



Dear Hoffman Academy Parent,

Big changes are happening this Fall at Hoffman Academy. These will allow us to work toward a goal of improving the student and employee experience. You might have some questions, we've answered a few here...

WHY DID YOU CHANGE YOUR PAYMENT SCHEDULE TO PAYING TUITION IN FULL?

When a student registers for a semester of lessons at Hoffman Academy they have always been financially obligated to pay for the entire semester whether they complete all the lessons or not. We do not accept cancellations nor do we provide makeups for unattended lessons. These are the policies we have always had in place and what is agreed to upon registration each semester. One reason we have this policy is to create a committed environment for our students, but more importantly this allows us to guarantee a set income for our valued teachers so that we can hire and retain extremely skilled and experienced music educators. We have made a change to our payment schedule in order to align our processes more clearly with this important policy that we already have in place. Setting tuition on a payment plan sends a message of not being financially obligated, which in fact our customers are.

In addition to aligning our payment schedule more accurately with our policies, this change will also allow us to pay our teachers a more competitive wage. It will additionally help us in our efforts to move toward a yearly salary income for our educators, which will help ensure a higher retention rate of our skilled and valued instructors.

WHAT IF I CANNOT PAY THE TUITION IN FULL? CAN I PAY IN INSTALLMENTS?

Families who are experiencing financial hardship or special circumstances that prevent them from paying tuition in full can apply for an installment plan. Please Note: To be eligible for a tuition installment plan you must be enrolled, have a credit or debit card on file, and agree to have your installments set up on Auto-Pay. To apply for an installment plan, please fill out the [Installment Plan Application](#). If you need more information or have questions about the installment plan application, please contact our Office Team – office@hoffmanacademy.com

WHY IS MY FALL TUITION MORE THAN IT WAS IN THE SPRING?

Every year Hoffman Academy implements a small increase in tuition in order to help cover rising costs and expenses, as well as help to offer more competitive wages for our skilled and valued music educators.

WHY ARE YOU SWITCHING TO A NEW REGISTRATION SOFTWARE?

By switching to My Music Staff, our goal is to streamline the Hoffman Academy experience for our families, music teachers, and office team. That will mean for a more intuitive and user-friendly experience for you when scheduling semester lesson times, paying tuition, and communicating with our staff.

Features we love about My Music Staff:

- Easy to Use Account Dashboard for Parents & Teachers
- Online Lesson Scheduling
- Online Resources and Lesson Notes from Teachers
- Mobile-friendly

We are making other exciting changes to our registration process in support of our goal to simplify the Hoffman Academy experience. Thank you for your understanding and support in our efforts to grow and improve.

Sincerely,

Hoffman Academy Team