



## Creative Action 2021-22 After School FAQ

### **Registration**

#### ***When do I register for the 2021-22 school year?***

Registration is open! Interested families can register online at [creativeaction.org](https://creativeaction.org).

#### ***What if there is a waitlist?***

We strongly encourage families to register for the waitlist as we may have more spaces open throughout the year. There are no fees associated with registering for the waitlist, however, registration fees will be due upon acceptance of a spot in the program.

#### ***What ages does Creative Action After School serve?***

After school serves students kindergarten through 5th grade. All campuses (with the exception of Brentwood) have the potential to serve pre-k 4 pending enough interest in the program. *A minimum of 5 interested PK4 students is necessary.* If a PK4 program does not have enough interest, families will be notified by the end of May so they can make alternate arrangements. For all other campuses, PK4 students will be entered into the lottery style waitlist and families will receive their status by June 10.

#### ***Can I register my child if they do not attend the school where after school programming is taking place?***

Creative Action After School is only open to students who attend the school where the programming is taking place. Programming takes place at Becker Elementary, Blanton Elementary, Brentwood Elementary, Campbell Elementary, Cunningham Elementary, Gullett Elementary, Maplewood Elementary, Reilly Elementary, Ridgetop Elementary, Sunset Valley Elementary, Travis Heights Elementary, and Winn Elementary.

### **Fees**

#### ***Registration fee:***

There is an annual, non-refundable sliding-scale registration fee to be paid in advance to enroll a child.

#### ***Tuition:***

Annual tuition for the 2021-22 After School Program is \$2850 per student. We offer a payment plan of 10 installments and we do not pro-rate. The monthly installments for After School are \$285. Rates are subject to change the following year.

Tuition is divided into 10 installments billed on the 15th of each month:\*

- August 15, 2021
- September 15, 2021
- October 15, 2021
- November 15, 2021
- December 15, 2021
- January 15, 2022
- February 15, 2022



- March 15, 2022
- April 15, 2022
- May 15, 2022

***\*Creative Action will adhere to any district or campus policies regarding after school programming. Should any changes occur that affect tuition installments, families will be notified via email of the next steps as soon as possible.***

***Payment of tuition:***

Installment payments are due on the 15th of each month. Should you wish to change your payment method you must do so prior to the due date. Creative Action does not offer prorated options.

Creative Action cannot accept electronic split payments. If you are interested in split payments due to more than one guardian paying, please contact [Billing@creativeaction.org](mailto:Billing@creativeaction.org) to schedule a check payment.

***Late or unpaid tuition:***

Tuition is due on the 15th of each month. For payments made after the 20th of the month, a \$35 late fee will be applied to your account. If your account is 90 days past due, you will be subject to removal from the program. We understand that special circumstances can occur - for assistance, please email [Billing@creativeaction.org](mailto:Billing@creativeaction.org).

***Returned checks:***

There is a \$30 processing fee for any returned checks, and this fee is in addition to any charges that the bank or financial institution may charge.

***Late Pick-up Fees:***

Parents should make every effort to pick up their children before 6:00 PM. Please consider weather and traffic conditions when making your pick up arrangements.

If a child is not picked up by 6:00 PM:

1. A late pick-up fee of \$25.00 for every 15 minutes will be incurred.
2. When parents arrive after 6:00 PM, the sign-out form will be sent to the Creative Action office so that the late pick-up fee can be processed.
3. Late pick-up fees are not collected upon pick-up, but will be indicated on your next monthly statement.

If we are unable to contact a parent or guardian within 30 minutes of the program's closure at 6:00 PM, we will notify the Austin ISD Police Department. At 45 minutes past closure we will contact the Child Protection Services.

***Withdrawal from Program:***

Creative Action requires families to provide notice to withdraw from the program at least two weeks prior to the last day of the month in order to not be charged for the following month. You must email [Enrollment@creativeaction.org](mailto:Enrollment@creativeaction.org) to notify us of the cancellation. We cannot accept mid-month cancellations. Therefore, you cannot cancel during a month you are attending and receive a refund for that month. We bill for the month you are attending on the 15th of each month.



*For example, if you give us notice on September 9th of your cancellation, then your cancellation will be effective October 1st. You will still be billed on September 15th, but will not be billed for October. However, if you cancel less than two weeks prior to the end of September then you would be billed for October on October 15th.*

Monthly tuition is not prorated for cancellations due to a student or staff member in their after school group testing positive for COVID-19. These are unforeseen program interruptions. Should any changes occur that affect tuition installments, families will be notified via email of the next steps as soon as possible.

### **Financial Aid and Discounts**

#### ***How do I apply for financial aid?***

Financial Aid applications can be found [here](#).

#### ***Do you offer a sibling discount?***

Creative Action does not offer sibling discounts.

#### ***Do you offer AISD discounts?***

Creative Action offers a discount for guardians who work at the campus their child attends. Please contact [enrollment@creativeaction.org](mailto:enrollment@creativeaction.org) for more information.

### **Programming**

#### ***Where does After School programming take place?***

Programs take place on school campuses. A detailed schedule of room use will be shared with registered families through email prior to their start date.

#### ***What schedule does Creative Action follow?***

For the 2021-22 school year, Creative Action After School will begin August 17, 2021 (2:57 - 6:00) and end the last day of school May 27, 2022.

After School follows the AISD calendar and will be closed during AISD recognized holidays and teacher in-service days. On occasion, Creative Action will offer day camps for an additional fee during some of these recognized days off. Refer to the Creative Action website for more information on day camps.

\*In the event that AISD adjusts its start date for the fall, Creative Action will also postpone the first day of programming. Creative Action will adhere to any district or campus policies regarding after school programming. Should any changes occur that will affect enrollment, families will be notified via email of the next steps as soon as possible.

#### ***Does Creative Action offer a partial attendance option?***

Creative Action does not offer partial or drop-in attendance payment options. You are free to attend the program as often or little as you would like, however, the payment scale remains the same.



***What happens if a student or staff member in their after school group has tested positive for COVID-19?***

In alignment with the campus and AISD policies, all students that had direct exposure to the individual (less than 2ft-3ft regardless of masks) will need to be quarantined for 10-14 days depending on the campus. *As stated in our handbook, monthly tuition is not prorated based on these unforeseen program interruptions.* Families will receive notification via email and through postings on campus. Creative Action staff will also notify the school administration regarding the close contact students. Families should continue to monitor their child's health and the health of their families for COVID-19 symptoms. Children with COVID-19 generally have mild, cold-like symptoms, such as fever, runny nose, and cough. Vomiting and diarrhea have also been reported in some children.



**What if my child has a Positive Test Result?**

A student's parent or guardian should notify Creative Action if the student tests positive for COVID-19. This is the best way of confirming a case in our programming.

**Tax Questions / Receipts**

***What is Creative Action's tax ID number?***

74-2856925

***How do I get a tax receipt from last year?***

Please email your request to [enrollment@creativeaction.org](mailto:enrollment@creativeaction.org). Be sure and include your student's name, campus, and the program you need receipts for (i.e. after school, summer camp, spring break camp, or day camps).