

North Vancouver School District Band & Strings 2016-2017

Frequently Asked Questions

Registration

* Beginning April 4 2016

How do I find more information about the band and strings program?

Information is available from:

- The North Vancouver School District website www.sd44.ca > Programs & Services > Band & Strings
- Band and/or strings teacher at your child's school and the school office

When will I find out the schedule of the band and/or strings program at my child's school?

- Preliminary schedules are determined at the school and may be available in June. Teachers will provide registered students with a final schedule early in September.
- Programs consist of approximately 40 hours of instruction and performance.

How do I register my child in the program?

- Registration is done using SchoolCashOnline <https://sd44.schoolcashonline.com/>. Instructions to help you with SchoolCashOnline are available on the NVSD website.
- If you already have an account, simply access your account and select this year's fees.
- If your child is new to the program, you will need to create an account and provide the student number which can be found on the information letter mailed to you.
- If you are not able to pay online, you can drop off cash or cheque for the full amount to the Education Services Centre, 2121 Lonsdale Avenue, second floor reception.

What is the cost of the band and strings program?

- The program is not part of the regular school curriculum and is funded by registration fees.

April 4 - April 27, 2016	\$435.00
April 28 - May 31, 2016	\$450.00
Beginning June 1, 2016	\$470.00
- Online payment can be made in a single payment or installments based on the month of registration. In-person registration must be paid in full.
- Students will need an instrument and to purchase a method and practice book. Instruments are available from the NVSD instrument room or local music stores.

How do I register my child in the program at another school?

- If your child is transferring schools for the next school year, register online at the current school and email the transfer details to bandandstrings@sd44.ca. The transfer will be done internally.
- If you want to register your child for a strings program that is not offered at their current school, please contact your school administrator. Please note: parents are responsible to transport their child to and from the program at the alternate school.

SchoolCashOnline

I can't access the SchoolCashOnline website. Is their server down?

- Ensure you are using Internet Explorer 10, Firefox 27, Safari 7, Chrome 22 or Android 5 or higher.
- If you are using one of these browsers and still can't connect, call 1-866-961-1803.

I've signed up to pay by installments, but my checkout cart shows \$0.

- This shows \$0 because you are not paying anything on that date. Please continue to complete the check out process.
- The first payment will come out on the first of the following month.

How long does it take for the payment to clear my account?

- Depending on your bank, it may take 3-5 days for the payment to clear.
- If you are paying by installments, the first payment will come out on the first of the following month.
- Please add noreply@schoolcash.net to your safe sender list. If the payment is rejected, you will receive an email with the details from this email address.



Instruments

What instruments are available for my son/daughter to play?

Band Program: flute, oboe, (soprano) clarinet, bass clarinet, alto saxophone, tenor saxophone, trumpet, French horn, trombone, baritone, tuba and percussion

Strings Program: bowed instruments such as violin, viola, cello

If a child wants to play an instrument other than those listed above, parents must consult with the band and/or strings teacher.

When is the selection process for instruments?

- Teachers generally oversee/suggest instruments in order to have a variety of instruments in the school band.
- Information will be distributed during the recruiting period in April. Selection occurs in September when classes begin.

What if my child doesn't have an instrument?

- Rentals are available from North Vancouver School District's instrument room as well as local music stores.
- NVSD's instrument room is located at Mountainside Secondary, 3365 Mahon Avenue. More information and hours of operation is available on the North Vancouver School District website and from Band and Strings teachers.
 - A deposit of \$100.00 is required to rent an instrument from the NVSD instrument room and will be refunded upon return (in good condition) at the end of the school year.
- During the school year, the NVSD instrument room is open Mondays by appointment.
 - Please phone Mountainside School, 604-903-3333. A voice message will provide prompts (press 4) to leave a message with your name and contact phone number. You will receive a return phone call and an appointment will be arranged.
- Beginning in September 2016, NVSD instrument rental fees can be paid online using SchoolCashOnline.

How do I return an instrument?

- NVSD instrument rentals are returned the last two weeks of June to Mountainside Secondary, 3365 Mahon Avenue. Hours of operation will be available on the NVSD website and from Band and Strings teachers.
- If a student withdraws during the school year, the return must be done by appointment.
 - Please phone Mountainside School, 604-903-3333. A voice message will provide prompts (press 4) to leave a message with your name and contact phone number. You will receive a return phone call and an appointment will be arranged.

Withdrawals & Refunds

How do I withdraw my child from the band/strings program?

- Requests must be done in writing by completing a withdrawal form and returning it to your child's school office.
- Withdrawal forms are available at www.sd44.ca > Programs & Services > Band & Strings
- Full refunds will be issued for withdrawal forms received by June 15, 2016.
- After June 15, 2016 there is a \$75.00 non-refundable processing fee.
- **NO REFUNDS WILL BE MADE AFTER September 30, 2016.**
- For registration fees paid online, refunds will be reimbursed to the account on file. A refund cheque will be mailed for registration fees paid by cash or cheque.

For more information, please visit
www.sd44.ca > Programs & Services > Band & Strings
or email bandandstrings@sd44.ca