



1401 SE Walton Blvd., Suite 203 • Bentonville, Arkansas 72712  
479-621-7000 • 479-751-1100 • Fax 479-621-7900  
[www.DrivingAcademyNWA.com](http://www.DrivingAcademyNWA.com)

## 2017-18 Bulletin

Published December 21, 2017  
Effective December 21, 2017

### Table of Contents

General Information	2
Time Limits/Deadlines Notice	2
Photography Notice	2
Enrollment Pre-requisites	2
Program Description with Costs	3
Individual Course Descriptions with Costs	3
Grading System	6
School Policies	7
I. Attendance Policy for Classroom Instruction	
II. Tardy Policy for Classroom Instruction	
III. Attendance/Tardy Policy for Behind-the-Wheel Instruction	
IV. Unsatisfactory Progress and Termination of Enrollment	
Other Fees	8
Payment Information	9
Refund Policy	9
Scholarships	10
School Calendar: Classroom Instruction	10
School Calendar: Behind-the-Wheel Instruction	10
Holidays and Vacations	10
Facilities and Equipment	11
Student Complaint Process	11

## General Information

Driving Academy of Northwest Arkansas, LLC, (a.k.a. Driving Academy or DANWA) is a private, fully-licensed school devoted to providing superior driver education, behind-the-wheel training, and evaluations for teens and adults, whether novice or experienced drivers. It is Driving Academy's vision to help save lives and prevent headaches and heartaches by offering research-based, expert-recommended methods of training that are fun and relaxing for everyone involved.

We offer a variety of dates and options for classroom instruction and actual behind-the-wheel driving instruction: both important components to promote safe driving for teens and adults. The Driving Academy's programs will strive to develop, within each participant, **knowledge** of the provisions of the Arkansas Vehicle Code and other laws of this state relating to the operation of motor vehicles; **acceptance** of personal responsibility in traffic; **appreciation** of the causes, seriousness, and consequences of traffic collisions; and the **knowledge, attitudes, habits, and skills** necessary for the safe operation of motor vehicles. We will always strive to meet all of the laws of the State of Arkansas as regulated by the Arkansas Department of Higher Education which governs driving schools.

Driving Academy is licensed by the Arkansas Department of Higher Education. While the information published in this catalog is expected to remain effective during the forthcoming licensing year, the administrative official certifies that the ADHE will receive advance notice in the event of any changes. Driving Academy's website, [www.DrivingAcademyNWA.com](http://www.DrivingAcademyNWA.com), will be kept current as well.

*The Defensive Driving Classes and the Driver Rehabilitation and Training Services DANWA offers are not included in this bulletin as they are not under the umbrella of the ADHE.*

*The Driving Academy of NWA Defensive Driving Classes were formally approved by the State of Arkansas Department of Finance and Administration, Office of Driver Services, on January 19, 2016, which qualifies all successful participants to the benefits provided by Arkansas law for completing such an approved course.*

*The Driver Rehabilitation and Training services DANWA offers are available in part due to a partnership DANWA has with the UAMS Outpatient Therapy Clinic in Fayetteville, implementing the training and the Best Practices for the Delivery of Driver Rehabilitation Services provided by ADED, The Association for Driver Rehabilitation Specialists.*

## Time Limits/Deadlines Notice

The Driving Academy program is structured to help our students obtain the maximum value for their time with our school. To assist our students with that end in mind, we have established specific time limits for completing various programs and/or packages which are described in detail within this bulletin. Failure to complete a program or package within the specified time limits can result in consequences such as extension fees or loss of instruction as listed within the Driving Academy of NWA bulletin. These policies are in place to improve the effectiveness of the program for each student and will be strictly followed.

## Promotional Photography Notice / Implied Consent

Participation in Driving Academy of NWA's programs constitutes an agreement by the participant and/or the parent or guardian to allow the academy to photograph or film participants, without compensation, for possible use in publicity.

## Enrollment Pre-requisites

1. Students must be at least fourteen (14) years of age by the first day of any instruction.
2. For a behind-the-wheel lesson, students are required to have in his/her name and possession a valid Arkansas driving learner's permit or a U.S. state driver license. An instructional permit from another state will be acceptable only if the student is a resident of that state and intends to obtain a license from that same state.

## Program Description with Costs

### Comprehensive Driver Education Program (40 clock hours total)

**\$525**

(\$100 registration fee + \$250 partial tuition + \$175 balance of tuition)

This comprehensive program of 40 total hours consists of Courses #100, #101, #102, and #103. A full description of each of these courses can be found under “Course Descriptions” on subsequent pages in this bulletin.

Course #102 (Six Hours Behind-the-Wheel Driving Instruction) MUST be completed within 3 months of the first day of instruction to avoid additional fees and will NO LONGER be available at nine months after the first day of instruction. (See **School Policies IV. Unsatisfactory Progress and Termination of Enrollment** and Other Fees for details.)

The “Driver Education Certificate of Achievement” for this program can only be earned by successfully completing all courses specified in the Comprehensive Driver Education program no later than nine months after the first day of instruction. (See **School Policies IV. Unsatisfactory Progress and Termination of Enrollment** and Other Fees for details.) This certificate may qualify for insurance discounts, if applicable.

To secure the program cost, which is less than the sum of the costs of the individual courses, the student must register for the full program prior to attending any instruction. An “upgrade” after attending any instruction will result in paying the higher sum of the individual course costs.

## Individual Course Descriptions

### Course #100: Parent Seminar

**\$0**

Informative classroom instruction including...

- orientation to Comprehensive Driver Education Program
- parental responsibilities
- basic driving techniques
- best vehicles for new drivers
- Arkansas’ rules of the road

Attendance by a parent/guardian no earlier than three years prior to the first day of instruction is required for any student under age 18 in order for the student to graduate from Comprehensive Driver Education.

### Course #101: 30 Hours Classroom Instruction and Assignments

**\$250**

Thirty (30) clock hours of interactive class time and assignments. For each class, instruction will be facilitated by passionate, well-trained instructors using current AAA textbooks, media, visuals, and appropriate guest speakers, as available. The first hour of the first day will be an orientation meeting for the students.

**Topics include:**

#### “Ignorance is NO Excuse”

- Traffic signs, signals, & pavement markings
- Standard, uniform traffic laws
- Arkansas-specific and recent laws

#### “How to Drive”

- getting ready to drive
- driver responsibilities
- vehicle control
- space management
- developing visual processes
- searching skills
- basic maneuvering
- managing intersections
- risk-reducing strategies for a multitude of scenarios
- executing effective speed & position adjustments
- environmental conditions affecting safe vehicle operation
- vehicle functions and malfunctions
- collision reporting
- sharing the road with tractor-trailers, motorcycles, bicyclists, pedestrians and others

## Individual Course Descriptions (continued)

### Course #101: 30 hours Classroom Instruction (con't)

#### “Don't Drive Stupid: Impaired, Distracted, or Unprotected”

- primary causes of fatal collisions
- activities designed to motivate students to make intelligent choices

### Course #102: 6 Hours Behind-the-Wheel Driving Instruction

**\$420**

Four (4) 1½-hour sessions of behind-the-wheel lessons:

- private, one-on-one lessons with a professional, qualified driving instructor
- includes use of our vehicle, gasoline, and insurance on vehicle driven
- package rate for Course #102 is valid as long as all four lessons are completed within three months of the first day of instruction
- If the four lessons are not completed within three months of the first day of instruction, extensions from the original ending date can be purchased for \$30 per three months to complete the lessons within nine months of the original start date.
- Lessons in this package are not transferable between students.
- For each session of behind-the-wheel instruction, Driving Academy allows and encourages a parent/guardian of each teen student to observe quietly from the back seat.
- With the approval of both the student and a parent of each minor student involved, a current or graduated Driving Academy student or the spouse may observe quietly from the back seat during a lesson.
- Lessons begin and end at our standard meeting locations or, for students 21-yrs and older, alternate locations when approved at least one business day in advance. (see details below)

Because most of our adult students live and/or work in close proximity to our standard meeting locations, our instructors are usually able to meet them at their home or work, but this must be requested by the student for each lesson when scheduled or at least one business day in advance. Changes of pick-up or drop-off locations with less than one business day advance notice often results in loss of some lesson time.

Our standard meeting locations for behind-the-wheel lessons for students 14- to 20-yrs-old:

1. Kum & Go Store at 2710 Moberly Lane in Bentonville,
2. Casey's General Store on W. Pleasant Grove Rd. in Rogers,
3. NWA Mall lower JCPenney parking lot in Fayetteville, and
4. Cracker Barrel/Shelter Insurance parking lot in Springdale.

Other locations we can usually accommodate with individualized scheduling:

1. University of Arkansas area and
2. the following schools, if on a school day and the student actually attends the school:
  - a. Bentonville High School,
  - b. Har-Ber High School,
  - c. Haas Hall Academy, Bentonville, and
  - d. Haas Hall Academy, Fayetteville.

(see "Other Fees" on page 8)

### Course #103: Documentation of State-Required 4 Hours Behind-the-Wheel Practice Cost: N/A

Driving Academy provides the paperwork to document four (4) clock hours of additional behind-the-wheel driving experience with a licensed parent or guardian. Two of these four hours must be driven at nighttime as required by state law for students aged 14-17 years. If desired, the parent could purchase additional lessons as outlined in Course #102, #105, and/or #106 to meet this requirement.

(Driving Academy recommends additional practice with a licensed parent/guardian to total at least 50 hours before allowing the student to drive alone. Studies show that even more hours, i.e., 100 to 200 total hours experience with a parent, can be extremely beneficial in reducing the chance of a potentially fatal collision.)

## Individual Course Descriptions (continued)

### Course #105: 12 Hours Behind-the-Wheel Driving Instruction

**\$798**

Eight (8) 1½-hour sessions of behind-the-wheel lessons:

- private, one-on-one lessons with a professional, qualified driving instructor
- includes use of our vehicle, gasoline, and insurance on vehicle driven
- package rate for Course #105 is valid as long as all eight lessons are completed within three months of the first day of instruction
- If the eight lessons are not completed within three months of the first day of instruction, extensions from the original ending date can be purchased for \$30 per three months to complete the lessons within nine months from the original start date.
- Lessons in this package are not transferable between students.
- For each session of behind-the-wheel instruction, Driving Academy allows and encourages a parent/guardian of each teen student to observe quietly from the back seat.
- With the approval of both the student and a parent of each minor student involved, a current or graduated Driving Academy student or the spouse may observe quietly from the back seat during a lesson.
- Lessons begin and end at our standard meeting locations or, for 21-yrs and older, alternate locations when approved at least one business day in advance. (see details under Course #102)

### Course #106: One Session Behind-the-Wheel Driving Instruction

**\$140**

Behind-the-Wheel Driving Instruction is scheduled at 1.5-hr minimum increments. This cost includes use of our vehicle, gasoline, and insurance on vehicle driven. See details about meeting locations and others riding along under Course #102 in this bulletin. (see "Other Fees" on page 8)

### Course #107a: Evaluation/Preparation for State Road Test

**\$150**

This 1.5-hour session is ONLY for our students who have completed all objectives, which typically requires 6 to 12 hours of driving lessons, and received their primary instructor's approval. During this 1.5-hour process, a different Driving Academy instructor will have the student drive in the testing area while giving pointers and making a final decision whether or not the student is ready to pass the test. If not ready, the instructor will recommend the next step.

### Course #107b: State Road Test

**\$30 per half-hour**

This should be scheduled no longer than 48 hours after successful completion of Course #107a. This is to allow an approved student to use our vehicle, accompanied by one of our instructors, to attempt to take the state road test. The time is counted from the time the instructor notifies the student he is waiting at the pick-up location until the instructor returns the student to designated drop-off location. It will include travel time to and from testing center, a short warm up, wait time, and the actual road test, if allowed by the state testers. Payment must be made in advance according to DANWA's estimate of the expected time, but a refund or additional charge will be settled according to the actual time used, rounded to the nearest half-hour, whether or not the student was allowed by the state testers to test and whether or not the student passed.

### Course #108: 1.5-hour session Private Tutoring for Classroom or State-given test

**\$90**

This is a private tutoring session with a Driving Academy instructor to prepare for the Arkansas Instructional Permit knowledge test or to study for a re-take of a DANWA classroom test for which a score of 85% is one requirement to obtain a "Certificate of Achievement". We provide this tutoring at our office/classroom in Bentonville.

## Grading System

The following grading system will be used for all courses, when applicable:

I	Incomplete
P	Pass
F	Fail

**A student will receive a “Driving Academy of Northwest Arkansas Certificate of Achievement” when he or she receives a “P” or “Pass” in Courses #100, #101, #102, AND #103.**

### **Course #100: Parent Seminar**

A “P” is given when a parent or legal guardian attends both hours of this seminar which is usually scheduled prior to completion of Course #101 for the students, but no earlier than three years prior to the first day of instruction.

### **Course #101: 30 Hours of Classroom Instruction**

Various quizzes worth a cumulative 100 points will be administered throughout the required 30 hours of class. A student must answer correctly at least 85% of the questions and complete all assignments to receive a passing grade. A student who answers less than 85% of the questions correctly will be assigned an “I” for “Incomplete”. He/she may attempt to earn 85% by re-taking one or more of the quizzes, as determined by the instructor. If a student does not pass within nine months of the first day of instruction, an “F” will be given for Course #101.

### **Course #102: 6 Hours Behind-the-Wheel Instruction**

Our driving instructors will rate the student’s driving at the final lesson using our “In-Car Evaluation/Progress Record.” To receive a “P” for “Pass”, a student’s final driving evaluation must show that he/she has been taught and has practiced 95% of the listed skills (currently equates to 42 of 44 skills) and received a “3” or “4” on at least 80% of the skills evaluated. (This currently equates to 27 of 34 since there are 10 skills on the evaluation/progress record that are not evaluated on the final lesson, however the skills “Expressway Entry” and “Expressway Exit” must be included in the 95% of skills that were at least taught and practiced as part of the requirement to receive a “P” for this course.)

- 4 = Performs without any instruction
- 3 = Performs adequately but needs occasional instruction
- 2 = Performs but only with significant instruction
- 1 = Does not perform adequately even with instruction

If at the end of the six hours of Behind-the-Wheel instruction, he or she has not been taught and practiced 95% of all the skills, including expressway, and received at least 80% “3’s” and “4’s” on the evaluated skills, he or she will receive an “I” for Incomplete for the Behind-the-Wheel Instruction. The student may purchase and schedule additional lessons to continue training and/or to raise his or her evaluation scores. The student’s “I” will be changed to a “P” when he or she meets the above criteria. (See “Contract Extension Fee” under “Other Fees” on p. 8.)

### **Course #103: Documentation of State-Required Behind-the-Wheel Practice (2 hrs daytime & 2 hrs nighttime)**

When a student has NOT yet turned in the appropriate documentation, he/she will receive an “I”.  
When a student HAS turned in the appropriate documentation, he/she will receive a “P”.

### **Course #105: 12 Hours Behind-the-Wheel Driving Instruction**

The grading system is identical to Course #102, except the final evaluation will be given during the **eighth** lesson.

### **Course #106: One Session Behind-the-Wheel Instruction**

No grade will be given in this course, but it may be taken to help improve the grade for Courses #102 or #105.

### **Course #107: Evaluation/Prep/State Road Test**

No grade will be given for this course, but the instructor doing the evaluation will make the final decision concerning whether or not the student is allowed to take the state road test in our DANWA vehicle. The instructor will base this decision on the student’s performance during the practice routes driven and the emotional state of the student. It is our goal to only allow students who we expect to pass, to use a Driving Academy car for the road test.

## Grading System (con't)

### Course #108: 1.5-hour Session Private Tutoring

No grade will be given in this course, but it may be taken to help students pass the knowledge test given by the state or to study to improve the grade for Course #101.

## School Policies

### I. Attendance Policy for Classroom Instruction

Attendance will be taken and recorded for each 3-hour block of class. Attendance of the student at all 30 hours of classroom instruction and completion of the written assignments are two of the requirements for the Comprehensive Driver Education Certificate of Achievement. A parent/guardian of a student under age 18 years must attend the 2-hour parent seminar no earlier than three years before the first day of instruction.

**A. Excused vs. Unexcused absences:** Driving Academy of Northwest Arkansas does not differentiate between excused or unexcused absences.

**B. Definition of a “classroom absence”:** Being late more than fifteen minutes after scheduled start time constitutes an absence for that 3-hour block which must be made up.

**C. Make up Work:** This program is most effective when the student is able to attend all 30 hours of classroom instruction during the session for which he/she is registered. When necessary, a student enrolled in Course #101 (30 Hours of Classroom Instruction) is allowed to make up one day of missed class by attending the corresponding day of class during the following session or as soon as possible, but no later than nine months after the first day of instruction. If a student knows in advance that he/she will miss two or more days or if an unexpected situation occurs that causes the student to miss two or more days, he/she should reschedule to a different session to attend all classes missed. (Fees may apply, see p. 8)

**D. Leave of Absence:** Due to the shortness of these programs, no leave will be granted.

**E. Transfer of Credit:** Driving Academy of NWA does not give any student credit towards our Comprehensive Driver Education Program for any previous driver education or training from any other source.

### II. Tardy Policy for Classroom Instruction

**A. Excused vs. Unexcused tardies:** Driving Academy of Northwest Arkansas does not differentiate between excused or unexcused tardies.

**B. Definition of “classroom tardy”:** Being late up to fifteen minutes after the scheduled start time constitutes a tardy. The first tardy will be recorded, but not penalized. Two tardies in the same class day could result in the student being sent home and required to make up that day at a different session.

### III. Attendance/Tardy Policy for Behind-the-wheel Instruction

**A. Strong Suggestion:** Driving Academy urges students to arrive five minutes prior to start time for each scheduled behind-the-wheel session. The parent/person who drops off the student should wait until the instructor is present before leaving.

**B. Penalty for a “Behind-the-Wheel Tardy”:** Being late to the designated meeting spot **up to fifteen minutes** after the scheduled start time means forfeiting those minutes of the scheduled lesson.

**C. Penalty for a “Behind-the-Wheel Absence”:** Being late **over fifteen minutes** could forfeit that driving lesson and incur a \$50 late cancellation fee. Driving Academy of Northwest Arkansas does not differentiate between excused or unexcused absences (no-shows).

## School Policies (con't)

### IV. Unsatisfactory Progress and Termination of Enrollment

**A. Uncooperative Student:** If a student is uncooperative in the classroom or in the car one time, the student will be warned and, if a minor, a parent or guardian will be notified, that the student is on probation. If the student is uncooperative a second time, the student's enrollment will be terminated. If the student is a minor, a parent or guardian will be called and expected to come pick up his/her child immediately. No credit will be given. An "F" will be given on the transcript. Refunds will be issued on a pro-rated basis in accordance to the Refund Policy that follows. With the approval of the president and vice president of Driving Academy of NWA, the once-terminated student could complete a new session, but would be required to again pay full registration and tuition.

**B. Behind-Schedule Student:** If a student enrolled in a **program** or **package** has not completed all of the driving lessons, required classes, or other requirements to graduate within the specified time limits (see Program Descriptions and/or Individual Course Descriptions), he/she may either withdraw or may purchase a maximum of two three-month contract extensions from the original end-date to complete the lessons or classes within a maximum of nine months of the original start-date.

**C. Withdrawn Student:** Whether or not 3-month contract extensions were purchased, if a student enrolled in a program or package has not graduated or completed all purchased lessons or classes within nine months of the original start date, we will change the student's status to "Withdrawn" and any money due according to the refund policy stated elsewhere in this bulletin will be mailed to the student at the address in our database. A student who has been withdrawn due to these time limits, but desires to complete our program, would have to start over as a new student with no credit given for previous work.

### Other Fees

**Late Cancellation Fee for Driving Lesson:** \$50 will be charged for cancelling or rescheduling a Behind-the-Wheel lesson within 24 hours of the original start time. If student is not at the pre-determined location by fifteen minutes after the start time with the required driver license or permit and corrective lenses, if required by law, the lesson will be cancelled and a \$50 fee will be applied to the account. Driving Academy of Northwest Arkansas does not differentiate between excused or unexcused late cancellations.

**Classroom Reschedule Fee:** No fee will be charged to change Course #101 (30-Hours Classroom Instruction) to an earlier session that has availability. The non-refundable registration fee (\$100) for Course #101 is transferable one time to a later session with availability that begins within nine months of the original session for no charge, if requested more than two weeks prior to the first day of the original class. A \$50 fee must be paid to change Course #101 a second time to a later session with availability that begins within nine months of the original session, if requested more than two weeks prior to the first day of the current class. A \$50 fee must be paid to change Course #101 to a later session if requested more than 24 hours but less than two weeks of the starting time of the first day of the original class. The \$100 non-refundable registration fee is non-transferable less than twenty-four hours prior to starting time of the first day of the scheduled Course #101.

**Contract Extension Fee:** For students enrolled in one of the programs or purchasing a package, there are specified time limits for completion; i.e., all behind-the-wheel driving lessons must be completed within three months of the first day of instruction. Students may purchase three-month contract extensions from the original end-date for \$30 each to allow time beyond the original expiration date to complete those lessons or classes within nine months from the original start-date.

**Replacement of classroom folder:** \$10 (Must be obtained from our office.)

**Replacement of official certificate:** \$15 (to verify, reproduce, and mail the replacement copy)

**Returned check fee:** \$15



## Other Fees (continued)

**Credit Card Processing Fee:** when a credit or debit card is used to make payment, a 2% processing fee will immediately be added to the amount to be charged. (Effective beginning Jan. 1, 2018)

**Travel fee:** When an adult (21-yrs or older) requests an instructor to meet him/her at an alternate location that takes more than 15 minutes one-way from the closest standard meeting location, whether due to the distance or the volume of traffic, a travel fee in 30-minute increments can be paid in advance to cover our extra time and expenses to and from the alternate location and to prevent losing actual instructional time. Any unused portion of this travel time will be used for additional instruction.

**Program Withdrawal fee:** If a student withdraws from the Comprehensive Program but has completed actual driving lessons, a private instruction fee will be charged so that \$90 per hour of completed driving lessons will be non-refundable.

**Extreme Gasoline Prices:** If the price of a gallon of the cheapest grade of gasoline sold at the Murphy Express station at 1211 SE Walton Blvd., Bentonville, exceeds \$4.99 per gallon on any day, an additional \$1 fee will be charged for each driving lesson taken on that day for each dollar increment that the price exceeds \$4.99 per gallon. (i.e. \$1 fee/lesson when gasoline is \$5.00-\$5.99/gal. and a \$2 fee/lesson when a gasoline is \$6.00-\$6.99/gal., etc.)

## Payment Information

Payment options include cash, checks, money orders, or Visa, MasterCard, or Discover (debit or credit) cards, however, when a debit or credit card is used for payment, a 2% processing fee will immediately be added to the amount to be charged. (Effective beginning Jan. 1, 2018)

The tuition for each course is due in full prior to scheduling that class or lesson. For the Comprehensive Driver Education Program, the non-refundable registration fee (\$100) is due immediately upon registering to secure a seat in the class, the partial tuition (\$250) is due the first day of classroom instruction, and the balance of tuition (\$175) is due within one month of the first day of classroom instruction and before any driving lessons can be scheduled. The student can only earn the "Achievement Certificate" when all of the course requirements are successfully completed and all payments, including any accrued fees, have been made.

## Refund Policy

### A. The registration fee of \$100 is non-refundable except for the following cases:

1. If a student cancels the enrollment contract within seventy-two (72) hours after registering
  - a) until midnight of the third day excluding Saturdays, Sundays, or legal holidays and
  - b) as long as the 72 hours does not overlap with the first scheduled class...we will refund, within 30 days of the student's cancellation, all tuition and fees paid.

2. In the event Driving Academy of Northwest Arkansas cancels a class, and the student does not want to choose a different class, he or she may completely withdraw and we will refund, within thirty (30) calendar days of the student's withdrawal, all un-used tuition and fees paid.

3. If for any reason an applicant is not accepted for enrollment by us, we will refund, within 30 days of our cancellation, all tuition and fees paid.

### B. Other refund policies:

1. Any refund due shall be made by the school to the student no later than thirty (30) calendar days after the student withdraws, is terminated from, or completes the program.

2. The effective date of an involuntary termination, for refund purposes, shall be the last day of attendance.

3. A student is considered as having entered training when he/she has attended one hour of instruction with the school.

## Refund Policy (continued)

4. All tuition paid in excess of the non-refundable registration fee of \$100 shall be refundable with a written request. This refund of tuition paid shall be based on the cost and length of the program.

- a. At completion of less than 25% of the program, refunds will be made on a pro rata basis.
- b. At completion of 25% but less than 50% of the program, 50% of the tuition shall be refunded.
- c. At completion of 50% but less than 75% of the program, 25% of tuition shall be refunded.
- d. At completion of 75% or more of the program, no refund is due the student.

5. If a student withdraws from a program that included classroom instruction and driving lessons and has already taken some of the behind-the-wheel lessons, up to \$90 per completed hour of driving lessons is non-refundable to cover the cost of the private instruction, gasoline, and wear & tear on the car.

6. If a student submits a written notice of withdrawal from a package of behind-the-wheel lessons before completing the package, he or she will be charged for the completed lessons at the non-package rate. The remaining balance, if any, after paying for the lessons and any fees accrued, will be refunded.

## Scholarships

No scholarships are available at this time.

## School Calendar: Classroom Instruction

Classroom instruction is available throughout the summer and during some holidays/breaks as posted on our website. When public schools are in session, Saturday classes and/or weekday afternoon/evening classes may be available. (See Calendar on our website for specific dates and locations.)

For clarification, every time the word "hour" is used in this bulletin, it is referring to a clock hour. By Arkansas code governing this school, a clock hour shall be a period of sixty (60) minutes with a minimum of fifty (50) minutes of instruction.

**NOTE: Any class that has less than 20 students registered by two weeks prior to the first day, may be closed.** If there is not an available option that is satisfactory to the student, they will be given a full refund.

## School Calendar: Behind-the-Wheel Instruction

The Behind-the-Wheel lessons are scheduled online, separately from the classroom sessions Monday thru Saturday most of the year according to the availability of our professional driving instructors.

## Holidays and Vacations

Driving Academy of Northwest Arkansas will be CLOSED on Sundays, New Year's Day, Memorial Day, Independence Day, Labor Day, the Wednesday thru Friday of Thanksgiving Day, and December 24-26 for Christmas. Our office is normally closed on Saturdays, although driving lessons will still be offered.

## Facilities and Equipment

Driving Academy of Northwest Arkansas is licensed to instruct anywhere in the state of Arkansas upon our notification to ADHE of each change in location. We are currently teaching at our own classroom near our office suite in the Park Place Plaza in Bentonville. This location is accessible to families throughout Northwest Arkansas and provides an optimal learning environment with specialized equipment ideal for driver training. The classroom provides over 25 square feet per student, with adequate restrooms, drinking water, and workspace. The classroom is equipped with tables and chairs, white board, two flat-screen television monitors (65" and 50"), visual aids, and other equipment to best facilitate an interactive environment. Our location with a map is available online at [www.DrivingNWA.com](http://www.DrivingNWA.com), but you may call 479-621-7000 or 479-751-1100 for further assistance with directions.

Our fully-insured and carefully-maintained 2012 Honda Accords and 2017 Toyota Camry are used for the behind-the-wheel portion of our program. These are equipped with an extra foot brake on the passenger side and extra mirrors as well as meeting all other requirements by Arkansas State Law and the Arkansas Board of Higher Education for such a training vehicle. Each sedan has the appropriate "NEW DRIVER" decal for student drivers, appropriate emergency supplies, and traffic cones for practicing tight maneuvers.

## Student Complaint Process

1. If at any time one of our students or his/her parent or guardian has a complaint concerning our school, we encourage them to contact the president, Kimma Harper, by phone at 479-621-7000 or by e-mail at [Kimma@DrivingNWA.com](mailto:Kimma@DrivingNWA.com).
2. If they are not satisfied with the results of this initial contact, we ask that they mail a letter to the president of Driving Academy of NWA explaining again his or her grievance:

**Kimma Harper**  
**Driving Academy of Northwest Arkansas, LLC**  
**1401 SE Walton Blvd., #203**  
**Bentonville, Arkansas 72712**

3. If the result of these first two contacts is unsatisfactory, then he or she could contact the Arkansas Department of Higher Education in Little Rock:

**ADHE**  
**423 Main Street, Suite 400**  
**Little Rock, Arkansas 72201**  
**Phone (501) 371-2000**  
**DHE.private.careered@adhe.edu**