



# Student Handbook

## TABLE OF CONTENTS

DEAN’S OFFICE ..... 2

    General Student Expectations ..... 2

    Academic Affairs Office..... 4

    Student Affairs ..... 6

STUDENT SUPPORT/ SERVICE OFFICES ..... 7

    Building Usage..... 7

    Business Office ..... 8

    Financial Aid ..... 9

    CIM Security & Safety ..... 9

    Concerts & Events ..... 11

    Mailroom & Office Services ..... **Error! Bookmark not defined.**

    Robinson Music Library ..... 12

    Orchestra Library ..... **Error! Bookmark not defined.**

    Music & Bookstore ..... **Error! Bookmark not defined.**

    Information Technology Services ..... 13

PERFORMANCE RESOURCES ..... 14

    Distance Learning ..... **Error! Bookmark not defined.**

    Community Outreach..... **Error! Bookmark not defined.**

    Recording Arts & Services..... 14

    Collaborative Piano and Accompanying Services ..... 15

    Student Ticket Benefits ..... 16

    Instrument Loan..... 17

UNIVERSITY CIRCLE INFORMATION ..... 17

    Parking ..... 17

    Emergency Information ..... 17

## **DEAN'S OFFICE**

Judy Bundra, *Chief Academic Officer and Dean of Conservatory*

[judy.bundra@cim.edu](mailto:judy.bundra@cim.edu)

ext. 266

Brian Sweigart, *Senior Associate Dean*

[brian.sweigart@cim.edu](mailto:brian.sweigart@cim.edu)

ext. 441

Hallie Moore, *Associate Dean for Student Academic Affairs and Registrar*

[hallie.moore@cim.edu](mailto:hallie.moore@cim.edu)

ext. 233

David Gilson, *Associate Dean for Student Affairs*

[david.gilson@cim.edu](mailto:david.gilson@cim.edu)

ext. 299

## **GENERAL STUDENT EXPECTATIONS**

*Please note: Additional information regarding academic policies & curriculum can be found in the CIM Course Catalog and on our website ([www.cim.edu](http://www.cim.edu)). The [Online Student Resource Index](#) is a great place to start.*

### *Attendance Policy*

Students are expected to attend all classes for which they registered, beginning with and including the first class session. Not only must a student be **registered** for a class, students must be in **active attendance** to count as “enrolled” for aid eligibility purposes. Students must have attendance verified in their classes in order to meet the eligibility requirements for the federal student aid programs. **Students who fail to attend any classes by the end of the 2nd week of the semester are not eligible for aid and will be treated as an unofficial withdrawal.** If a student only begins attendance in some classes, but less than a full time class schedule, aid must be adjusted to reflect less than full time attendance. Please see the [CIM Financial Aid Student Attendance Policy](#) for more information.

### *Course Evaluations*

CIM Course Evaluations are available for all students to complete each semester. The evaluations are hosted by CampusLabs. Students will be able to assess Applied (Principal Performance), Classroom, Large Ensembles and Small Ensembles. Evaluations are completely anonymous. CampusLabs utilizes the CWRU Single Sign-on, the user id and password for your cim.edu email. The evaluation period is the final 3 weeks of each semester, prior to final exams.

### *Grievance and Judicial Process*

*Academic Grievance Process:* A student wishing to register a complaint about course instruction or evaluation should first discuss the matter with the course instructor. If the matter is not resolved, the student may address the complaint to the head of the department or chairperson of the division. If neither step resolves the complaint, the student may make a formal statement, in writing, to the Associate Dean for Student Academic Affairs for final review and decision. At his/her discretion, the Associate Dean may refer the matter to the Dean’s Council for deliberation. The student may appeal, in writing, the decision to the Dean of the Conservatory.

*Non-Academic Grievance Process:* A student wishing to register a complaint about a non-academic matter prepares a written statement including a) the nature of the problem(s), (b) the name of the individual(s) involved, and c) the result of any previous effort made to resolve the matter informally. The written statement is sent to the Associate Dean for Student Affairs who contacts the person(s) named in the statement and attempts to resolve the matter informally. If informal discussion fails to resolve the problem, the Associate Dean requests a written statement from all individuals involved in the matter and, if appropriate, convenes a meeting of the Student Affairs Tribunal, Executive Staff, or other administrative or faculty body as appropriate. The student initiating the procedure is notified by the Associate Dean about the issue's resolution.

Students may seek guidance from appropriate administrative officers or faculty on how to resolve minor issues that may arise, but are not grievances.

## *Policies and Procedures*

### **Sexual Misconduct**

Sexual misconduct incorporates a range of behaviors including sexual assault, sexual harassment, intimate partner violence, stalking, voyeurism, and any other conduct of a sexual nature that is nonconsensual, or has the purpose or effect of threatening, intimidating, or coercing a person.

Title IX of the Education Amendments of 1972 prohibits sex discrimination in educational programs and activities. No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

The [complete Sexual Misconduct Policy](#) can be found on the CIM website.

### *How to Report Misconduct*

CIM strongly encourages persons who experience sexual misconduct to report the misconduct and to seek assistance to pursue university action for their own protection and that of the entire campus community. Anyone who has experienced sexual misconduct may choose to use this Institute process as well as a criminal process.

### [Resources for Reporting Misconduct](#)

David Gilson (Student concerns): 216.795.3163 or [david.gilson@cim.edu](mailto:david.gilson@cim.edu)

Brian Sweigart (Faculty concerns): 216.791.4440 or [brian.sweigart@cim.edu](mailto:brian.sweigart@cim.edu)

Human Resources (Staff concerns): 216.791.5000 ext. 219 or [megan.swerbinsky@cim.edu](mailto:megan.swerbinsky@cim.edu)

CIM Security: 216.795.3124 (ext 224)

University Circle Police: 216.791.1234

Case Police: 216.368.3333

\*\*\*A list of [Confidential Resources](#) can be found [online](#)\*\*\*

### **Violence**

CIM prohibits any acts or threats of violence by any student against any other student, contractor, employee, or visitor, on or off the premises while at CIM. In the interest of maintaining an environment that is safe and free of violence for its students, employees, and visitors, CIM also prohibits the wearing, transporting, storage, presence, or use of dangerous weapons on Institute property, regardless of whether or not the person is licensed to carry the weapon. Further, Ohio law prohibits all persons from selling, discharging, igniting, or exploding any type of fireworks. Any student who violates this policy is subject to disciplinary action, including referral to the Student Affairs Tribunal, interim separation, or and/or separation. In any case, legal action may be taken as appropriate.

### **Drugs & Alcohol**

CIM seeks to provide its students, employees and the public with a drug-free environment. CIM also has an interest in promoting the highest possible standard of health and welfare among its students, faculty and staff. It is the policy of CIM to discourage the unlawful use of controlled substances and the misuse or abuse of alcohol by its students and employees at any time. Residents of Cutter House are also bound by the alcohol policy cited in the Cutter House Handbook. Students should review the [CIM Drug and Alcohol Policy](#).

Drug and alcohol counseling and referrals are available through [University Counseling Services](#) at 216.368.5872 and [University Health Service](#) at 216.368.2450. Any student seeking information, referral services, or counseling in a confidential setting need only call.

## Smoking

The Cleveland Institute of Music is dedicated to providing a healthy, comfortable, and productive work environment for its employees and students and to abiding by Ohio law with respect to permissible locations for smoking. The following conditions apply at CIM:

- Smoking is prohibited inside and within 30 feet of any outside doorway or open window in any CIM facility.
- Smoking is prohibited within 30 feet of any posted no-smoking sign.
- Smoking is prohibited in Cutter House.
- Smoking is prohibited on the terrace.
- Smoking on the CWRU campus is restricted to designated areas. Failure to abide by University restrictions can result in a ticket and fine.

Failure to comply with smoking regulations results in disciplinary action by the Associate Dean for Student Affairs or the Dean, and may result in a ticket and fine from campus police.

There are three designated smoking areas near CIM that are compliant with Ohio law:

- Outside the front entrance to the school beside the bench
- At the end of the walkway to the CIM parking lot
- On the Juniper Road side of Cutter House near the end of the driveway (CWRU has a sign posted indicating the specific area)

If you choose to smoke, you may only use these areas.

*A complete listing of these [Policies & Procedures](#) can be found on our website.*

## ACADEMIC AFFAIRS OFFICE

**North Building, Room N108**

Hallie Moore, *Associate Dean for Student Academic Affairs and Registrar*, ext. 233

Kristin Zalar, *Associate Registrar & International Student Advisor*, ext. 230

[registrar@cim.edu](mailto:registrar@cim.edu)

The Academic Affairs Office strives to provide the CIM community with efficient, timely and personable service. Institutional policies are consistently and fairly implemented to preserve institutional integrity through the accurate maintenance of the student academic transcript. The following services are provided by the CIM Academic Affairs Office:

- Advising
- Registration assistance
- Student schedule maintenance (drop/add, audit, withdrawal, etc.)
- Evaluation of transfer credits and advanced placement IB scores
- Grade reports
- Proof of enrollment documentation
- Transcript requests

### **Forms & Information**

[Current Catalog \(PDF\)](#)

[Degrees Offered](#)

[FAQs \(PDF\)](#)

[Satisfactory Academic Progress \(SAP\) Appeal form](#) (PDF)

[Academic Advising Sheets](#)

[Five-Year Academic Calendar](#) (PDF)

[Jury Examination Requirements](#) (PDF)

[CIM Graduation Checklist](#) (PDF)

[Leave of Absence Policy](#) (PDF)

[Notice of Extended Absence](#) (PDF)

[Course Withdrawal Policy & Form](#) (PDF)

[Request a Transcript](#)

[Proof of Enrollment form](#) (PDF)

[Secondary Piano at CIM](#) (PDF)

[Transfer Credit Information](#)

[Credit Hour Calculation](#)

[Credit Hour Assessment Procedures](#)

[2017-18 Estimated Summary of Cost of Attendance](#)

Case links:

[How do I find my Case Class?](#)

[Campus Map](#)

### *Educational Services*

#### Student Advising

To ensure progress on degree completion, students meet with their academic advisor prior to registration for the upcoming term. The academic advisor creates a student check sheet at the first advising appointment and the check sheet is subsequently updated at the face-to-face registration advising session. The academic advisors are available to students by appointment, email or phone. The check sheets are also made available to students online and are available upon request from the student's academic advisor.

#### International Student Advising

The Cleveland Institute of Music welcomes students from many countries. Today, 34% of students enrolled at CIM are from outside the United States. Admission requirements are the same for all applicants, regardless of citizenship; however, immigration regulations, different educational backgrounds, and financial considerations result in additional procedures for international applicants. CIM's International Student Advisor, [Ms. Kristen Zalar](#), offers many resources to support international students and enrich their educational experience. Please do not hesitate to contact Ms. Zalar with your questions or concerns. Additional information can be found on the [International Applicants](#) page of our website.

Additional International Student Resources:

\*\*[U.S. Citizenship and Immigration Services \(USCIS\)](#)

\*\*[U.S. Embassies Abroad](#)

\*\*[Test of English as a Foreign Language \(TOEFL\)](#)

## STUDENT AFFAIRS

### *Student Life*

The Office of Student Affairs, along with Residence Life staff and the help of CIM faculty, staff and students (as well as colleagues at Case Western Reserve University), encourages students to learn and develop by offering a full range of programs, support services, and experiential opportunities.

We support student learning and facilitate students' development in career, cultural, emotional, intellectual, physical, psychological and social dimensions. We encourage students' personal growth through programs and services that extend beyond the classroom, studio and practice room. We challenge students to be engaged citizens, creating a campus environment respectful of differences while valuing the voices of others. Additional information and student resources can be found on the CIM [Student Affairs page](#).

### *Student Health Program*

The Cleveland Institute of Music provides resources to ensure the physical and mental well-being of its students. All full-time students are automatically enrolled in the Case Student Health Program, which includes care provided by the University Health Service and coverage under the Case Medical Plan. All students who have paid the Health Service Fee are eligible to make use of the services offered within the Health Service. For more information on different aspects of the Health Program, visit the [UHS web site](#), the Case Western [Student Affairs Office](#), or the CIM [Student Health Program](#) page. Visits are free to all registered CIM students. Those wishing to waive the student health insurance plan must have alternative qualifying coverage and fill out the [Student Medical Plan Insurance Waiver Form](#). Visit the CIM website to see if you are [eligible](#).

### *Career Resources*

Today's economy presents new challenges for budding musicians; society will constantly push for the freshest ability with the greatest ingenuity. It is important to know that you have many resources to help you prepare for life after graduation, and although the hard work is just beginning, your diligence now will surely pay off in the long-run. A variety of [Career Resources](#) are available on the CIM website.

### *Educational & Disability Support Services*

CIM is committed to making reasonable accommodations for individuals with documented qualifying disabilities in accordance with the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, and Ohio law. CIM is committed to serving all students with disabilities both in and out of the classroom. Any student with a documented disability is eligible to request services through the Associate Dean for Student Affairs. Each student has the responsibility to notify the Dean of his/her disability should he or she seek accommodations with CIM and complete all documentation to begin this process. Once approved, individualized accommodation plans are developed for each student. After receiving his/her individualized accommodation plan, each student is responsible for notifying his or her faculty member for each class in which they choose to utilize accommodations. For one-on-one attention to address your needs please contact the Associate Dean for Student Affairs at 216.368.5331.

### *Tutoring*

CIM tutoring requests should be made to the teacher of the class in which assistance is needed. Teachers will then fill out a tutoring request form, and a tutor will be assigned. Tutors will contact students within 24 hours. Tutoring is available in the following subjects: theory, sight-singing, ear training, and eurhythmics. Academic support is also available through the [Division of Student Affairs](#) at Case.

## ***Residence Life***

The department of Residence Life oversees the community of students at CIM who reside in Cutter House. CIM typically guarantees on-campus housing for first- and second-year undergraduate students. The Residence Life team, which includes Resident Director and four Resident Assistants, works together to deliver a variety of programs to enhance community development and engagement in campus life. We acknowledge that our residential learning environment is one that is pertinent to the holistic learning experiences of our students, and we provide a safe, supportive environment, that offers opportunities for students to explore multiple facets of life. [Cutter House Policies and Procedures](#) as well as [general on-campus housing information](#) (roommate preference, meal plans, etc) can be found on our website.

## **STUDENT SUPPORT/ SERVICE OFFICES**

### **BUILDING USAGE**

#### ***Hall Reservations***

Emily Stack manages CIM's performance halls, Kulas Hall and Mixon Hall, as well as its large rehearsal spaces, Rooms 113 and 217. These spaces may be reserved in advance for required degree recitals, Professional Studies projects, recording sessions, and dress-rehearsal time. In addition, any available time on a given day may be scheduled that day for CIM-related activities. Daily hall schedules are posted outside the Concerts and Events Office by 8:30am Monday through Friday. Up to three hours may be claimed on a first-come, first-served basis. After office hours and on weekends, please sign-up at the Main Security Desk. Use of the performance halls is prohibited unless officially scheduled. Unauthorized use of these facilities is grounds for disciplinary action.

#### ***Practice Facilities***

Practice facilities are an essential component in the professional preparation of musicians. The following regulations apply for CIM practice facilities:

- Only currently registered and enrolled CIM students may use practice rooms. Junior YAP and YAP students have limited access to practice rooms as well.
- All practice rooms/studio doors must be unlocked when occupied. Eating and drinking are prohibited in these spaces.
- A practice room that is vacant for more than 15 minutes must have all personal belongings removed so that others may practice.
- Instruments and belongings left unguarded cannot be considered safe.
- Practice rooms are to be occupied only by practicing students; socializing should be done away from the practice area.
- Practice room windows are not to be covered.
- Practice rooms are not available to students for unauthorized teaching of private students. Such use of facilities presents an institutional liability issue and is grounds for disciplinary action.
- Permission is required for practice in teaching studios. Studio time must be reserved in advance with Security.
- Some teaching studios designated primarily for use by a single department are available only to students of those respective departments.
- Students utilizing practice organs must wear organ shoes and must not touch organ pipes.

*\*\*\*Cutter House residents are encouraged to practice in their rooms during posted hours.\*\*\**

Students may request the repair and/or tuning of pianos. A request for piano tuning and/or maintenance can be made by emailing CIM Piano Technician Jeff Krill at [jxk66@case.edu](mailto:jxk66@case.edu), or by calling ext. 256.

**Additional Practice Spaces:**

*The Music Settlement:* Through an agreement with The Music Settlement (TMS), located at the north end of Hazel Drive, CIM students have access to additional facilities between the hours of 10 am and 2 pm, Monday through Friday. Access to TMS rooms requires leaving a CIM ID at the front desk. CIM underwrites the cost of these practice facilities.

*Hazel Drive Annex:* Adjacent to the Lennon Building, Hazel houses several teaching studios and 15 practice rooms. Entrance is by card-access only.

Hazel Hours: Monday through Friday, 8:15 am - 11:00 pm  
Saturday, 8:00 am - 10:00 pm  
Sunday, 11:15 am - 10:00 pm

*Hours subject to change on concert evenings, vacation periods, and when deemed necessary by CIM.*

CIM's main and Lennon buildings, Hazel, and the common areas in Cutter House may not be used for non-CIM activities, including religious activities. For full details, please read the [room usage policy](#).

**BUSINESS OFFICE**

**Main Building, Room 103A**

Margaret Bayless, *Director of Accounting*  
Rashida Blair, *Accounts Receivable* (Tuition Payments)  
Sandra Monteleone, *Accounts Payable*  
Cynthia Wochner, *Payroll Administrator* (incl. work study and non-work study payments)  
\*\*\*Office hours: Monday through Friday, 9:00am to 5:00pm. Closed for lunch.\*\*\*

The services offered in the Business Office include:

- Payroll processing for all faculty, staff, and students, including distribution of W-2 forms at year-end and new hire payroll paperwork
- Billing statements for all CIM students and programs
- Receipt of payments for all CIM programs, including refunds of overpayments to students
- Preparation and distribution of the Tuition Statement forms (IRS Form 1098-T)

**Business Office & Related Forms**

[Health Insurance Waiver Form](#)  
[FERPA Release Form / Address Update](#) (PDF)  
[Conservatory Payment Policies](#) (PDF)  
[Payment Plan Enrollment Form](#) (PDF)  
[New Hire Tax Forms](#) (for U.S. Citizens and Permanent Residents) (PDF)  
[New Hire Tax Forms](#) (for International Students/Employees) (PDF)  
[2017-2018 Payroll Calendar](#) (PDF)

\*\*\*For other student forms, please check the [Student Forms and FAQs page](#) of our website.\*\*\*



## FINANCIAL AID

North Building, Room 106 B

Kristine Gripp, *Director of Financial Aid*, 216.795.3192, [kristine.gripp@cim.edu](mailto:kristine.gripp@cim.edu)

\*\*\*Office hours: 9:00 a.m. to 12 noon & 1:00 pm to 5:00 p.m. EST Monday through Friday.\*\*\*

For many, the process of applying for and renewing financial aid can be intimidating. Please visit the [Financial Aid page](#) of our website for extensive information, forms and links that will make the process easier for you. The office staff is also available to answer your questions.

While we do our best to meet as much need as possible, CIM cannot guarantee to meet all of your financial need. Awards may include a combination of scholarships, grants, loans, work study, service awards and fellowships. Degree program, year of attendance, FAFSA EFC (Expected Family Contribution), CIM funding levels from the government and our institutional budget all are factors in determining how much we may award you from any type of aid.

## CIM SECURITY & SAFETY

Sean Garrigan, *Head Security Guard*, [sean.garrigan@cim.edu](mailto:sean.garrigan@cim.edu)

\*\*\*Security desks are located at the East Blvd. entrance and the Hazel Drive entrance\*\*\*

CIM strives to create and foster a safe and nurturing environment on its campus, and, in conjunction with CWRU and University Circle Incorporated, within the University Circle area. Students have a responsibility to assist in this process by exercising vigilance and common sense. Specifically, students should be certain to:

- Carry the CIM ID Card at all times.
- Be aware of suspicious persons or situations. Report such activity to Security or a member of the maintenance or administrative staff. Avoid the temptation to intervene.
- Keep instruments and other valuables secure, never leaving these items unattended.
- Obtain commercial insurance protection for valuable property. Instrument insurance is essential.
- Use common sense when traveling after dark, both on and off campus, walking with someone and avoiding unlighted and unpopulated paths of travel.
- Refrain from carrying excessive amounts of cash or other valuables.
- Learn the location of campus phone boxes along usual paths of travel; learn emergency phone numbers, etc.
- Take full advantage of security mechanisms such as the CWRU Auxiliary Patrol Escort Service (5:00-11:30 p.m., Monday through Friday, phone 216-368-3333).

### *Crime Reports*

In compliance with the Federal Crime Awareness and Campus Security Act of 1990 (amended in 1992 and 1998 to include the Campus Sexual Assault Victims' Bill of Rights), CIM publishes annually a Campus Security and Safety Information Report and distributes it to every CIM student electronically. In addition, CIM publishes recent [University Circle Crime Reports](#) for viewing online as soon as they are made available.

### *School Closing*

During or after heavy snows, CIM may be forced to close. Students must sign up for the CIM Emergency Alert System, CIMALERTS at GetRave.com. For those that have signed up for CIMAlerts, you will receive a text message and email message announcing closings. For those that have not signed up for CIMALERTS, consult the CIM website or the websites (or live broadcasts) of local television/radio stations or call the school for building access. On occasion, Preparatory teaching is cancelled, but the building remains open for Conservatory activities. Students should check the CIM website closely to determine what applies to them. CIM makes every effort to accommodate the rescheduling of recitals cancelled during building closures.

### *Emergency Procedures*

Report an emergency to CIM Security at x224 or 216.791.5000; additional staff is notified to provide appropriate assistance. Cutter House residents should notify CWRU Police and the RD or RA on call for emergencies that occur in Cutter House.

Emergency contact numbers:

- 911
- University Circle Police 216.791.1234
- CWRU Campus Police 216.368.3333
- Cleveland Police 216.621.1234
- Cleveland Fire 216.621.1212
- CIM Security Desk 216.791.5000.

### *Additional Useful Information:*

- First Aid (cuts, minor burns, etc.): Ask at a Security Desk for use of the First Aid Kit.
- Health Service Dispensary (2145 Adelbert Road): Open Monday through Friday 9am to 4:30pm; 216.368.2450. (See Conservatory Catalog or University Health Service brochure for details.)
- Fire: Sound a fire signal by pulling down the handle of one of the fire alarm boxes in the hallways.
- Cutter House Emergency Maintenance: Contact RD or RA, or call CIM Security during open hours or Campus Police at 216.368.3333 after CIM building hours.

### *Bulletin Boards*

Although electronic communication is used almost exclusively, CIM's bulletin boards relay important information to students from faculty and staff. Students should locate and regularly check those boards that are likely to display relevant information, such as deadlines for class registration and recital scheduling, orchestra and opera rehearsal schedules, chamber music assignments, work study opportunities, student organization activities, competition and festival notices, etc. Postings near the Mailroom should be scanned daily for notices from staff and faculty about class changes, approaching deadlines, changes in building hours, etc.

*Guidelines for Use:* Students are prohibited from posting flyers or posters advertising their recitals on any wall or glass surface at CIM. Posters may be posted only on in the designated area of the general-use bulletin board on the lower level of the front stairway (main building). All materials posted by students or outside organizations must be date-stamped and approved by Security. All items are removed after two weeks. Any items not dated are removed immediately.

### *Lost & Found*

Any item found and believed to be the property of another person should be given to the security guard on duty at the Security/Room Control Desk. Items that have been unclaimed for an excess of 30 days become the sole property of CIM for final disposition.

## CONCERTS & EVENTS

**Main Building, Room 102**

Wendy Waldron, *Manager of Events*, [wendy.waldron@cim.edu](mailto:wendy.waldron@cim.edu)

Emily Stack, *Box Office Manager/Concerts and Events Assistant*, [emily.stack@cim.edu](mailto:emily.stack@cim.edu)

Allison George, *Production and Ensembles Coordinator*, [allison.george@cim.edu](mailto:allison.george@cim.edu)

Whitney Clair, *Concert Programs Coordinator*, [whitney.clair@cim.edu](mailto:whitney.clair@cim.edu)

\*\*\*Office hours: Monday through Friday, 9am – 5pm\*\*\*

The Concerts & Events Office provides support for all institutional performances and events, including student recitals.

### *Recital Scheduling Procedures*

See the [Student Recital Handbook](#) or the [Professional Studies Project Information](#) for complete details about scheduling your recital.

***Important:*** *Before you can schedule your recital, pick repertoire with your teacher, find out what dates he or she is available, and have him or her sign your [Recital Reservation form](#).*

You will have an easier recital planning process if you work in advance - start early! Also please remember that there is a recital scheduling deadline each semester (see the [Scheduling Periods](#) for dates). Late fees apply after the deadlines, so start early!

### *Attending CIM Concerts and Events*

The CIM Box Office, 216.791.5000, ext. 411, is located in Room 102 just off Pogue Lobby, and is open Monday through Friday, 10am-3pm.

### *Seating Passes*

Free seating passes are required for concerts at which capacity attendance is expected. Please check the concert listing carefully for concerts requiring seating passes. Seating passes may be reserved beginning one week prior to the concert date by calling the CIM Box Office at 216.791.5000, ext. 411. Requests for passes will be taken until all passes have been reserved. Individuals are permitted to request up to four seating passes per concert.

Reserved passes will be held at the Box Office and can be picked up at Will Call on the night of the concert beginning one hour before the concert start time. Seating passes are reserved only until 15 minutes before the concert start time - NO EXCEPTIONS. At that time, unclaimed passes will be distributed to patrons waiting for seats.

### *Ticketed Events*

Select concerts have been designated as paid events, in which a purchased ticket is required. Tickets can be purchased online, in person or by phone. CIM accepts Visa, Discover, MasterCard, American Express, cash or checks made payable to the Cleveland Institute of Music. Please visit the [online event calendar](#) for a list of ticketed events. A \$1 handling fee is charged for each credit card transaction (up to 5 tickets, \$5 maximum fee). Tickets are mailed up to one week prior to an event. After that, tickets are held at Will Call.

*Day-Of Ticket Sales:* The Box Office will open one hour before the performance for in-person purchases. Phone orders and inquiries will not be answered at this time.

*Handicapped Services:* When ordering tickets, please indicate if your party needs handicap accessible seating.

*Lost Tickets:* If you are unable to locate your tickets, we can provide you with duplicate tickets to be picked up the evening of the concert. Call the Box Office to make arrangements before the night of the concert.

*Gift Certificates:* Gift certificates are available from the Box Office, redeemable toward ticket purchases for any performance.

*Ticket Exchange Policy:* Tickets may be exchanged for other tickets to the same production, subject to availability. Exchanges must be made during business hours, not on performance nights. Original tickets must be returned before new tickets can be issued. Tickets may also be returned to CIM for resale and therefore considered a donation. A tax credit will be issued. Ticket exchanges and donations will not be honored after the concert date. Arrangements must be made before the concert day.

\*\*\*No refunds are possible unless the performance is cancelled.\*\*\*

### ***Parking at CIM for concerts***

Free parking for CIM concerts is available in the CIM parking lot on Hazel Drive. There is also street parking on Hazel Drive and East Boulevard. This will often accommodate those attending our concerts. If the CIM lot is full, and depending upon their schedules, adjacent institutions' parking facilities may also be available on any given evening. These include the Cleveland Botanical Garden, the Western Reserve Historical Society, the University Circle Incorporated Administration Building and Severance Hall.

## **MAILROOM & OFFICE SERVICES**

**Main Building, Lower Level (Room 31D)**

### **Mailroom Hours: Monday through Friday, 12:00 pm until 4:00 pm**

The Mailroom provides postal, courier, office supply, photocopying and faxing services for all CIM-related business. Employees and students also enjoy the benefit of being able to mail personal items and purchase books of stamps and envelopes. All personal services must be paid for by the employee or student and all personal mail must contain sufficient postage.

### ***Our Services***

Postal Service: Mail is delivered daily to student mailboxes. Outgoing mail must be in the Mailroom by 11:30 am for morning pickup and 3:30 pm for afternoon pickup.

Student Mail: Students are assigned mail folders for messages and mail. A cabinet containing student mail folders is located at the entrance to the Mailroom on the lower level of the main building. Since some faculty and staff may leave messages in student mail folders, it is necessary to check them at least twice each day. A package pick-up slip is left in the student's folder if the student receives a package. Packages are locked away and can be retrieved between 12:00 pm and 4:00 pm each day. Students must bring a photo ID to receive these items and are asked to acknowledge receipt with a signature. Due to limitations in space, packages unclaimed for two weeks accrue charges of \$1.00 per day. Outgoing stamped mail can be placed in the designated bins on the wall to the left as you walk into the mailroom area.

Cutter House residents should have their mail delivered to CIM with "Cutter House" and a room number included in the address. Students living off-campus are reminded that they should have mail delivered to their residences, but packages may be delivered to CIM.

Students who leave for the summer or who take a Leave of Absence (even if returning home) should complete a temporary change-of-address form in the Mailroom and leave it with the Mailroom staff; otherwise, mail cannot be forwarded.

Faculty and Staff Mailboxes: Faculty and staff mailboxes are located by the ticket window in the Main Building. Students may leave messages for faculty and staff in these boxes or by voice or email.

C.O.D.: CIM accepts no deliveries sent C.O.D. to students. All instruments, packages, trunks, etc., sent in care of CIM must either be prepaid or picked up personally when the shipment arrives. Unclaimed C.O.D. deliveries are returned immediately to the shipper.

Fax Services (216-791-3063): The Mailroom will send/receive faxes for any CIM-related business at no charge.

Personal faxing rates are as follows:

Sending:	Domestic	\$1.00 per page
	Foreign	\$5.00 first page, \$2.00 each additional page
Receiving:	Domestic and Foreign	\$1.00 per page (domestic and foreign)

Copiers: There are two copiers for student use, both located on the first floor (one by the main security desk and one in room 113A). The copiers require a copy card to make copies. Students receive a copy card at the beginning of the year in their mailbox. Please use the standalone kiosk located outside the mailroom to add money to your copy card. Lost cards will incur a \$10 replacement charge.

**\*\*\*Mailroom staff will not duplicate copyrighted materials without written permission from the publisher.\*\*\***

The Mailroom does not make change. Mailroom staff cannot give credits for copying mistakes, but can be consulted for copier instructions. Unauthorized copying (and use of unauthorized copiers) is subject to disciplinary action by the Office of the Dean.

---

## ROBINSON MUSIC LIBRARY

**Main Building**

Kevin McLaughlin, *Director of Robinson Music Library*, [kevin.mclaughlin@cim.edu](mailto:kevin.mclaughlin@cim.edu)  
[www.cim.edu/library](http://www.cim.edu/library)

Whether you are a new student or a returning student, we invite you to come and explore everything Robinson Music Library has to offer. The dedicated team of librarians and staff members is here to help you with anything you need from your research to your resume. As we like to say, ask us anything!

## ORCHESTRA LIBRARY

**Main Building, Lower Level (Room 3)**

Madeline Lucas Tolliver, *Orchestra Library Supervisor*, [orchlib@gmail.com](mailto:orchlib@gmail.com)  
Hours: 1:00-4:00 pm, Monday through Friday during the academic year, other hours by announcement

The Orchestra Library's primary responsibility is to obtain (through purchase or rental), prepare, and distribute music for the CIM orchestral program. This includes orchestra programs on the regular concert series, conducting student recitals, and classes such as the conducting major's Rep Orchestra, the required beginning conducting class, and the woodwind/brass repertoire class. In addition, students can request individual parts for study and auditions and students or faculty can request parts for studio classes or other CIM classes. CIM alumni may request parts for auditions. The CIM Orchestra Library does not lend music to outside groups.

**Request Parts**: CIM students and faculty can request individual orchestral parts for study. In many cases, the requested part will be sent to you as a PDF. If we cannot send you a PDF, you will receive a note as to whether or not your request

is available in another format. Fill out the Online Part Request Form or e-mail your request to the Orchestra Library at [orchlib@gmail.com](mailto:orchlib@gmail.com)

## **INFORMATION TECHNOLOGY SERVICES**

Main Building, Lower Level (Room 31B)

Daniel Betting, *Director*, [daniel.betting@cim.edu](mailto:daniel.betting@cim.edu)

Billy Dismukes, *Network Administrator*, [william.dismukes@cim.edu](mailto:william.dismukes@cim.edu)

Matt Smith, *Database Administrator*, [matthew.t.smith@cim.edu](mailto:matthew.t.smith@cim.edu)

Marketing, *Webmaster*, [webmaster@cim.edu](mailto:webmaster@cim.edu)

Information Technology Services is committed to facilitating the use of information technology. Our goal is to provide the highest quality planning, service, and support to the administrative staff so they can provide the best service possible for our faculty and students. The services offered to the administration include software support, hardware support, printers and peripherals, ordering software, setup and configuration of technology equipment, web services and backups. The department is a single point of contact for all technology planning and computing needs.

### [CIM Acceptable Use of Technology Policy](#)

### *Media Lab*

The Media Lab is located in the lower level of the library. The computer lab consists of 24 individual stations including 14 Macs, eight PCs and two self-service LP listening stations, as well as two group listening rooms. These computer stations are equipped with compositional software, audio/video editing software, and the Microsoft Office Suite.

A Media Assistant is always on duty during regular library hours to help you find and access recordings.

### ***Printing opportunities: WEPA™ Printing Program***

WEPA™ is a rapidly growing cloud printing network that enables anyone with an internet connection to upload documents and then print them anywhere a WEPA™ kiosk is located. Additionally, the WEPA™ kiosk can print documents directly from a USB thumb-drive. Whether you want to print your documents using “Cloud Printing” or a USB drive, WEPA™ has you covered. Check out the [WEPA site](#) at CWRU to see all the locations where you can have your printing done in addition to the printing kiosks. WEPA™ kiosks at CIM are located in the hall outside the mailroom (room 31) and the Robinson Music Library.

## **PERFORMANCE RESOURCES**

### **RECORDING ARTS & SERVICES**

**Main Building, Room 114**

Alan Bise, *Director*, [alan.bise@cim.edu](mailto:alan.bise@cim.edu)

Max Porter, *Audio Engineer*, [max.porter@cim.edu](mailto:max.porter@cim.edu)

Kelly McManamon, *Digital Media Producer*, [kelly.mcmanamon@cim.edu](mailto:kelly.mcmanamon@cim.edu)

Matthew Arnold, *Office Manager*, [matthew.arnold@cim.edu](mailto:matthew.arnold@cim.edu)

The Recording Arts & Services department is dedicated to providing faculty, staff and students with high-quality recordings of their performances. Each school year, the department handles the recording of about 700 concerts,

recitals, recording sessions and rehearsals for CIM faculty, students and alumni. In addition, they handle requests for PA systems, mobile audio carts and video projection, and also maintain studio audio/video equipment and make duplications of CIM-related recordings. Please inquire for [rates](#), [policies](#), and availability.

Feel free to contact the Recording Arts & Services department regarding any questions you may have or stop by the office if you would like advice or guidance on your own recording equipment. We also have portable recording devices (\$10 per day) available for student use.

#### *Recording Arts & Services Forms*

[Recording Session Request](#) for audio and/or video recording sessions. **Requires intranet login**

[Duplication Request](#) for audio recordings.

[Special Request](#) for on-location recording or other special circumstances.

[Audio Labels template](#) for CD and DVD labels.

#### **Performance and Composition Media Rights Policy (Students)**

By attending the Cleveland Institute of Music (CIM), each student hereby agrees to be bound by this intellectual-property policy pertaining to performances and compositions. All performances (excluding underlying compositions) by a student while enrolled at CIM are the exclusive property of CIM. These include, but are not limited to, student performances incorporated in sound recordings, audio-video recordings, and student performances that are broadcast or transmitted in any medium now known or hereafter devised. CIM owns worldwide rights to student performances, including associated copyrights and subsidiary rights in audio and/or audio-video recordings in which students' performances are embodied. CIM, at its discretion may register such rights with the Copyright Office or any other agency. CIM has the right to use a student's name, image, and likeness in connection with such performances and the promotion of the school. CIM may, at its sole discretion, use a student's performances for commercial, promotional, recruiting, or educational purposes in any medium now known or hereafter devised in perpetuity, including on CIM's website and/or on any of its affiliates' or broadcast partners' websites. These affiliates include, but are not limited to, live web streaming, YouTube, WCLV/WVIZ/Ideastream, Vimeo, and Instant Encore. CIM will be responsible for obtaining any licenses related to the use of any compositions embodied in such performances, if necessary.

Students in good standing with CIM have the right to use degree-recital audio or audio-video recordings for non-commercial, promotional purposes, e.g., on a personal website, social networking websites and/or in a demonstration or audition medium. CIM will notify those who are not in good standing. Students may use excerpt(s) of degree-recital audio or audio-video recordings to apply for summer festivals or other educational institutions at any time. Upon written request to CIM, students may acquire the right to use recordings in which their performances are embodied for any other purposes. At its discretion, CIM may grant or deny such requests. Concert Series performances (including Orchestra, Opera, Ensembles, etc.) may not be made public in any way. Students are responsible for obtaining any licenses necessary for the use of musical compositions embodied in those performances.

All student compositions created in fulfillment of degree requirements remain the property of the student, except that if CIM makes, or causes to be made, any sound recordings or audio-video recordings containing student compositions while the student attends CIM, then CIM will have the right to use those recordings for commercial, promotional, recruiting, or educational purposes as set forth above. Accordingly, by pursuing a degree at CIM, each student grants to CIM all licenses, including, but not limited to, all mechanical, public performance, and synchronization licenses, necessary for CIM to use the student's compositions in sound recordings or audio-video recordings produced in any medium now known or hereafter devised in perpetuity while the student is an active CIM student.

Students in good standing with CIM have the right to use CIM-produced audio or audio-video recordings containing their compositions for non-commercial, promotional purposes, e.g., on a personal website, social networking websites and/or in a demonstration or audition medium. CIM will notify those who are not in good standing. Students may use at any time excerpt(s) of degree-recital audio or audio-video recordings that contain student compositions to apply for summer festivals or other educational institutions. Upon written request to CIM, students may acquire the right to use CIM-produced recordings in which their compositions are embodied for any other purposes. At its discretion, CIM may grant or deny such requests. If CIM desires to produce, or cause to be produced, a recording containing a former CIM student's composition(s) after the student graduates from CIM, then CIM will be required to seek and obtain the appropriate licenses from the student.

## **COLLABORATIVE PIANO & ACCOMPANYING SERVICES**

**Main Building, 2<sup>nd</sup> Floor, Room 209**

Anita Pontremolli, *Head of Collaborative Piano Department*, [axp42@case.edu](mailto:axp42@case.edu)

Staff Accompanists, Collaborative Piano majors, and other keyboard students provide collaborative services for program-required student performances (excludes non-degree recitals) during the regular fall/spring semesters. All students, excepting majors in piano, collaborative piano, double bass, guitar, harp, percussion, and organ, are assessed a fee for these services.

In consultation with their major instructors, students must make early decisions about recital and/or jury repertoire and communicate their accompanying needs well in advance of the scheduled performance using the Request-for-Collaborative-Pianist Form available outside Room 209.

Similarly, students not planning recitals or jury examinations but requiring a collaborative pianist for such activities as lessons, class recitals, CIM Concerto Competition, master classes, etc., must submit the same form at least four weeks in advance of the performance. CIM cannot guarantee a collaborative pianist if less than four weeks' notice is provided. Organ and harpsichord collaboration also can be requested through the head of the Collaborative Piano Department.

## **STUDENT TICKET BENEFITS**

### **Cleveland Orchestra**

Thanks to generous support from the Kulas Foundation, all CIM students have access to the Cleveland Orchestra Frequent Fan program. Each year, students with a valid ID sticker can pick-up a voucher for a Frequent Fan card to be redeemed at the Severance Hall Box Office.

Additional student-priced tickets may be purchased by showing a CIM ID card at the Severance Hall Box Office. Students also may take advantage of the specially priced tickets available through the Student Advantage Program. Complete details and enrollment form is available on the [Cleveland Orchestra website](#).

Students may be employed as ushers at Severance Hall. While there is no monetary compensation, such service does permit weekly access to Cleveland Orchestra concerts. Application is made early in September, and interested students should contact Severance Hall (216-231-7300) during the first week of school for specific information.

### *Cleveland Orchestra Rehearsals*

CIM students have the privilege of attending most Thursday-morning rehearsals (10:00am - 12:30pm). Students must be seated in the hall no later than 9:45am. Students must refrain from making noise or causing any form of distraction during the rehearsal. Students not adhering to the Orchestra's policies are asked to leave and may lose this privilege.



## **INSTRUMENT LOAN**

CIM owns various orchestral instruments available for student loan through a sign-out procedure in the Office of the Dean. The student is responsible for the care and maintenance of the instrument during the loan period, and instruments must be returned to CIM at the end of the agreed upon loan period.

Instruments are loaned only to assist students in completing CIM-related activities; they may not be taken out of town or given to anyone else for use without the specific consent of the Dean. Even with such consent, the user of record remains responsible for the instrument until it is returned and checked in.

## **UNIVERSITY CIRCLE INFORMATION**

*Home to world-renowned museums, prestigious universities, nationally recognized hospitals, eclectic restaurants, beautiful parks, and cozy spaces. Start exploring today!*

See more at: [www.universitycircle.org](http://www.universitycircle.org)

## **PARKING**

Parking is at a premium in University Circle. Four-hour parking meters are located on the streets around CIM (East Boulevard, Hazel Drive). The fee is \$.50 per hour, Monday through Friday, from 9:30 a.m. to 4:30 p.m. There is limited free street parking on Juniper Road available to anyone who is fortunate to find a space open. Parking permits are available to students for Lot #46 at CWRU. Students interested in purchasing a permit should contact the University Parking office at (216) 368-2273 or by e-mailing [parking@case.edu](mailto:parking@case.edu).

Parking violators will be ticketed by both University Circle and City of Cleveland Police, and the cars of persons with unpaid tickets are either “booted” or towed. Payment of parking fines and towing charges is enforced strictly through all University Circle institutions.

### **CIM Parking Policies**

The Hazel Annex Parking lot, adjacent to CIM, is a “permit only” lot for faculty and staff. It will however be open parking between the hours of 3:30pm and 6:00am the following morning. Additionally the lot may be open on weekends.

TOWING OF VEHICLES without permit passes will occur weekday mornings beginning at 6 am.

A limited number of spots in the Hazel lot will be available for student purchase at the beginning of each school year. Students interested in purchasing a permit need to sign up for the parking lottery.

## **EMERGENCY INFORMATION**

- City of Cleveland Fire Department: Dial 911(emergency) or 216.621.1234 (non-emergency).
- University Circle Police: 216.791-1234 (non-emergency)  
*\*\*\*A single touch to a button on Code Blue telephone posts on CWRU's campus results in a direct connection to the CWRU Police. The button also activates a strobe light that guides officers to the precise location. Generally a response takes less than one minute.*
- Off-campus, emergency assistance is available immediately by dialing 911 from any regular-access phone and providing details of the emergency situation.
- Ambulance, University Circle Police: 216.791.1234
- Poison Control Center: 216.231.4455
- Cleveland Rape Crisis Center: 216.391.3912
- Suicide Prevention: Counseling Service & Collegiate Behavioral Health: 216.368.5872