



Creative Action 2024-25 After School FAQ

Registration

When do I register for the 2024-25 school year?

Priority registration is open for currently enrolled families and their siblings from April 22nd-28th. Open Enrollment for new families will begin in early May. More information can be found on our website and interested families can register online at <https://creativeaction.org/programs/after-school/>. You can also [subscribe to our newsletter](#) to get up to date information.

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 from kindergarten through 5th grade. Refer to our [after school webpage](#) for which sites serve PK4.

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. Refer to [our webpage](#) for a full list of afterschool program locations.

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 2024-25 After School Program is \$3300 per student. Payment options are to pay in full or we offer a payment plan of 10 installments and we do not pro-rate. The monthly installments for After School are \$330. Rates are subject to change the following year. The annual tuition covers the AISD calendar for the registered campus and does not include AISD-recognized holidays, teacher in-service days, or early release days.

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

- August 15, 2024
- September 15, 2024
- October 15, 2024
- November 15, 2024
- December 15, 2024
- January 15, 2025
- February 15, 2025
- March 15, 2025
- April 15, 2025
- May 15, 2025



***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. Payments are not exempt if a child misses programming because of illness, injury, travel, or during temporary or permanent removal from the program due to behaviors that are outlined in the Family Handbook or discussed with the family and Creative Action staff. In addition, there are no allowances, credits, refunds, or make-up days.

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 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. Past due accounts may prohibit registering for future camps or after school programming. We understand that special circumstances can occur - for assistance, please email 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 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.

Cancellation:

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 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.

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 for more information.

Programming

Is Creative Action a licensed program?

Creative Action's after school programs are licensed by the State of Texas. Information that is requested during the enrollment process as well as policies outlined in this handbook are a combination of Creative Action's policies and child care licensing requirements. Additional licensing requirements that are not outlined in the handbook or during the registration process include mandatory reporting and notification procedures.

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.

Does Creative Action provide snacks?

Tuition does not include snacks. Students are expected to bring a snack to school specifically for Creative Action. I understand I may choose whatever foods I deem appropriate, though the Site Coordinator may stipulate the need for a "Nut Free Program" or other food restrictions based on any severe allergies of the students enrolled. I also understand that Creative Action is not responsible for its nutritional value or for meeting my child's daily food needs.

Some schools offer participation in a hot meal program and your site coordinator will notify you via email if this option is available at your campus.

What schedule does Creative Action follow?

Programming hours begin at the end of a full school day and run through 6:00 pm. After School follows the AISD calendar and will be closed during AISD-recognized holidays, early release days, 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.

Creative Action may close campuses due to staffing shortages, public health, or weather notices even if the school remains open. On the rare occasion this occurs, staff will communicate these unanticipated closures as soon as possible through electronic communication.

Prior to the start of your program, the site coordinator will communicate details regarding classroom spaces, daily schedules, and group assignments. Each day will consist of snack time, outdoor/indoor recess, an opportunity to work on homework, and creative class time. A specific program schedule will be posted on the program board at each site.

Example Schedule:

3:00-3:15 | Arrival and Check-in

3:15-3:45 | Snack

3:45-4:15 | Indoor/Outdoor Recess

4:15-5:30 | Creative Action Class Time

5:30-6:00 | Homework & Clean Up

Does Creative Action offer a partial attendance option?

Creative Action does not offer partial or drop-in attendance payment options. There is no attendance requirement, however, we encourage students to attend at least 3 times a week til the end of the Creative Action Arts Class, in order to benefit the most from our program.

What happens if a student or staff member contracts a communicable disease?

As a licensed childcare program, Creative Action must follow the communicable disease exclusions required for schools as defined by the Texas Department of State Health Services. Families will be notified when required by the state. Additional requirements for exclusion will be shared with families or staff.

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. 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).