



A Step Above Dance & Music Academy's Newsletter

September 2015

Calendar Updates

- Oct. 12-17 Backwards Week
Nov. 2-7 Parent Observation Week
Nov. 2 2nd Quarter Tuition Due
Nov. 24-28 Thanksgiving Break (no classes)
Dec. 1 Costume deposits due
Dec. 21- Jan 2 Winter Break (no classes)

Contact Us

5901 Monona Drive
Monona, WI 53716
(608) 221-4243
asa8135@sbcglobal.net

New EMV Chip Credit Cards

Master card and Visa are in the process of changing over everyone's credit cards to the new EMV chip cards by October 1st. If you have chosen a monthly payment option and receive your replacement card, please be sure to let the desk know of any changes. We will also be doing some updating on our end too!

Trial Classes for all!

Does your dancer want to add another style of dance but aren't sure yet if they will like it? We are now offering trial lessons so that you can see if you like a style! So try out another style and see if it right for you!
Limit 1 trial class per style.

The Faces Behind the Desk

In addition to our teachers, A Step Above has on staff several people who work behind our front desk to answer your questions and help solve problems.

Our desk coordinators this year are:

- Dana Dennis – Wednesdays
- Heidi Freeland – Tuesdays
- Linda Williams – Mondays and Thursdays
- Sara Williams – Monday-Thursday and Saturdays

These are the people to go to if you need to pay tuition, buy clothing or shoes, sign up for a workshop, or leave a message for a teacher. We ask that all questions be directed to our desk coordinators rather than our teachers. (In all reality our desk staff knows more about our policies and procedures.) If you need to speak to one of our teachers, they will be able to call you after their classes are over for the evening.

Although all of the desk coordinators will do their best to answer your questions, please remember that only Tami can approve class level changes. Any placement concerns will be directed to her and the office will get back to you by the next day.

Tami will not have set office hours, but if you have an issue that needs to be addressed by her, please leave your name and best number or email to reach you and she will get back to you as soon as possible.

ASA's Website and Social Media

Our website can be found at:

www.astepabovemadison.com

Now you can view monthly newsletters and manage your account with us as well as register for classes!

You can find us on social media at:

facebook.com/astepabovedance
youtube.com/astepabovedance1
instagram.com/astepabovedanceacademy
twitter.com/stepabovedance
plus.google.com/astepabovemadison

Monthly Newsletters!

We will be sending our newsletters via email and posting them online in order to cut down the amount of paper we use. If you already provided us with your email, you will automatically receive your newsletters via email.

If you did not provide your email and would like to, please stop by the front desk. If you would prefer to receive a paper newsletter instead, please inform the front desk.

We assure you that your email addresses will only be used as a communication tool for A Step Above. We will keep your email confidential.

Thank you for helping us to make a difference in preserving our planet!

Adjusting to a new school!

Adjusting to a new school can be difficult for both students and parents. New policies, new teachers, and new friends all take a little time to get used to!

The teachers and staff at A Step Above truly want all of our students to feel comfortable in their classes and for their parents to understand all of our policies!

We hope that everyone is feeling at home here, but if anything is unclear to you or if you have a concern regarding class placement, please let us know.

Our monthly newsletters are a good way to get information and keep up with what is happening at A Step Above. Each will have a calendar, studio news, a special section for new families, and announcements of upcoming events.

Customer Portal 101

Question: How do I access my Customer Portal?

Answer: When you register and provide an email address, your account is already set up. If you did not provide an email address, you will have to let the front desk know which email you'd like to use and we can enter it into the system.

Once you've established your email has been entered, go to our website and click on the "contact us" tab. On that page is a link to the customer portal. You will then have the option of entering your email address and password. If you do not have your password yet or can't remember it, click on the 'I forgot my password link' and one will be emailed to you.

Question: Can I make my payments through the customer portal?

Answer: Yes, except for monthly payments. You must notify the front desk that you would like to make your payments online so we can set it up. Since the majority of our families do not pay this way, it doesn't make sense for us to set it up for everyone unless we know it will be used.

If you'd like to make a payment online, go under the Fee & Payments tab. Select the "make a payment" button and a screen will pop up and let you select which payments you would like to make.

Help I'm New Here!!!

Question: My daughter has a band concert on a dance/music night. What should we do?

Answer: We know that kids are busy and that occasionally school stuff comes up in the evenings. If she is missing a dance class, come to the desk and ask for a "make up form" (they're orange) and for the class times that would be appropriate for her to use as a make up class. The desk coordinator will look over our schedule to find another section of the same level of class. If there are no other sections of her class, she will be able to make up the class in the next lower level.

The desk coordinator will write the possible make up class times on the form for you. When you come in to make up your class, give your filled out form to the make up class teacher. They'll sign it and return it to the desk. We'll file it with our attendance records.

Question: Are we required to make up the class?

Answer: Nope. We simply offer this option as a way for students to attend a full year's worth of classes.

Come and see Sara Rohs and Victoria Kementz in a performance!

Madison Contemporary Vision Dance

Fall Concert "Connect"

September 19 at 2 pm & 7 pm and
September 20 at 2 pm

Tickets are \$16 for adults and
\$14 for students and seniors.

Tickets are on sale through the
Overture at 258-4141 or online at
www.overturecenter.com

Receive Text Notifications!

This year we will be using Remind 101 for sending mass text notifications for those who choose this option. We will only be using this system for school closing notifications, including reminders of breaks and holidays.

If you are interested in receiving these texts, please go to the following link and sign up. We will also have signs up around the studio with more information.

www.remind.com/join/asadance

*Please note that this system is taking the place of our previous app. We have had some issues with the company with the app and have decided not to continue its use. We are sorry for any inconvenience.

And Regarding Class Placement...

We appreciate you letting us know how your child's class is going and many of you have brought possible placement problems to our attention. We want each dancer to be in a class that best fits their ability and experience, but ask everyone to realize that every class is going to have a range of age and ability. A student may be the oldest or the most advanced in their class, but it doesn't necessarily mean that the next level would be a *better* placement. We look at each student individually as well as the class' ability to progress as a group. We want to find the right placement for your child to learn dance correctly and safely. Please understand that we do not take friendships into account when we do placement and it is very typical for a dancer to repeat a level.

Our teachers' main goal is to keep all of their students challenged and feeling confident in their classes. We truly appreciate your help in making sure all of our students are placed in the correct class.

Low Enrollment Classes

Some of our classes are taking a while to fill up. If your student is in one of these classes they will receive a letter to give you a heads up. The great news is that most of those classes now have enough enrollment to continue! We will be sending you an email in the next week or two to let you know if you are in a class that is not going to be cancelled to ease your mind.

We are getting many new enrollments each week and expect to continue this way for the next month or two. Please do not worry because if your class still needs to be cancelled we will find a spot for your student. We like to send the letters out to give people a heads up, but there is no need to worry or switch classes at this point.

Referral Credit

We have increased our referral credit to \$50. We know that the best way to attract new students is by your wonderful reviews to friends and family. As our thank you, you will receive a \$50 credit to be used towards tuition.

So, please let everyone you know that dance classes have started and there are still some openings, but, classes are filling up quickly!

