

# *arts-X-press*

## Frequently Asked Questions

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### **Getting Started**

*How do I know if I have been accepted to arts-X-press?*

If you received a very colorful letter or email with lots of pictures, and the first words are: CONGRATULATIONS! You have been selected to participate in Pacific Symphony's *arts-X-press*; you are accepted into *arts-X-press*.

*How do I know if I am on the waiting list?*

If you received a plain letter and part of the letter says: We regret you are one of the students for whom we could not reserve a place at this time. You have been placed on our waiting list and you will be notified immediately if there are any openings; you are on the waiting list for *arts-X-press*.

*If my letter says I am accepted or on the waiting list, it is really true?*

Yes. We will always be truthful in our communication to parents and students in *arts-X-press*.

*I'm not in middle school, do you have arts-X-press for older or younger students?*

No. *arts-X-press* is just for middle school students. If you are interested in finding out about other programs the Pacific Symphony offers, please visit the "Education" section of our website at [www.pacificsymphony.org](http://www.pacificsymphony.org)

*How long is an arts-X-press session?*

*arts-X-press* is a five day program from Saturday-Wednesday.

*Can I go to arts-X-press for more than one session?*

No. Students can only participate in one session of *arts-X-press*.

*Can I go to arts-X-press again next summer?*

No. *arts-X-press* is a once in a lifetime experience. Because we have such a limited number of students who can participate each summer, we want to offer as many students as possible the

opportunity. You can potentially come back to the program in the future though as a counselor or staff member.

*Can my parent be a chaperone for arts-X-press?*

No. We do not use parent chaperones for this program.

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## **Spring Registration Meeting**

*Does my student need to attend or just parents?*

We encourage students to attend with their parents. There is valuable information for both. However, the student is not required to attend.

*I missed the Spring Registration/Orientation, what should I do?*

Please contact *arts-X-press* at (714) 876-2336 or [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org). We will help you make alternate arrangements.

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## **Paperwork**

*If I need more financial aid than I am offered at first, can I get more?*

Perhaps. Please contact the *arts-X-press* staff at (714) 876-2336 or [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org). We will be happy to answer your questions and work out an alternative plan with you.

*Consent to Search Form - How does arts-X-press use the photos/video of the students?*

We mostly use the photos and video for the parents and students in the program. Every day we post pictures of the students on the blog and we also use the photos and video to help raise money for the program.

*Who will see my student's contact information?*

Only the staff members attending *arts-X-press* during the same week as your student. This information is not distributed to anyone outside the week your student attends the program.

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## **Overnight, Sleeping, Eating, Dorm**

*Is arts-X-press an overnight camp?*

Yes, students sleep overnight at Concordia University in the dorms on campus.

*Does my student have to sleep at arts-X-press?*

Yes, all students sleep overnight at Concordia in the dorms on campus as part of their program experience.

*Where will my student sleep?*

Students sleep in dorm rooms at Concordia University.

*Are the dorms handicapped accessible?*

Yes. All the dorms we stay in are able to accommodate people who are physically impaired.

*How many students are in a room?*

Typically there are 3-4 students per room.

### *Can my child have his/her best friend as a roommate?*

We deliberately place students from different school districts as roommates in order to encourage students to meet more people throughout the program.

### *Are girls and boys separated?*

Yes. Girls' and boys' are housed on different floors, and each quad of rooms is locked from the outside.

### *How many boys and girls are there? What is the ratio?*

There are 50 students in each session. Approximately 2/3 of the students are girls and 1/3 are boys. That ratio is very similar to the ratios of boys to girls in their school arts classes and works out to about 30 girls to 20 boys.

### *How close is the bathroom to my child's bedroom?*

Each bedroom has a bathroom. Your student's bedroom is no further than ten feet from the bathroom.

### *Is there an adult in my child's dorm?*

Yes. Every suite of bedrooms has at least one staff member or counselor living with them and supervising them.

### *Do I have to shower every day?*

Yes. Every student showers every night.

### *Bedwetting*

If you or your child are concerned about bedwetting, please let us know ahead of time. We can discreetly limit fluids before bedtime and make other arrangements to prepare for accidents.

### *Where do the students eat?*

We eat in the cafeterias at Concordia while we are on campus. When we are off campus at excursion locations, we eat picnic meals with food provided by the cafeteria.

### *Will my child get enough to eat?*

Yes. Every student eats three meals a day. There are many, many choices of food to eat in the cafeterias. There are usually 3-4 hot food options, varied sandwich fixings, and a complete salad and dessert bar. There are an equal number of drink options. Every child is encouraged to eat a well-balanced diet while at *arts-X-press*.

### *Are there options for vegetarians or people with food concerns?*

Yes. There is always at least one hot meal option that is vegetarian and the salad bar is extensive. Students with food allergies or intolerances have multiple options to supplement their meal choices.

It is very important for you and your child to understand if you list on your medical form that your child has specific food intolerances, we will not allow your child to have those particular foods or ingredients. Please prepare your child ahead of time so s/he fully understands what s/he can and cannot eat. If you feel your child is not prepared to make those decisions on his/her own, please let us know ahead of time and we will help.

If your child has certain food *preferences*, that are not restricted for medical or religious reasons, please be specific in your instructions to us. If you list your child is allergic to wheat or dairy, for example, we will not allow your child to eat pizza. However, some children simply *prefer* not to eat white bread or drink milk. In which case eating something like pizza would be okay. The more information you share with us about your child's specific food needs, the better we can accommodate your child's diet.

### *Do the students get snack and water breaks?*

Yes, the students get *many* water breaks. Every classroom and group activity space is near to water fountains and students are given many opportunities to get water. When we leave campus, we always take water with us.

We do not have snack breaks. We eat three very large meals every day. Students eat at regular intervals and can have as much as they would like.

### *Can my student bring snacks?*

No, the only students who are allowed to have snacks are those with medical reasons such as diabetes or a similar condition. Any food brought to the program will be taken from the student and returned at the end of the program.

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## **Safety & Medical**

### *Is arts-X-press safe?*

Yes. Concordia has a 24 hour security staff on campus at all times.

Yes. Our dorms are closed and locked at all times. No one enters or exits the dorms unless they are with a staff member.

Yes. All of our staff members have their background and criminal history checked through the CA Dept. of Justice.

Yes. All adult staff members are trained in CPR and basic first-aid.

Yes. Students are never left alone and are never without adult supervision.

Yes. We keep a full medical kit with us at all times.

Yes. Students are not allowed to lock their bedroom doors in case a staff member needs to enter in an emergency.

### *How does arts-X-press screen staff members?*

All of our staff members have their background and criminal records checked through the CA Dept. of Justice.

### *Are arts-X-press staff members medically trained?*

All adult staff members are certified in CPR and basic first aid.

### *How does arts-X-press handle medications?*

We will go over medication procedures and guidelines in detail at the Summer Orientation meeting, so please make sure you attend.

When the students arrive at *arts-X-press*, we immediately take the medications from them and cross reference the medications with the notes on the medical forms. One staff member is assigned to distribute the medications at all times. This staff member orients him/herself with all the instructions for the medications and distributes them accordingly.

All medications (including over the counter drugs) remain in the control of the staff during the program and students are not allowed to self-medicate.

### *Are there any medications or medical conditions for which arts-X-press cannot be responsible?*

Yes. Due to the nature of the program we do have some restrictions about the kinds of medications and medical conditions we can accommodate.

We cannot accommodate medications requiring strict and regular schedules for intake.

For example, if your child is on a medication which s/he takes every night at 8pm, one hour before bedtime, we cannot accommodate your child's medication. The schedule at *arts-X-press* is very fluid and often we do not get to bed until 10pm or a little later.

We cannot accommodate students with emotional or psychological disorders requiring constant one-on-one supervision.

#### *How does arts-X-press handle over-the-counter drugs?*

All medications (including over the counter drugs) remain in the control of the staff during the program and students are not allowed to self-medicate. Any over the counter drugs that your child might need during the program should also be listed on your Medical Form.

#### *Does acne or any other topical prescription medicine count as a medication?*

Yes, prescription acne and other topical medicine or ointments are considered a medication and distributed by our staff. Non-prescription face washes and other acne products are left with the student.

#### *How does arts-X-press handle students with asthma?*

Students with asthma are required to treat their inhalers as prescription medications. The inhalers will be kept with all other medications and will travel with the staff at all times.

#### *I can't get a doctor's appointment until after the deadline. What should I do about my medical form?*

Please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org) and we will help with a solution to the problem.

#### *I don't have a doctor. What should I do about my medical form?*

Please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org) and we will help with a solution to the problem.

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## **Getting to the Program**

#### *Can my child come late to the program or leave early?*

No. The program is so short that missing even an hour or a bus ride is unfavorable to the student's experience.

If you have a schedule conflict that would prevent your student from attending the entire program, contact us immediately by calling the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org) and we will try to accommodate your student in another session of the program.

#### *Do I have to ride the bus?*

Yes. Riding the "party" bus is part of the *arts-X-press* experience! Even students living in Costa Mesa are required to ride the bus to and from the program.

#### *Who drives the busses?*

We contract a licensed bus company for all our transportation needs. Only certified bus drivers drive the busses. Staff members never drive the students anywhere except in the case of an extreme emergency.

#### *Where is my bus stop?*

You will receive a complete bus schedule at the Summer Orientation meeting detailing where the bus stops are including the drop-off and pick-up times.

#### *What should we pack?*

You will receive a detailed packing list at the Summer Orientation meeting.

### *Can I bring my hairdryer, curling iron, or flatiron?*

You can bring these items, but you will only have 15 minutes to get ready in the morning and you will find most beauty treatments to be unnecessary.

### *Do I need my sleeping bag and towels?*

You may bring a sleeping bag and/or other linens if you would like. For your convenience, Concordia provides a towel, sheets and one blanket.

### *Can I bring my cell phone?*

Students are not allowed to use cell phones at any time at *arts-X-press*. Staff members will take any cell phones students bring to *arts-X-press* and return the phones to the students at the end of the program.

### *Should I bring my musical instrument?*

Yes. Please bring your instrument with you. If you plan to bring a large instrument like a double bass, tuba, or bass guitar, please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org).

### *Will my instrument be safe?*

Yes. All instruments are locked in a supply closet at all times except when students use them. Students are only allowed to play instruments belonging to themselves or the Pacific Symphony.

### *Can you provide me with an instrument?*

No. We provide percussion instruments and a piano for the instrumental music class. We cannot provide rental instruments for students. If the Instrumental Workshop was one of your three choices, and you do not own your instrument, please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org).

### *Do I need to bring my dance shoes?*

No, they are not required for class. If you prefer to bring shoes appropriate for a jazz/modern/hip-hop class, you may.

If you plan to perform en pointe during the talent show, please bring appropriate shoes.

### *What clothes should I wear for dance?*

You are not required to wear specific clothes. Anything loose-fitting will be appropriate. If you prefer to bring specific dance clothes appropriate for a jazz/modern/hip-hop class, you may, but will have only moments to change into them before and after class.

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## **Parent Presentation**

### *Can we bring guests to the Parent Presentation?*

Yes. We encourage you to bring your entire family.

### *Where is the Parent Presentation?*

The Parent Presentation is held in the CU Center on the Concordia campus. You will receive a detailed map and directions at the Summer Orientation Meeting.

### *Do we have to come to the Parent Presentation?*

No, but it means a great deal to the students to have you attend. They work very hard and it can be disappointing when a student's parents miss the presentation.

*Do we take our student home after the Parent Presentation?*

No, they still have a very full schedule after the Parent Presentation. The students will remain at the program through Wednesday morning.

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**Tuition & Finances**

*I can't afford the tuition fee. Do you offer financial aid?*

Yes. No student is ever excluded from *arts-X-press* due to financial need.

If you have any further questions please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org)

*Does arts-X-press offer payment plans?*

Yes. Please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org) and we will make the arrangements with you.

*Can I bring money to arts-X-press?*

Yes. We recommend you bring \$25. This amount will be enough to purchase an *arts-X-press* sweatshirt and one other souvenir.

*Can I buy souvenirs?*

Yes, at the ArtsMart. We offer a small store with *arts-X-press* items such as buttons, t-shirts, sweatshirts, cameras and water bottles. All items are inexpensive.

*Can I buy an arts-X-press sweatshirt rather than bringing one?*

Yes, at the ArtsMart. They cost \$25.

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**Keeping in Contact**

*Can I visit my student at the program?*

Not until the Parent Presentation. *Arts-X-press* is a closed program to encourage students to bond with each other and take creative risks away from the pressures of home.

*Can I buy tickets to the Symphony Concert or other show/event my students will attend and then say hello to him/her?*

You are encouraged to attend Symphony concerts and other arts events! However, if you do visit an *arts-X-press* excursion, please limit your visit with your student to a simple hello and a wave. Family members can easily distract students from the wonderful performances we are privileged to attend.

*How can I find out how my student is doing at arts-X-press? How do I contact my student at the program?*

Check the blog: We update the *arts-X-press* blog with pictures and descriptions every day. The website address is: [www.arts-x-press.blogspot.com](http://www.arts-x-press.blogspot.com).

E-mail: [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org) , Please put in subject line: *arts-X-press* Mail: Student's Name

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## Sessions and Schedule

### *When is my session?*

You can find your enrolled session number in your CampInTouch account at [pacificsymphony.campintouch.com](http://pacificsymphony.campintouch.com). If you have questions, please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org).

### *Can I switch sessions?*

Maybe. If we have an opening in the session you prefer, we will make every effort to accommodate your request. If we cannot move you immediately, we will make a note of your request and notify you when/if we are able to change your session.

### *Where will we go on excursions in my session?*

You will receive a detailed schedule at the Summer Orientation Meeting.

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## CampInTouch

### *What is CampInTouch?*

CampInTouch is your parent portal for all things *arts-X-press*. Here is where you can find **important student information** and all of the **forms you will need to fill out** and turn in to register your student. You can also make your **deposit and tuition payments** as well as stay up to date with the **NEWS feature** for the most current *arts-X-press* information before, during, and after the program!

### *How do I login to my CampInTouch account?*

You can login using the email you provided on your student's application. When you applied, you also created a CampInTouch account with a password. If you do not remember your password, you can reset it yourself on the login page. If you do not remember your login, please contact us and we can look it up for you. [pacificsymphony.campintouch.com](http://pacificsymphony.campintouch.com).

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## Arts Workshops

### *Will the students be receiving private instrumental lessons?*

No. This is not a music camp. *Arts-X-press* is an arts immersion program where students experience all of the visual and performing arts. Students placed in the instrumental music workshop will be joined by other musicians and they will perform music together, similar to a band or orchestra class at school.

### *Can I change my three arts choices?*

Yes. Please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org) and we will make the change for you.

### *Will you please put me into my first choice art workshop?*

Maybe. We cannot guarantee you will be placed in your first choice art form. We CAN guarantee that you will be placed in one of the three choices you indicated on your registration form.

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## **Misc.**

### *Do I get a t-shirt?*

Yes. Every *arts-X-press* student receives one free *arts-X-press* t-shirt.

### *What if I have more questions?*

Please call the *arts-X-press* hotline at (714) 876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org).

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## **Summer Orientation**

### *Does my child need to attend or just parents?*

We encourage parents and students to attend together. There is valuable information for both.

### *Where is the Summer Orientation?*

Please refer to your registration checklist or at [pacificsymphony.campintouch.com](http://pacificsymphony.campintouch.com) for meeting dates and locations.

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## **After *arts-X-press***

### *When can my child be a counselor?*

Students are eligible to be a counselor from ages 16-20 years old. We send out information to all *arts-X-press* alumni about the counselor application process in April of each year.

### *How do I audition for the Pacific Symphony Youth Ensembles?*

Please visit [www.pacificsymphony.org](http://www.pacificsymphony.org) for more information on Youth Ensembles

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## **Reunion**

### *When is the reunion?*

The reunion for students participating in *arts-X-press* will take place at the end of summer. You will receive more information about this event after all *arts-X-press* sessions are complete.

### *Can guests come to the reunion?*

Yes. We encourage you to bring your entire family.

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## **Volunteering Opportunities**

### *What kind of Volunteer Opportunities are Available to *arts-X-press* alumni?*

There are many volunteer opportunities available throughout the year including helping at concerts, special events, or at the Pacific Symphony office.

### *Are Community Service Hours available for volunteering?*

Yes. Your child is eligible to receive community service hours. Please bring your school or organization's official form for a Symphony staff member to fill out after volunteering is complete.

### *How does my child become volunteer?*

Please call the *arts-X-press* hotline at (714)876-2336 or email [arts-X-press@pacificsymphony.org](mailto:arts-X-press@pacificsymphony.org) if you would like to be added to our volunteer list. You can also keep up to date with all volunteer opportunities by checking the *arts-X-press* blog regularly at [www.arts-X-press.blogspot.com](http://www.arts-X-press.blogspot.com) .

*Can I volunteer with my child?*

Yes. You, your child's siblings, or other family members or friends are always welcome to volunteer together. Volunteers must be at least 12 years old.

*Are there any incentives available for volunteers?*

Yes. If you volunteer 3 or more times with the Education Department during the Pacific Symphony Season, you will early 2 free tickets to one of our Summer Series concerts at Pacific Amphitheater.

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