies [here](#).

### **WHAT HAPPENS IF I AM SICK?**

If you are sick, please do not come to your class or lesson. For private lessons, a make-up lesson will be used during the allotted make-up weeks. Please contact your instructor or the Private Music Instruction Manager. There are no make-up classes for individual students for group programming.

## **PROGRAMMING OPERATIONS**

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### **WHAT HAPPENS IF I AM RUNNING LATE?**

If you are running late to your group class or lesson, please contact your respective point person:

Group Classes: Katie at [info@nempacboston.org](mailto:info@nempacboston.org)

Private Lessons: Mary-Alexandra at [monstad@nempacboston.org](mailto:monstad@nempacboston.org)

### **DO YOU OFFER PICK UP ASSISTANCE FROM SCHOOL?**

If your student attends the Eliot Lower School and is enrolled in a class or lesson that takes place directly after school, the NEMPAC instructor can walk the student to their respective class for an additional fee. For pick up from the NEMPAC class, the student's designated guardian is responsible



for pick up. To inquire about Eliot School pick up or add this service to your invoice, please contact Katie at [info@nempacboston.org](mailto:info@nempacboston.org). If your student is enrolled in Eliot Pick Up and is absent from school, it is your responsibility to let the NEMPAC Administrative team know by emailing [info@nempacboston.org](mailto:info@nempacboston.org) or calling **857-239-9997**.

### **CAN I OBSERVE MY STUDENT'S CLASS OR LESSON?**

All lessons and group programming at NEMPAC are drop-off only with an exception of our early childhood classes, which require the accompaniment of a guardian. Both group programming and private instruction invite opportunities for guardians to see what their student has been working on in the form of invited class shareformances and Musician Appreciation Week. Families will be sent invitations to these occurrences.

### **HOW CAN I OBTAIN AN INSTRUMENT?**

For private lessons, NEMPAC requires access to an instrument. Please be in touch with the Private & Group Music Instruction Manager for assistance. For affordable purchases and rentals, we [suggest](#):

NEMPAC's Instrument Rental Partner:

**Virtuosity Musical Instruments | Rental, Retail & Rent to Own**

234 Huntington Ave. Boston, MA 02115

617-530-1993 or [info@virtuosityboston.com](mailto:info@virtuosityboston.com) and ask for Alek

Brass (Trumpet, Trombone, etc) & Woodwind (Clarinet, Flute, Saxophone, Oboe, etc)

**Falcetti Pianos | Rental, Retail**

Claire Royston

Institutional Solutions Specialist

Direct: 914-514-0887

Falcetti Pianos - Natick, MA

Additional Recommendations in the Boston Area:

**Steinway & Sons | Retail**

1 Columbus Ave.

Boston, MA 02116

617-426-1900 | [www.steinway.com](http://www.steinway.com)

New & Used Pianos and Keyboards



**Mr. Music | Retail**

128 Harvard Avenue

Allston, MA 02134

617-783-1609 | [www.mrmusicguitars.com](http://www.mrmusicguitars.com)

Guitar, Bass, Amp, Drums, Keyboard, Ukulele

**Guitar Center | Rental & Retail**

1255 Boylston Street

Boston, MA 02215 | 617-247-1389

OR

159 Massachusetts Ave

Boston, MA 02115 | 617-450-4311

[www.guitarcenter.com](http://www.guitarcenter.com)

Keyboard, Guitar, Bass, Amp, Drums, Violin

(retail only), Ukulele (retail only)

**Johnson Strings | Rental & Retail**

1029 Chestnut Street

Newton, MA 02464

1-800-359-9351 | [www.johnsonstring.com](http://www.johnsonstring.com)

Violin, Viola, Cello, Bass, Ukulele (retail only)

**Instrument / Face Coverings | Retail**

JW Pepper | [www.tinyurl.com/jwpeppernempac](http://www.tinyurl.com/jwpeppernempac)

Singer, Woodwind, & Brass Face Mask, Instrument End Cover

**ARE THERE STUDIO RENTAL PERKS?**

Adult students enrolled in private lessons or group programming get studio practice perks. This is contingent upon space availability. To inquire, please contact Steve at [sallen@nempacboston.org](mailto:sallen@nempacboston.org)

**DO YOU ACCEPT INSTRUMENT DONATIONS?**

We are always accepting new or gently used instruments to add to our inventory to support programming. If you have an instrument to donate, please email Allie at [acarufel@nempacboston.org](mailto:acarufel@nempacboston.org). Please include a photo of the instrument(s) if possible.