



# CREATIVE ARTS CONSERVATORY



**STUDENT  
HANDBOOK**  
Revised June 2025

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# MISSION

To inspire a passion for music through personalized instruction in a supportive, safe environment where everyone feels welcome.

# VISION & VALUES

We seek to provide tailored instruction to all students because of our love for others and the example of Jesus Christ. All are welcome regardless of experience, talent, age, race, gender, identity, religion, or finances.

At Creative Arts Conservatory, we're committed to upholding our vision and values through three key principles: **Clarity - Communication - Consistency**.

**Clarity** means we come prepared, knowledgeable, and empathetic in both what we say and what we do. We use language that resonates with you and meet you where you are, so you feel informed, welcomed, and ready to engage. When we are clear, we not only appear confident—we are confident, and you can feel it.

**Communication** is our ongoing commitment to keeping you informed and heard. It's a two-way exchange: we share important information in a timely and respectful way, and we stay open to your questions and feedback.

**Consistency** means we follow through on our commitments. From lessons and scheduling to our space, billing, and every interaction—we aim to deliver a reliable experience you can trust. When you know what to expect, you can count on us.

By living out these principles, we strive to give you a sense of **confidence** and **comfort**—so you stay engaged, supported, and fully invested in your experience with CAC.

# MEET THE FOUNDERS

02



**Dr. Tim Dishongh**  
Vocal Instructor

Dr. Tim Dishongh is a co-founder of CAC and currently serves as a worship pastor in San Antonio, Texas. With over 20 years of experience in teaching and training singers and worship leaders, Dr. Dishongh brings extensive expertise in worship leadership, performance practice, and vocal pedagogy.

He holds a Master of Music in Vocal Performance and Vocal Pedagogy, a Master of Arts, and a Doctorate in Worship Studies. His approach to vocal instruction emphasizes versatility, vocal health, and artistic freedom. Dr. Dishongh works with singers to develop a seamless vocal technique that transitions smoothly across genres such as classical, pop, worship, and contemporary styles.

Dr. Dishongh has taught voice at the collegiate level, coached singers for a national talent scouting organization, and maintained a successful private voice studio for more than two decades. Many of his former students have gone on to become professional musicians and respected worship leaders.

In addition to his teaching career, Dr. Dishongh is an award-winning performer. He has received numerous honors, including First Place Male Vocalist and Overall Vocal Winner from the National Association of Teachers of Singing (NATS), and was a Texas Globe Award finalist for a leading role in a musical theater production.

As a recording artist, he has released several successful albums, including a worship album featuring a Top Ten hit.



**Lyn Rousay, MA**  
Piano Instructor

Lyn Rousay is a co-founder of CAC, a professional accompanist, and an accomplished music director. She holds a Master of Arts in Music Business and earned the highest academic standing from the Royal Conservatory of Toronto, receiving the Associate Diploma in Piano Pedagogy through its prestigious Certificate Program.

Lyn began her teaching career at just 16 years old. Her passion for music education continued through college and has flourished into a thriving studio she has maintained for over 30 years. Classically trained as a pianist, Lyn brings her technical expertise and musical versatility to students of all levels—from beginners to advanced musicians. Her teaching approach is highly individualized, focusing on each student's unique strengths and goals rather than following a rigid curriculum.

While lessons are tailored to the individual, Lyn emphasizes proper technique as the non-negotiable foundation for musical growth. She is fluent in a wide range of musical genres and works within students' preferred styles to keep them motivated, engaged, and progressing as well-rounded musicians.

In addition to her teaching, Lyn has directed numerous bands and ensembles and has performed in more than 40 musical theatre productions, including Phantom of the Opera, An American in Paris, and The Little Mermaid. She also produces high-quality accompaniment tracks for vocal instructors and students nationwide, often supporting college and theatre audition preparations.

# WHAT TO EXPECT

1

## SKILLS

At CAC, we welcome students of all skill levels. Our instructors are dedicated to providing personalized guidance that supports each student's individual journey.

We focus on building strong foundational techniques that are essential for musical growth and can be applied across a variety of genres. This approach ensures students are well-equipped to explore music with versatility and confidence.

Equally important, we encourage students to develop disciplined, consistent practice habits. Progress in music is not only about talent—it's about commitment, patience, and joy in the process. Our mission is to nurture not only skilled musicians, but also thoughtful, expressive, and resilient learners.

3

## SUCCESS

At CAC, success isn't measured by perfection, but by progress. We value personal growth, the joy found in the creative process, and the achievement of individual goals. Every student's path is unique, and we celebrate milestones that reflect dedication, effort, and artistic development.

2

## PERSONAL DEVELOPMENT

At CAC, our instructors are committed not only to developing students' musical knowledge and technical skill, but also to mentor them through the challenges and experiences of life.

Our approach is rooted in our faith in Jesus Christ. We are open and intentional about sharing the love, truth, and grace of Christ in all that we do. Just as we care deeply about each student's musical growth, we also care deeply about their spiritual well-being.

While our foundation is in Christ, we remain respectful and non-discriminatory toward students and families of all backgrounds and beliefs. Everyone is welcome at CAC, and we are honored to walk alongside each student in their unique gifting.

4

## SERVICE

At CAC, service means more than providing lessons—we are committed to supporting, equipping, and encouraging our students as they grow in both skill and confidence.

Whether you're preparing for a recital, performing in a concert, entering a competition, or applying to college, our instructors are here to guide you every step of the way.



We offer holistic music coaching tailored to you.

# WHAT IS EXPECTED

## 1 ATTENDANCE

Regular attendance is expected and considered essential for student progress. If a student needs to cancel a lesson, they must contact their instructor directly. Cancellations made less than 24 hours in advance are not guaranteed a make-up lesson.

Students are allowed up to four absences per semester, unless extenuating circumstances are approved. If a make-up is granted, it must be used by the end of the semester.

No-shows will not be refunded or eligible for a make-up.

## 2 PRACTICE

At-home practice is essential and expected, as it is one of the strongest indicators of progress and success. Lessons are intended for instruction—not for practice time.

Instructors will provide guidance on an effective practice routine and teach students how to practice productively. Consistent lack of preparation may result in changes to lesson plans or adjustments to performance opportunities, at the instructor's discretion.

## 3 ETIQUETTE

CAC maintains a family-friendly environment. All students and observers are expected to use respectful and encouraging language at all times. Appropriate attire, in line with standard school guidelines, is required. Individuals arriving from athletic activities must take time to freshen up before entering the classroom.

Students are required to arrive prepared for each lesson—with all necessary materials, having completed any assigned practice, and ready to fully engage in instruction.

## 4 PARENTS

Parents are welcome to attend lessons and are kindly asked to observe quietly without interruptions. This includes well-intentioned efforts such as assisting the instructor or giving verbal directions to the student.

If using personal devices, please wear headphones and avoid making or receiving phone calls in the classroom, even with headphones. To maintain a clean and focused environment, please do not bring snacks, and ensure any drinks are in a to-go cup with a secure lid.

## 5 BILLING

Lessons are billed on the 1st Monday of the month for that month, and payment is expected upfront. All fees are paid directly to CAC online.

A \$50 registration fee is due upon initial enrollment and is charged annually each August per student, with a maximum of \$100 per family. Invoices are due on the 6th of each month. A \$25 late fee will be automatically applied to any unpaid balance by the 11<sup>th</sup> day of each month\*.

Invoices are sent electronically only; paper copies are not provided. We strongly recommend setting up ACH payments (0.8% fee) in MyMusicStaff to avoid the 3% convenience fee on credit card payments via StripeLink.

## 6 WITHDRAWAL

Withdrawal from classes requires a four-week notice. During this notice period, students may either continue attending lessons under their regular payment plan or choose to pay the remaining balance in full and discontinue attendance immediately.

Refunds will not be issued.

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# POLICIES & PROCEDURES

## CONTACTING CAC

For the most efficient assistance, the following guidelines should be observed: Instructors should be contacted for questions regarding the student portal, curriculum, coursework, or students' progress. The CAC office should be contacted for questions regarding billing, enrollment, safety concerns, or merchandise.

Non-Urgent Inquiries: Email inquiries may be sent to [info@creativeartsconservatorycac.com](mailto:info@creativeartsconservatorycac.com). Please allow up to three (3) business days for a response.

Urgent Needs: Call 830-217-3721 for time-sensitive matters.

## MANAGING THE STUDENT PORTAL

Creative Arts Conservatory utilizes **MyMusicStaff** as its studio management platform. All students are enrolled by CAC admin team and provided with a unique login to:

- Manage account information.
- View lesson schedules.
- Access coursework and instructor-provided materials.
- Stay informed about upcoming events and activities.

Families with multiple students or classes may use a single login for all accounts. Students and families may log in at [creativeartsconservatorycac.com](http://creativeartsconservatorycac.com). Anyone who has not received their login invitation should contact their instructor directly. For assistance, a Parent Portal tutorial video is available on the CAC website. Instructors can also provide a direct link upon request.

## SAFETY STANDARDS

Creative Arts Conservatory is committed to maintaining a safe and healthy learning environment. The following safety protocols are in place:

- All instructors undergo comprehensive background checks and internal screening.
- Cameras are installed in all instructional areas to support supervision and accountability.
- Shared instruments and classroom spaces are routinely cleaned and maintained according to strict hygiene standards.
- All instructors receive training on professional, age-appropriate teaching practices.
- Communication channels are open for reporting and addressing health or safety concerns.
- Students age 12 and under must be released directly to a parent or guardian at the classroom door.
- CAC reserves the right to remove any individual from the premises who may pose a risk to the health or safety of the community.

## POLICY COMPLIANCE

Creative Arts Conservatory reserves the right to dismiss any student from the program if policies, expectations, or procedures are not followed. This includes, but is not limited to:

- Repeated disregard for program guidelines.
- Disruptive or inappropriate behavior.
- Failure to communicate respectfully with CAC admin team or instructors.

If an instructor identifies concerns related to a student's behavior, participation, or attitude that negatively impact the learning environment or the well-being of others, the issue will be reviewed by the CAC Board. Following the review, CAC reserves the right to implement appropriate disciplinary measures, including temporary suspension or permanent removal from the program.

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# POLICIES & PROCEDURES

## OBSERVED HOLIDAYS

- Thanksgiving Week
- Christmas Break
- Spring Break
- Good Friday | Easter Weekend
- Memorial Day
- Independence Day
- Labor Day
- Summer Break

CAC provides recommended holiday dates, but each instructor sets their own break schedule. Families should confirm directly with their instructor regarding specific holidays or planned time off.

# SCHOLARSHIP PROGRAM

At CAC, our mission **as a non-profit organization** is to provide comprehensive, student-centered music instruction that supports each individual's instrumental development. To ensure that all students have access to high-quality instruction regardless of financial circumstances, we actively seek donations to fund our scholarship program.

## SCHOLARSHIP DETAILS

Scholarships are awarded annually and may cover up to 100% of lesson fees, depending on available funding and demonstrated need.

## APPLICATION PROCESS

The application deadline is July 1<sup>st</sup> and awarded by July 31<sup>st</sup>. All interested candidates must request and complete an application. Awarded scholarships take effect on the first day of our fall semester.

## AWARD DECISIONS

All scholarship decisions are made by the CAC Board. Awards are not based on auditions or musical ability, but on need and a desire to provide equitable access to arts education. All decisions are made in good faith to serve our student community with excellence and inclusivity.

## APPLICATION LINK

Available online application on [Google Forms](#).

## SUPPORT THE PROGRAM

As a 501(c)(3) non-profit organization, CAC relies on the generosity of donors to sustain and expand our scholarship program. If you wish to support this mission, your tax-deductible donation will go directly toward funding lesson scholarships and creating meaningful opportunities for young musicians.

To make a contribution or learn more, please scan the [QR Code](#).



# CONCERTS

## CONCERT PARTICIPATION POLICY

CAC holds two mandatory concerts annually as a core component of its performance-based music education model. These concerts provide students with valuable opportunities to demonstrate progress, build confidence, and participate in a supportive community event.

## PARTICIPATION REQUIREMENTS

- All enrolled students are required to participate in all end-of-term concerts, unless prior approval for an exemption has been granted by CAC.
- Concert dates are announced in advance and traditionally take place in May and December. Students and families are expected to plan ahead to ensure full participation.

## CONCERT FEE

A \$30 concert fee applies per student, with a maximum of \$60 per family. All concert fees are due in advance and are **non-refundable**.

## WHAT THE CONCERT FEE COVERS

The concert fee helps support venue & equipment usage, programs, and general administrative support for the event.

## WHAT THE CONCERT FEE DOES NOT INCLUDE

The concert fee **does not** cover the following:

- Sheet music or printed materials.
- Practice tracks (including multitrack or accompaniment versions).
- Additional rehearsals beyond regularly scheduled lesson time.
- Time spent with other instructors for ensemble or group rehearsal.
- Vocal warm-up tracks.

Any additional resources will be communicated by the instructor and may incur extra costs.

## LIVESTREAMING AND CONCERT FOOTAGE

End-of-term concerts are livestreamed to allow family and friends to attend virtually. These livestreams may also be posted afterward on CAC's social media platforms or other digital outlets to showcase student accomplishments.

## CONCERT ETIQUETTE POLICY

To ensure a respectful and enjoyable experience for all performers and guests, Creative Arts Conservatory asks all attendees to observe the following concert etiquette:

- Silence all electronic devices, including notifications and vibrations.
- Refrain from talking or making noise during performances.
- Minimize movement in and out of the performance area; exit only between performances, using the rear doors near the audio booth.
- Keep program rustling to a minimum to avoid distractions.
- Guests are encouraged to stay for the entire concert. Every student deserves your presence, support, undivided attention, and applause.

For families with young children:

- Bring quiet activities (e.g., coloring books or fidget toys).
- Take breaks in the lobby as needed—please exit between performances.
- Consider sitting near the back for easier access.

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# INSTRUMENT RENTAL

CAC offers a limited selection of instruments available for rental to enrolled students. This program is designed to make music education more accessible by providing quality instruments at an affordable monthly rate.

## RENTAL FEES

- A monthly rental fee will be charged for each instrument. The fee varies by instrument type and condition and will be communicated prior to agreement.
- All rental fees must be paid in full and on time through the student's CAC account.
- Rental fees are non-refundable, even if the instrument is returned before the end of the billing cycle.

## DAMAGE, LOSS, AND REPAIRS

- Instruments must be returned in the same condition in which they were issued, aside from normal wear and tear.
- Renters are responsible for the cost of repairs for any damage beyond standard use, including cracks, dents, or misuse.
- In the event of loss or irreparable damage, the renter will be responsible for the full replacement cost of the instrument.
- Do not attempt to repair the instrument independently. All repairs must be coordinated through CAC.
- We will photograph each instrument at the time of rental to document its condition. This helps ensure transparency and serves as a reference in the event of any damage claims.

## RETURN POLICY

- Instruments may be returned at any time with no early return penalty. However, rental fees already paid will not be refunded.
- All returns must be made in person to the Director. Instruments must be clean and returned with all issued accessories (cases, bows, mouthpieces, straps, etc.).
- A final inspection will be conducted upon return. Any missing parts or damage will be assessed, and fees will be billed accordingly.

## RENT-TO-OWN OPTION

CAC offers a rent-to-own program for qualifying instruments:

- Fifty percent (50%) of the monthly rental fees may be applied towards the purchase price of the instrument.
- After a set period of consistent rental payments (typically 12–18 months), renters may choose to purchase the instrument.
- Purchase terms, final pricing, and eligibility will be reviewed by the CAC admin team prior to finalizing a sale.
- Rent-to-own availability may vary based on instrument type and inventory.

## QUESTIONS OR ISSUES

All questions related to rental terms, payments, or instrument care should be directed to the CAC office. A signed rental agreement is required before an instrument can be issued.

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# PHOTO & VIDEO POLICY



CAC values the opportunity to celebrate the accomplishments and progress of its community. Photos and short videos are regularly taken during classes, rehearsals, performances, and events to document student growth and capture meaningful moments. Some media may be retained for internal documentation, while others may be shared through CAC’s website, online portal, or social media platforms to highlight student achievements.

## WHERE AND HOW MEDIA IS USED

Photos and videos may be used for the following purposes:

- Social media posts and website content.
- News updates shared via the online portal.
- Printed marketing and promotional materials.
- Press and media coverage.
- Internal documentation or training.
- Celebrating student stories and achievements.



## PRIVACY AND CONSENT

CAC is committed to protecting the privacy of all students. Media shared publicly will not include identifying information such as full names, ages, or family details unless consent has been obtained in advance by a member of our team.

Families or individuals who do not wish to appear in photos or videos must complete the [Photo/Video Opt-Out Google Form](#) and notify the CAC admin team. QR Code and link embedded for your convenience.

Thank you for helping us celebrate and share the incredible creativity within our CAC community!

## ADMIN TEAM

Lyn Rousay  
Victoria Lerma  
Claudia Lay

## DIRECTORS

Lyn Rousay  
Dr. Tim Dishongh

## SOCIAL MEDIA



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# ACKNOWLEDGEMENT

I hereby acknowledge that I have read, understood, and agree to comply with the policies, expectations, and procedures outlined in the Creative Arts Conservatory Handbook. Where applicable, I confirm that my family has also reviewed and understands these policies. I agree to uphold these standards to the best of my ability for the duration of my participation with CAC.

I further acknowledge that CAC, including its instructors, admin team, and Board, is equally committed to upholding these policies and procedures. I understand that I may bring forward any questions or concerns regarding the implementation of these standards to my instructor or the CAC admin team for review and resolution, in good faith and with the shared goal of mutual accountability and excellence.

I understand that CAC and its instructors are dedicated to providing comprehensive music education that supports both creative and spiritual development, in alignment with the Conservatory's stated mission, vision, and values. I accept this approach as the foundation for the services being provided and recognize that it is intended to support my success as a student and individual.

Additionally, I understand and accept that CAC may record both video and audio of semester concerts and related events. I grant permission for CAC to photograph and/or record for promotional and archival purposes. I acknowledge that these materials may be used on CAC's social media platforms, website, and news blog. I also understand that CAC will not disclose identifying information such as my full name, family name, or age in any publicly shared media without additional consent.

By signing this agreement, I understand and accept these terms.

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Student Name

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Student Signature

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Parent Name

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Parent/Gardian Signature  
(if under 17 yrs old)

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Phone

---

Email

Y

N

Are Text Messages Okay?

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CAC Signature

*Welcome to the  
CAC!*

