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2020 Bulletin

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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 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 the laws of the State of Arkansas as regulated by the Arkansas Division of Higher Education which governs private driving schools.

Driving Academy is licensed by the Arkansas Division 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, will be kept current as well.

Defensive Driving Classes for individuals with documentation of being ordered by a judge to attend are not under the umbrella of the ADHE but are also offered as courses and/or as part of programs approved as amended by the ADHE on April 7, 2020.

The Driver Rehabilitation and Training services offered by DANWA are provided by and/or under the supervision of our Certified Driver Rehabilitation Specialist (CDRS), Kimma Harper, and are based upon the training and the Best Practices for the Delivery of Driver Rehabilitation Services provided by ADED, The Association for Driver Rehabilitation Specialists, and are not under the umbrella of the ADHE.

Special Circumstances due to the COVID-19 Pandemic

The Driving Academy of NWA president, C.O.O., office manager, support staff, and instructors will attempt to follow the policies in this official bulletin fairly for all students. However, due to the COVID-19 pandemic, we have elected to extend the deadlines of our students' contracts that were **active** as of March 2, 2020, by three months without a contract extension fee. Each "projected/soft" and "absolute/hard" deadline on the enrollment agreements, of these students whose contracts were **ACTIVE** as of March 2, 2020, have been moved out three more months.

Also, while we have purchased another new training vehicle, have hired and are training more incredible people to become instructors, and are taking careful precautions to limit the spread of the virus, we will continually monitor the supply and demand of all our services and reserve the right to extend grace on applicable policies in a way that would be fair to all, especially if our driving lessons are being consistently filled, when available.

Beginning May 12, 2020: If a government agency with authority over our business, regardless of our preferences, requires Driving Academy of NWA, LLC, to change students enrolled in "In-Classroom" to "Virtual" instruction, DANWA will notify via email the applicable students and parents at the earliest opportunity. In this circumstance, DANWA will waive the "Change in Session Fees" for those requesting it via email to be moved to a later "In-Classroom" session subject to availability. The email must be received by "Office@DrivingNWA.com" within 48 hours of receipt of our email informing the student of the change.

However, as of May 12, 2020, DANWA will commit to teaching "In-Classroom" those students who choose that option within our new scheduling software beginning the week of May 12, 2020. Students/Parents who decide after securing a seat in a classroom, that they no longer want to participate in the "In-Classroom" or the "Virtual" options, will only be given refunds according to the refund policy as explained on subsequent pages in this official bulletin.

May 12-August 7, 2020: Four versions offered for interactive classroom instruction, each with different advantages: **Live In-Classroom, Live Virtual, Hosted Virtual, and Hosted In-Classroom**. See the DANWA website for details and see "Scholarships" in this bulletin for information that applies to two of these options.

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 promotional use.

General Enrollment Pre-requisites

1. Student must be a minimum of fourteen (14) years of age by the first day of any instruction, however, higher age restrictions apply to some programs and/or courses, as explained on subsequent pages of this bulletin.
2. For every private driving lesson or shared in-car instruction, the student is 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.
3. A student will have a secured seat/spot in a specific classroom or virtual classroom session when **both** of the following pre-requisites have been met:
 - a. The non-refundable registration fee has been received and recorded in the student's online ledger.
AND
 - b. The completed and signed enrollment agreement has been received by our office.

At 15 minutes after the scheduled start time of the first day of classroom instruction, the student could forfeit the paid registration fee and could lose the seat in the classroom session (to a student on stand-by) for either of the following reasons:

- a. The student is not present in the physical/virtual classroom.
OR
- b. The student's non-refundable registration fee AND partial tuition have not been paid.
OR
- c. The student's enrollment agreement has not been digitally signed by all legally required parties.

Time Limits/Deadlines Notice

The Driving Academy programs are 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 courses which are described in detail within this bulletin. Failure to complete a program or course within the specified time limits can result in contract extension fees or loss of instruction as listed within this bulletin. These policies are in place to improve the effectiveness of the program for each student and will be strictly followed¹. When a student enrolled in a program does not successfully complete all required courses that make up that program, the student's transcript will show the student's status as "Withdrawn due to lack of completion."

For teen and/or adult students who initially enroll in one of our three ADHE-Approved Programs, the first day of the contracted time will begin on the first day of the chosen classroom instruction. For teen and/or adult students who initially enroll only in one or more individual courses, the first day of the contracted time will begin the day of the student's original online enrollment.

¹See special note on page 2 of this bulletin related to the COVID-19 Pandemic.

Program Description with Costs

Comprehensive Driver Education Program

This 46-hour program (more hours for higher levels than Bronze) is for individuals age 14-18 years whose parents understand the risk of driving and the value of a thorough driver training program and care enough to require their teen to complete all courses to graduate from the program, ideally prior to obtaining a driving license. A driving permit is not required for the classroom instruction but must be obtained prior to scheduling the private driving lessons. A teen student who already has a driver license should still enroll in this program. The curriculum includes important information which could benefit even experienced drivers.

This Comprehensive Driver Education Program includes Course #100 (Parent Seminar), Course #101 (36 hours of Classroom Instruction)², Course #103 (Verification of HW & 4 Hours Additional Practice), and Course #102, #104, OR #105 (Private Driving Lessons). Course #100 (Parent Seminar) is to be attended by a parent/guardian and is a pre-requisite for the student to schedule the driving lessons. A full description of each of these courses can be found under “Course Descriptions” on subsequent pages in this bulletin.

The Bronze Level which includes Course #102 (6-hours of Private Driving Lessons) contains the **minimum number of required driving hours** for a teen driver education program in the state of Arkansas, but most students could benefit from the additional private driving lessons that the Silver or Gold Levels provide.

Bronze Level (46 total clock hours) **\$595**
(\$250 non-refundable registration fee + \$195 partial tuition + \$150 balance of tuition)

The **Comprehensive Driver Education Program - Bronze Level** includes Course #100 (Parent Seminar), Course #101 (36 hours Classroom Instruction), Course #103 (Verification of Completion of Homework and 4 Hrs. Additional Practice), and Course #102 (6-Hours Private Driving Lessons) which is **four** 1½-hour private driving lessons.

Silver Level (49 total clock hours) **\$775**
(\$250 non-refundable registration fee + \$375 partial tuition + \$150 balance of tuition)

The **Comprehensive Driver Education Program - Silver Level** includes Course #100 (Parent Seminar), Course #101 (36 hours Classroom Instruction), Course #103 (Verification of Completion of Homework and 4 Hrs. Additional Practice), and Course #104 (9-Hours Private Driving Lessons) which is **six** 1½-hour private driving lessons.

Gold Level (52 total clock hours) **\$955**
(\$250 non-refundable registration fee + \$555 partial tuition + \$150 balance of tuition)

The **Comprehensive Driver Education Program - Gold Level** includes Course #100 (Parent Seminar), Course #101 (36 hours Classroom Instruction), Course #103 (Verification of Completion of Homework and 4 Hrs. Additional Practice), and Course #105 (12-Hours Private Driving Lessons) which is **eight** 1½-hour private driving lessons.

The “Comprehensive Driver Education Certificate of **Achievement**” for this program can only be earned when the student receives an “A” for “Attended Required Hours” and “P” for “Passed” in Courses #101, #103, AND #102*, #104*, OR #105* no later than nine months after the first day of instruction, although one or two \$30 contract extension fees may apply after three and/or six months**. When the certificate has been earned for this program, the student’s transcript will designate the student status as “Graduated.” This certificate and/or transcript might qualify the student for an auto insurance discount, depending upon the insurance agent and/or company.

Payment Plan: The \$250 non-refundable registration fee for the program is due upon registration and is one of the pre-requisites for securing a seat for the student in a specific classroom session. The partial tuition is due on the first day of classroom instruction and the \$150 balance of tuition is due no later than one month after the first day of classroom instruction and before any driving lessons can be scheduled. Students may upgrade to a higher level within the Comprehensive Driver Education Program or from an à la carte course to a program, even after beginning instruction, by requesting it and paying the difference, however, the first day of the contracted time for the program and/or course(s) will be determined at the initial online enrollment according to the “*Time Limits/Deadlines Notice*” on the previous page of this official bulletin. **Downgrading from a program to (an) à la carte course(s), is not allowed after the student has attended one hour of instruction.**

*An “A” and “N” for Course #100 is a pre-requisite for #102, #104, and #105 and meeting the course requirements for #102 would also earn a “P” for #104 or #105, even if all additional driving lessons are not completed.

For details, see **Grading System, School Policies, and Other Fees on subsequent pages of this bulletin.

² See our DANWA website for the current available combinations of four versions that might be offered for interactive classroom instruction: **Live In-Classroom, Live Virtual, Hosted Virtual, and Hosted In-Classroom** with an automatic scholarship for choosing a “**Hosted**” option.

Program Description with Costs (continued)

Young Driver DDC with Private Driving Lessons Program

This ***Young Driver Defensive Driving Course with Private Driving Lessons Program*** is a 10-hour abbreviated program (more hours for higher levels than Bronze) for individuals age 15-18 years who already have a current driving permit or license and are not able to enroll in a DANWA Comprehensive Driver Education Program due to time and/or financial limitations. It is also appropriate for former DANWA students who could benefit from a refresher course. This ***Young Driver DDC with Private Driving Lessons Program*** consists of Course #109 (4-hour Young Driver Defensive Driving Class) and Course #102, #104, OR #105 (Private Driving Lessons). There are three levels within this program representing the three options for number of private driving lessons with their corresponding cost. A full description of each of these courses can be found under "Course Descriptions" on subsequent pages in this bulletin.

Bronze Level (10 total clock hours) **\$499**
(\$250 non-refundable registration fee + \$249 tuition)

Includes 6-hours of Private Driving Lessons (Course #102) which is **four** 1½-hour lessons AND a 4-hour Defensive Driving Class (Course #109)

Silver Level (13 total clock hours) **\$679**
(\$250 non-refundable registration fee + \$429 tuition) **OR** (Upgrade from Bronze Level for added \$180 tuition)

Includes 9-hours of Private Driving Lessons (Course #104) which is **six** 1½-hour lessons AND a 4-hour Defensive Driving Class (Course #109)

Gold Level (16 total clock hours) **\$859**
(\$250 non-refundable registration fee + \$609 tuition) **OR** (Upgrade after completing Silver Level for added \$180 tuition)

Includes 12-hours of Private Driving Lessons (Course #105) which is **eight** 1½-hour lessons AND a 4-hour Defensive Driving Class (Course #109)

This new program is available on a limited basis and is NOT a recommended substitute for a Driving Academy of NWA Comprehensive Driver Education Program. However, it is an excellent option for teenagers who otherwise would not enroll in a quality driver training program when we are able to make it available.

The ***Young Driver DDC with Private Driving Lessons Certificate of Attendance*** for this program will be awarded when a student receives an "A" for "Attended Required Hours" in Courses #109 AND #102, #104, OR #105 no later than nine months after the first day of instruction, although one or two \$30 contract extension fees may apply after three and/or six months**. An "N" will be given as the grade for both of the courses taken to designate that "No Proof of Mastery or Learning was Required." When this certificate has been earned, the student's transcript will designate the student status as "Completed." This certificate and/or transcript might qualify the student for an auto insurance discount, depending upon the insurance agent and/or company.

The designated non-refundable registration fee of \$250 is due upon registration and is one of the pre-requisites for securing a seat for the student in a specific classroom session. For all levels, the tuition must be paid in full and the student must attend the class before any private driving lessons can be scheduled.

One may upgrade to higher levels within the ***Young Driver DDC with Private Driving Lessons Program***, even after beginning instruction, by choosing the upgrade from the online account and paying the difference. **Downgrading from a program to one or more à la carte course(s), is not allowed after the student has attended one hour of instruction.**

For details, see **Grading System, School Policies, and Other Fees on subsequent pages of this bulletin.

Program Description with Costs (continued)

Young Driver DDC with Shared In-Car Instruction Program (10 total clock hours)
(\$239 non-refundable registration fee + \$0 tuition)

\$239

This program is currently unavailable due to the ramifications of COVID-19.

This 10-hour abbreviated program is for individuals age 15-18 years who already have a current driving permit or license and are not able to enroll in a DANWA Comprehensive Driver Education Program due to time and/or financial limitations. It is also appropriate for former DANWA students who could benefit from a refresher course. This **Young Driver Defensive Driving Course with Shared In-Car Instruction Program** consists of Course #109 (4-hour Young Driver Defensive Driving Class) and Course #110 (6-hours Shared In-Car Instruction.) A full description of each of these courses can be found under "Course Descriptions" on subsequent pages.

This program is NOT a recommended substitute for a Driving Academy of NWA *Comprehensive Driver Education Program*. However, it is provided as an option for teenagers who otherwise would not enroll in a quality driver training program.

The *Young Driver Defensive Driving Course with Shared In-Car Instruction Certificate of Attendance* for this program will be awarded when a student receives an "A" for "Attended Required Hours" in Courses #109 AND #110 no later than six months after the first day of instruction. An "N" will be given as the grade for both of the courses taken to designate that "No Proof of Mastery or Learning was Required." When this certificate has been earned, the student's transcript will designate the student status as "Completed." This certificate and/or transcript might qualify the student for an auto insurance discount, depending upon the insurance agent and/or company.

With this **Young Driver DDC with Shared In-Car Instruction Program**, the only fees that could be incurred, if applicable, are the following:

Duplicate of official certificate: \$15

Returned check fee: \$15

Credit Card Processing Fee: 2% of amount paid with a credit or debit card

In-Car Reschedule Fee*: \$50 with 2 other students, \$75 with 1 other student, or \$150 solo

*Max of 1 reschedule per student allowed

Program Description with Costs (continued)

Adult Defensive Driving Course with Private Driving Lessons Program

This Adult DDC with Private Driving Lessons Program for individuals 19 years or older who have a current driving permit or license, consists of a 4-hour Defensive Driving Class (Course #109 or Course #111) AND Private Driving Lessons (Course #106a, #102, #104, or #105). There are four levels within this program representing the four options for number of private driving lessons with their corresponding cost. A full description of each of these courses can be found under "Course Descriptions" on subsequent pages.

Copper Level (5½ total clock hours) **\$199**
(\$199 non-refundable registration fee + \$0 tuition)

Includes a 1½-hour Private Driving Lesson (Course #106a) AND a 4-hour Defensive Driving Class (Course #111)

This Copper Level is best for individuals 19 years or older who have been driving in the United States with a United States driving license for at least one full year or who plan to add more driving lessons upon completion of this one.

Bronze Level (10 total clock hours) **\$479**
(\$250 non-refundable registration fee + \$229 tuition) **OR** (Upgrade after completing Copper Level for added \$280 tuition)

Includes 6-hours of Private Driving Lessons (Course #102) which is **four** 1½-hour lessons AND a 4-hour Defensive Driving Class (Course #111)

Silver Level (13 total clock hours) **\$679**
(\$250 non-refundable registration fee + \$429 tuition) **OR** (Upgrade after completing Bronze Level for added \$200 tuition)

Includes 9-hours of Private Driving Lessons (Course #104) which is **six** 1½-hour lessons AND a 4-hour Defensive Driving Class (Course #111)

Gold Level (16 total clock hours) **\$859**
(\$250 non-refundable registration fee + \$609 tuition) **OR** (Upgrade after completing Silver Level for added \$180 tuition)

Includes 12-hours of Private Driving Lessons (Course #105) which is **eight** 1½-hour lessons AND a 4-hour Defensive Driving Class (Course #111)

The *Adult Defensive Driving Course with Private Driving Lessons Certificate of Attendance* for this program will be awarded when a student receives an "A" for "Attended Required Hours" in Courses #109 OR #111 AND #102, #104 #105, OR #106 no later than nine months from the date of online enrollment. An "N" will be given as the grade for each of these courses taken to designate that "No Proof of Mastery or Learning was Required." When this certificate has been earned, the student's transcript will designate the student status as "Completed." This certificate and/or transcript might qualify the student for an auto insurance discount, depending upon the insurance agent and/or company.

Payment Plan: The designated non-refundable registration fee of \$199 for the Copper Level or \$250 for the other levels of this program is due upon registration and is one of the pre-requisites for securing a seat for the student in a specific classroom session. For this *Adult DDC with Private Driving Lessons Program*, enrollment in the Copper Level and payment of the \$199 non-refundable registration fee with zero tuition allows the student to immediately schedule one private driving lesson, then gives the student the opportunity to upgrade to the higher levels, by paying the difference. For all levels, the tuition must be paid in full before any private driving lessons can be scheduled.

One may upgrade to higher levels within the **Adult Defensive Driving Course with Private Driving Lessons Program** or upgrade from an applicable à la carte course to the program, even after beginning instruction, by choosing the upgrade from the online account and paying the difference, thus simulating a payment plan without an application or any interest. The first date used for the time limits for the program, as described on subsequent pages of this bulletin, will be recorded upon the student's original online enrollment, as explained in "*Time Limits/Deadlines Notice*" on a previous page of this bulletin. **Downgrading from a program to one or more à la carte course(s), is not allowed after the student has attended one hour of instruction.**

Individual Course Descriptions

The following courses with a “3” superscript may be part of a program but can only be taken “à la carte” by individuals 19 years of age and older. No individual, except those with documentation of having been court-ordered to attend a DDC class, can earn a “**Certificate of Achievement**” and/or “**Certificate of Attendance**” by only enrolling in an à la carte course. To earn a certificate an individual must enroll in or upgrade to one of our ADHE-approved Programs and meet the applicable requirements of all the applicable courses for that specific Program within the designated contracted time limits. The beginning date of the contracted time for an individual who originally enrolls in only a course, is the date of the student’s first online DANWA enrollment.

Exception: Certificate of Attendance for Defensive Driving Course(s) can be earned when a student provides us official documentation that he/she has been mandated by a court or judge to attend the class.

Course #100: Parent Seminar

In-Person and/or Live virtual options may be offered

\$25

This course must be attended by a parent/guardian who has legal custody of the student enrolled in our Comprehensive Driver Education program as **one of the pre-requisites for that student to be able to schedule the private driving lessons.**

Two Clock Hours of Informative classroom instruction including...

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

The parent(s) attending this seminar and whose identification we have verified with their government-issued photo identification, is/are responsible for communicating applicable information to any other custodial parent(s) of the student, and will be the only parent(s) with whom our office will communicate via phone or email about this student and/or account.

An exception to this requirement would be if a legal custodial parent/guardian of the student already attended one of our Parent Seminars no more than three years prior to the student’s first day of classroom instruction AND the student for whom the parent attended the earlier seminar successfully graduated from our Comprehensive Driver Education program. It is the parent’s responsibility to communicate this information to DANWA office and for DANWA office staff to then verify.

Course #101: 30 Hours In-person Classroom and 6 Hours Remote Instruction

\$320

(\$250 non-refundable registration fee + \$70 tuition)

Thirty (30) clock hours of interactive live in-classroom instruction with six (6) additional hours of remote learning. The 30-hours will be divided into a minimum of five days taught by a passionate, well-trained instructor using current AAA textbooks, media, visuals, and appropriate guest speakers, as available. The remaining six hours will consist of a combination of virtual interaction, video classes, and home assignments, as determined and explained by the instructor.

Topics include:

Ignorance is NO Excuse

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

Don’t Drive Stupid: Impaired, Distracted, or Unprotected

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

How to Drive

- getting ready to drive
- driver responsibilities
- vehicle control
- space management

How to Drive (continued)

- developing visual processes and 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 #102: 6 Hours Private Driving Lessons³ **\$420**
(\$50 non-refundable registration fee + \$370 tuition)

Four (4) 1½-hour sessions of private driving lessons for individuals with a current Arkansas permit or US State license, as described on the following page.

Course #103: Verification of Completion of Homework and 4 Hours Additional Practice Cost: N/A

Driving Academy provides the list of homework assignments and the paperwork to document the state-required four (4) clock hours of additional behind-the-wheel driving experience with a licensed parent or legal guardian. These driving hours should occur between the first and the final DANWA driving lessons. Two of these four hours must be driven at nighttime as required by state law for students age 14-17 years. If desired, the parent could purchase additional private driving lessons 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.)

Course #104: 9 Hours Private Driving Lessons³ **\$618**
(\$50 non-refundable registration fee + \$568 tuition)

Six (6) 1½-hour sessions of private driving lessons, as described below.

Course #105: 12 Hours Private Driving Lessons³ **\$798**
(\$50 non-refundable registration fee + \$748 tuition)

Eight (8) 1½-hour sessions of private driving lessons, as described below.

Course #106a: One Private Driving Lesson³ **\$140**
(\$50 non-refundable registration fee + \$90 tuition)

One (1) 1½-hour private driving lesson, as described below.

Course #106b: One Additional Private Driving Lesson **\$100**

One (1) 1½-hour private driving lesson, as described below, but **only** available for an individual who has completed Course #102, #104, or #105.

The following information is applicable for Course #102, #104, #105, and #106:

- Each 1½-hour private driving lesson is one-on-one with one of our professional, state-approved driving instructors.
- The course cost includes use of our vehicle, gasoline, and insurance covering our vehicle.
- The course rates are valid only if all lessons are completed within three months of the first day documented on the student's enrollment agreement, except for Courses #104 and #105, which are valid for six months from the first day documented on the enrollment agreement.
- If the lessons are not completed within the time period specified, 3-month extension(s) from the original ending date will be added to the contract at \$30 per 3-month extension to allow completion of the lessons within the maximum of nine months of start date on the enrollment agreement.
- For students age 14-18 years, no more than one driving lesson may be scheduled within a 5-day period.
- Lessons included in the course are not transferable between students.
- For each private driving lesson, Driving Academy allows and encourages a parent or legal guardian of the teen student or the legal spouse of an adult student to observe quietly from the back seat.
- With a 7-day minimum advance, written approval of both the student and a custodial parent of each minor student involved, a current or graduated Driving Academy student may observe quietly from the back seat during a lesson.
- For students 21-yrs and older, lessons can usually begin and end at the adult student's primary address (home) or work address/alternate meeting location, if it is within 15-minutes of one of our standard meeting locations. ANY changes of pick-up or drop-off locations with less than one business day advance notice must be approved by our office staff, but, even if approved, might result in loss of some lesson time.
- Lessons for students 20-yrs and younger, begin and end at one of our standard meeting locations, as chosen upon scheduling the lesson or at least one business day in advance. Each student is assigned to either the Benton County locations or the Washington County ones, not both.

Our standard meeting locations for private driving lessons for students 14- to 20-yrs-old:

1. Kum & Go Store, 2710 Moberly Lane, Bentonville
2. Casey's General Store, 3075 W. Pleasant Grove Rd, Rogers
3. NWA Mall lower JCPenney parking lot in Fayetteville
4. Cracker Barrel/Shelter Insurance parking lot in Springdale.

Other locations we sometimes make available on a per-lesson basis within our scheduling program:

1. University of Arkansas area
2. The following schools, if the student attends the school and can't get a ride to a standard meeting location:
 - a. Bentonville High School,
 - b. Haas Hall Academy of Bentonville,
 - c. Har-Ber High School
 - d. Haas Hall Academy of Fayetteville.

³ Course might be part of a program for teens or adults but can only be taken "à la carte" by individuals 19 years of age and older.

Individual Course Descriptions (continued)

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

\$150

This 1½-hour session is ONLY for DANWA students who can schedule this within two weeks of having met all the following requirements:

- completed a minimum of four private driving lessons with DANWA,
- successfully completed all DANWA objectives, and
- received their primary DANWA driving instructor's approval.

During this 1½-hour process, a different Driving Academy instructor will have the student drive in the testing area while giving pointers and making a final decision regarding whether or not the student is safe to drive solo and ready to pass the test. 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. If not ready, the instructor will recommend the next step.

Course #107b: State Road Test (Includes Travel and Wait Time)

\$30 per half-hour

This course, which allows an approved student to be accompanied by one of our instructors and use a DANWA vehicle to attempt the state skills test, should be completed no more than 48 hours after successful completion of Course #107a. 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 the 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 the test.

Course #108: 1½-hour session Private Tutoring

Live Virtual private tutoring may be an option

\$60

This is a private tutoring session with a Driving Academy employee to prepare for the Arkansas Instructional Permit knowledge test. We provide this tutoring at our office or classroom in Bentonville.

Individual Course Descriptions (continued)

Course #109: Young Driver Defensive Driving Course Live virtual classroom may be substituted or an option (\$59 Non-refundable registration fee and \$20 tuition) See details of \$20 Court-Mandated Scholarship on subsequent pages **\$79**

Four (4) clock hours of classroom instruction for drivers age 15-18 with a U.S. driving permit or license, taught by one of our state-approved instructors using our multi-media presentation which includes for each participant a resource packet (paper or electronic) to use during class and to keep for future reference.

The Young Driver Defensive Driving Course is an interactive class developed by our Driving Academy of NWA team of instructors condensing the most-important aspects of our 36-hour driver education class into only four hours. The curriculum is designed to complement driver education training but can also be an option for young drivers who were not able to take a comprehensive driver education program, could benefit from a review of the full 36 hours, have already survived a collision or crash, and/or have received a ticket for a traffic law violation.

The Young Driver Defensive Driving Course exposes the danger of young people who **over-estimate** their driving experience, their vehicle's technology, their knowledge of traffic laws, and their abilities to multitask and **under-estimate** their understanding of the risk involved with a moving vehicle to the driver, passengers, and other road users.

Course objectives include each student being able to:

- Recount true stories of collisions that caused life-altering consequences to residents of Northwest Arkansas and how to reduce the risk of the same happening to them.
- Understand how Stephen Covey's quote, "We are free to choose our actions, . . . but we are not free to choose the consequences of these actions," relates to choices they make before, during, and after driving a vehicle.
- Recognize what a vehicle life belt is and realize the importance of wearing it correctly.
- Explain and utilize specific procedures that will reduce the likelihood of injury to the driver, passengers, and/or other road users, such as enhanced mirror settings, 2/3/4 second space rule, and the Dutch reach.
- Demonstrate three proper methods of steering and explain when and why to use a specific method of steering for various situations.
- Apply techniques to reduce the chance of being rear-ended by another vehicle.
- Describe how to search, where to search, and what to search for to detect potential dangers and learn how to adjust speed and/or position/direction accordingly, if needed.
- Distinguish between the various types of traffic signs, lights, and pavement markings and understand how to respond to each.
- Identify the numerous types of intersections and understand how to safely navigate each type.
- Commit to reduce risk while driving or riding by incorporating into their routines the concepts they learned in this defensive driving course.

A certificate of attendance for this 4-hour à la carte class can only be given to participants who meet our attendance requirements and meet the requirements of the Court Mandated Scholarship, as explained on a subsequent page.

Any student who does not meet the requirements of the Court Mandated Scholarship, must pay the full \$79 non-refundable registration fee and tuition, or balance remaining, to attend the class and would have to upgrade to and meet the requirements of our "***Young Driver DDC with Private Driving Lessons***" or "***Young Driver DDC with Shared In-Car Instruction***" 10-hour Program to be able to earn a certificate of attendance.

Individual Course Descriptions (continued)

Course #110: 6 Hours Shared In-Car Instruction

Cost: N/A

(This course is not available for purchase à la carte by any age.)

Four (4) 1½-hour In-Car Lessons with one of our professional, state-approved driving instructors, sharing the driving time with two other students age 15-18 years. Each student, when not driving, will complete an assigned traffic/driving-related activity from the backseat. The fixed, pre-set options for the dates and times of these shared in-car lessons will be chosen by the parent/legal guardian upon registration. The course cost includes use of our vehicle, gasoline, and insurance on our vehicle. Lessons included in the course are not transferable between students. These lessons do not allow space for a parent or legal guardian to observe.

The meeting location options for these Shared In-Car Lessons:

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

Course #111: Adult Defensive Driving Course

Live virtual classroom may be substituted or an option

\$79

(\$59 Non-refundable registration fee and \$20 tuition) See details of \$20 Court-Mandated Scholarship on subsequent pages

Four (4) clock hours of classroom instruction for drivers at least 19 years of age taught by one of our state-approved instructors using our multi-media presentation which includes for each participant a student notebook/resource packet (paper or electronic) to use during class and to keep for future reference.

The Adult Defensive Driving Course is an interactive class developed by our Driving Academy of NWA team of instructors condensing the most-important aspects of our 36-hour driver education class into only four hours. **The curriculum is designed to be an option for adult drivers who never took a comprehensive driver education program, could benefit from a review of a driver education class, have already survived a collision or crash, and/or have received a ticket for a traffic law violation.**

The Adult Defensive Driving Course exposes the heightened risk of drivers who **over-estimate** their driving experience, their knowledge of traffic laws, their abilities to multitask, and their vehicle's technology and **under-estimate** their understanding of the potential danger of a moving vehicle to the driver, passengers, and other road users.

Course objectives are the same as those of Course #109, but this class will be conducted in a manner that is more age-appropriate for the adult driver.

A certificate of attendance for this 4-hour à la carte class can only be given to participants who meet our attendance requirements and meet the requirements of the Court Mandated Scholarship, as explained on a subsequent page.

Any student who does not meet the requirements of the Court Mandated Scholarship, must pay the full \$79 non-refundable registration fee and tuition, or balance remaining, to attend the class and would have to upgrade and meet the requirements of one of our **“Adult Defensive Driving Course with Private Driving Lessons”** Programs to be able to earn a certificate of attendance.

Grading System

I. Student Transcripts

Official transcripts for students enrolled in a Driving Academy of Northwest Arkansas Program will be available by request for a negligible fee after 30 days of the student's graduation, completion, withdrawal, and/or termination. The request must be made by the student or legal custodial parent/guardian of a minor student. Please allow up to ten business days for processing.

The transcript will include all information required by Arkansas Code as regulated by the Arkansas Division of Higher Education, including one of the following for "Student Status", as described throughout this bulletin:

Graduated
Completed
Withdrawn due to lack of completion
Terminated

The following grading code was used for all courses on transcripts printed prior to January 2, 2020:

P Pass
F Fail

Beginning with transcripts printed January 2, 2020, the following codes will be used on transcripts for all courses, as applicable:

Grading Code: **P** Passed
F Failed
N No Proof of Mastery or Learning was Required

Attendance Code: **A** Attended required hours
M Missed one or more required hours

II. Certificates

While some courses may be taken á la carte, a "**Certificate of Achievement**" and/or "**Certificate of Attendance**" can only be earned by enrolling in one of our Programs and meeting the prerequisites and requirements of all the applicable courses for that specific Program within the designated contract time limits.

Exception: Certificate of Attendance for Defensive Driving Course(s) can be earned when student provides us official documentation that he/she has been mandated by a court or judge to attend the class.

- A. **Comprehensive Driver Education Certificate of Achievement**
Awarded when a student receives an "A" for "Attended Required Hours" and "P" for "Passed" in Courses #101, #103, AND #102, #104, OR #105. (An "A" and "N" for Course #100 is a pre-requisite for #102, #104, and #105)
- B. **Young Driver DDC with Private Driving Lessons Certificate of Attendance**
Awarded when a student receives an "A" for "Attended Required Hours" in Courses #109 AND #102, #104, OR #105. An "N" will be given as the grade for both of the courses taken to designate that "No Proof of Mastery or Learning was Required."
- C. **Young Driver Defensive Driving Course with Shared In-Car Instruction Certificate of Attendance**
Awarded when a student receives an "A" for "Attended Required Hours" in Courses #109 AND #110. An "N" will be given as the grade for both of the courses taken to designate that "No Proof of Mastery or Learning was Required."
- D. **Adult 4-Hr Defensive Driving Course with Private Driving Lessons Certificate of Attendance**
Awarded when a student receives an "A" for "Attended Required Hours" in Courses #111 AND #102, #104 #105, OR #106a. An "N" will be given as the grade for each of these courses taken to designate that "No Proof of Mastery or Learning was Required."

Grading System (continued)

III. Course-Specific Grading

Course #100: Parent Seminar

An “A” and “N” is given when at least one legal custodial parent or guardian, brings a government-issued photo identification and attends both hours of this seminar on or after the date of the student’s online enrollment. *

*An exception to this time requirement would be if the parent of the student already attended one of our Parent Seminars no more than three years prior to the student’s first day of classroom instruction AND the student for whom the parent attended the earlier seminar successfully graduated from our Comprehensive Driver Education program. It is the parent’s responsibility to communicate this information to DANWA office and for DANWA office staff to then verify.

Course #101: 30 Hours Classroom Instruction and 6 Hours Remote Instruction

An “A” and a “P” are required to designate successful completion. An “A” will be given when the student attends all 36 hours of instruction, in-classroom and/or virtually. Quizzes and a test worth a cumulative 100 points will be administered throughout the required 36 hours of class. A student must answer correctly at least 85% of the questions and complete all assignments to receive a passing grade of “P”. A student who answers less than 85% of the questions correctly may attempt to earn 85% by re-taking, no more than once per week, an alternate version of the primary test.

If a student does not attend and/or make up all 36 hours within nine months of the first day of instruction, an “M” will be recorded. If a student does not earn 85% on the test and complete all assignments within nine months of the first day of instruction, an “F” will be given for this course.

Course #102: 6 Hours Private Driving Lessons

An “A” will be given for attending the minimum required six hours of driving lessons within the contracted time.

For “**Certificate of Attendance**” programs, an “N” will be marked to designate that “No Proof of Mastery or Learning was Required.”

For “**Certificate of Achievement**” programs, a “P” for Passed or “F” for Failed will be recorded. To receive a “P” for “Passed”, a student’s “In-Car Evaluation/Progress Record” as documented by our driving instructors during each private driving lesson, must show that the student has been taught and 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 during the evaluation (normally final) lesson. (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 the student did not meet the criteria for passing, the student may purchase and complete within the contracted time, additional private driving lessons to continue training and/or to raise his or her evaluation scores. (See “Contract Extension Fee” under “Other Fees” on subsequent pages in this bulletin.)

Course #103: Verification of 4 Hours Additional Practice (2 hours daytime & 2 hours nighttime)

When a student HAS turned in the appropriate documentation of the additional hours practiced driving, within the contracted time limits, he/she will receive a “A” for attendance and a “P” for Passed.

Course #104: 9 Hours Private Driving Lessons

The grading system is identical to Course #102, except the final evaluation for a student enrolled in a Comprehensive Driver Education Program could be given as early as the fourth lesson, if requested by the student or parent. An “A” will be given for attending at least the minimum-required six hours, even if all 9 hours are not completed.

Grading System (continued)

III. Course-Specific Grading (continued)

Course #105: 12 Hours Private Driving Lessons

The grading system is identical to Course #102, except the final evaluation for a student enrolled in a Comprehensive Driver Education Program could be given as early as the fourth lesson, if requested by the student or parent. An "A" will be given for attending at least the minimum-required six hours, even if all 12 hours are not completed.

Course #106: One Private Driving Lesson

An "A" will be given students who attend the 1½ hour lesson. An "N" will be given as the grade to designate that "No Proof of Mastery or Learning was Required", but it may be taken to help improve the grade for Courses #102, #104, or #105, if student is enrolled in a DANWA Comprehensive Driver Education program.

Course #107: Evaluation/Prep/State Road Test

No grade will be given for this course.

Course #108: 1½-hour Session Private Tutoring

No grade will be given for this course.

Course #109: Young Driver Defensive Driving Course (In-Person and/or Virtually)

An "A" will be given students who attend the required four hours and an "N" will be given as the grade to designate that "No Proof of Mastery or Learning was Required."

Course #110: 6 Hours Shared In-Car Instruction

An "A" will be given students who drive and actively observe by completing the assigned learning activities while in the backseat during the four 1½-hour scheduled, shared in-car lessons (six hours total). An "N" will be given as the grade to designate that "No Proof of Mastery or Learning was Required."

Course #111: Adult 4-hour Defensive Driving Course (In-Person and/or Virtually)

An "A" will be given students who attend the required four hours and an "N" will be given as the grade to designate that "No Proof of Mastery or Learning was Required."

School Policies

I. Inclement Weather

Driving Academy does not cancel driving lessons for inclement weather unless there is imminent danger, (i.e., tornado, hail) or if the traction and/or visibility is so diminished that we would not be able to teach the planned objectives for that lesson. In the event we decide to cancel, our instructor(s) will contact the student.

If inclement weather causes travel to a classroom session to be too dangerous, Driving Academy staff will communicate via email to those registered regarding plans to reschedule or change to a virtual classroom.

II. Tardy Policy

Strong Suggestion: Driving Academy urges students to arrive five to fifteen minutes prior to start time for every scheduled session. The parent/person who drops off the student for an in-car session should not leave until the instructor has verified that the student has his/her permit/license, any state-required prescription eyewear, and that the student has passed the health and safety screening. For a virtual classroom session, students should start the process at least 30-minutes prior to class starting time to make the connection and “check-in.”

- A. Definition of “classroom/tutoring tardy”:** not being present (whether arriving late, leaving early, asleep, or distracted) for less than fifteen minutes of a two-hour block of instructional time over which attendance is taken. The student forfeits those minutes of instruction. For virtual and supervised instruction, up to 2 random times per hour, a verbal or audible simple instruction will be given within the presentation to check for student attention. Each time a student does not immediately follow the simple instruction, he/she will be counted as not being present (whether missing, asleep, or distracted) for five minutes of that block of time which would count as a tardy. For live virtual and hosted virtual, the student would immediately be notified via a private “chat” message. Three of these virtual tardies accumulated within a 2-hour block would be documented as an absence for that 2 hours.
- B. Definition of “Private Driving Lesson Tardy”:** being late to the designated meeting spot **up to fifteen minutes** after the scheduled start time. The student forfeits those minutes of the scheduled lesson.
- C. Definition of “Shared In-Car Instruction Tardy”:** arriving to the designated meeting location after the scheduled start time but before the instructor and other students have driven out of the parking spot. The student may still participate in the instruction but forfeits the number of missed minutes from his/her portion of the driving time.
- D. Excused vs. Unexcused Tardiness:** To respect individuals’ privacy, Driving Academy of NWA no longer differentiates between excused and unexcused tardiness.

School Policies (continued)

III. Attendance Policy

Beginning with transcripts produced on January 2, 2020, either an “A” or an “M” representing attendance will be documented on the student transcript for the required hours for each course.

- A Attended required hours
- M Missing one or more required hours

A. Definition of a “classroom absence”: not being present (whether arriving late, leaving early, asleep, or distracted) fifteen minutes or more of a two-hour block of instructional time for which attendance is taken. The student would have to reschedule that block of instruction, paying any applicable fees. Three virtual 5-minute tardies, as explained previously in this bulletin, accumulated within a 2-hour block would be documented as an absence for that 2 hours, which would be required to be made up for student to meet any attendance requirement toward a certificate.

B. Definition of “Private Driving Lesson Absence/No-Show”: cancelling a lesson only one (1) hour or less prior to the start time; being late fifteen minutes or more; not having the current, physical permit/license or any state-required prescription eyewear; OR not meeting the health and safety criteria, as listed and updated, as needed, on our website.

C. Definition of a “Shared In-Car Instruction Absence”: Arriving to the designated meeting location after the scheduled start time AND after the vehicle has moved with the other student(s) inside OR not meeting the health and safety criteria, as listed and updated, as needed, on our website. **NOTE:** Students are NOT to run after the moving vehicle and will NOT be allowed to join the other students later during the 1½-hour instruction.

D. Excused vs. Unexcused absences: To respect individuals’ privacy, DANWA no longer differentiates between excused and unexcused absences regarding required hours of attendance or regarding any applicable fees for rescheduling or making up missed instruction. If a student desires to earn a certificate but is marked absent for a required lesson or block of classroom instruction, for any reason, the student must reschedule according to the procedures and pay any applicable fees as described in this bulletin.

School Policies (continued)

IV. Make up Work/Rescheduling Fees

Policies for rescheduling missed instruction time and/or lessons, with applicable fees to help discourage elective absences and to encourage commitment to re-scheduled dates and times, are described below.

Course #100 (Parent Seminar): This class date is originally chosen when registering the student and is most effective when attended by the appropriate parent/guardian prior to the student's first day of classroom instruction. If the parent cancels within 24 hours of the seminar or is absent, thus potentially preventing another parent from attending, the enrollment in a different seminar with availability can be purchased for \$25 by contacting the DANWA office.

Course #101 (36 Hours Classroom Instruction) taken May 12-August 7, 2020: This course is most effective when the student attends all 20 hours of Block A/B of classroom instruction during the session for which he/she is registered and all 16 hours of Block C during the session for which he/she is registered. To encourage attendance and to increase the number of students who will be able to participate in the full training, a student who is marked absent for one or more 2-hour block(s) of class, may choose one of the following to make up the missed hours of instruction within their contracted time:

1. Hosted Virtual: Schedule and pay \$10 per 2-hour block, to actively participate with other students during one of the posted make-up sessions with one of our DANWA instructors hosting the corresponding missed hours via virtual classroom.
OR
2. Supervised Pre-recorded: Schedule and pay \$10 per 2-hour block to watch with other students, the video of the corresponding missed hours at our specified location during the date and time options available, as shown on our website. While a DANWA employee would supervise, this option would NOT be interactive. (This recorded option may be edited to eliminate any non-instructional footage, thus take less time to view, but would still count as the full number of hours it represents.)
OR
3. Live: (Not Normally Recommended) Enroll in and pay \$320 for another Live In-Classroom or Live Virtual Course #101 session with availability, attending only the 2-hour blocks that were missed.

Course #101 (30 Hours Classroom Instruction & 6 Hours Remote Instruction) taken after August 16, 2020: To encourage attendance and to increase the number of students who will be able to participate in the full training, a student who is marked absent for one or more 3-hour block(s) of class, may choose one of the following to make up the missed hours of instruction within their contracted time:

1. Supervised Pre-recorded (if available): Schedule and pay \$15 per 3-hour block to watch with other students, the video of the corresponding missed hours at our specified location during the date and time options available, as shown on our website. While a DANWA employee would supervise, this option would NOT be interactive. (This recorded option may be edited to eliminate any non-instructional footage, thus take less time to view, but would still count as the full number of hours it represents.)
OR
2. Live: (Not Normally Recommended) Enroll in and pay \$320 for another Live In-Classroom Course #101 session with availability, attending only the 3-hour blocks that were missed.

Course #110 (6 Hours Shared In-Car Instruction): This course is most effective when the student attends all four 1½-hour shared in-car lessons with the same other two students and at the times originally scheduled. A maximum of ONE missed lesson can be rescheduled by paying the non-refundable \$50 reschedule fee and choosing one of the make-up lessons which will only be available for Driving Academy's low-demand dates and/or times. These make-up lessons could potentially be available even three to six months beyond the original lesson date. Two business days prior to the make-up lesson, if fewer than three students are scheduled for the same make-up lesson, the student(s) scheduled will have the option of rescheduling or accepting the larger portion of the 1½-hour lesson time and of the \$150 cost. A maximum of one 1½-hour lesson can be rescheduled.

School Policies (continued)

V. Leave of Absence

Due to the shortness of these programs, no leave will be granted.

VI. Transfer of Credit

Driving Academy of NWA does not give a student credit towards earning our certificates for any previous driver education or training from another source.

VII. 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 pick up his/her child immediately. No credit will be given. The status will be recorded as "Terminated" and an "F" will be recorded for the applicable courses on the transcript. A refund of any applicable tuition will be issued in accordance to the Refund Policy stated in this bulletin. Only with the approval of the president and C.O.O. of Driving Academy of NWA could the once-terminated student enroll in a new session, but, if allowed, would be required to again pay the full registration fee and tuition.

B. Behind-Schedule Student: If a student enrolled in a **program or a course**, which has flexible scheduling, has not completed all of the private driving lessons, required classes, homework, or other requirements within the specified time limits (see Program Descriptions and/or Individual Course Descriptions), one or two 3-month contract deadline extensions, with the corresponding fee, will be added to the original end-date on the student's account to allow the student opportunity to complete the lessons or classes within a maximum of nine months of the original start-date.

C. Withdrawn Student: If a student enrolled in a program has not completed all course requirements within the specified time limit, the student's status will be changed to "Withdrawn Due to Lack of Completion" and any unused services will be forfeited. A student who has been withdrawn due to these time limits, but desires to complete a program, would have to start over as a new student with no credit given for previous work.

Payment Information

Payment options include cash, check, money order, or Visa, MasterCard, or Discover (debit or credit) card, 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.

No certificate or transcript will be given or mailed to a student with a non-zero balance.

DANWA Programs have payment plan options and are shown on the pages describing each program.

An individual, á la carte course's tuition is due in full prior to scheduling that class or lesson.

Other Fees

Late Cancellation Fee for Private Driving Lessons: \$25 will be assessed for cancelling or rescheduling a private driving lesson within 24 hours to one hour prior to the original start time. To respect individuals' privacy, DANWA no longer differentiates between excused and unexcused reasons for a late cancellation.

Absence/No-show Fee for Private Driving Lessons: \$50 will be assessed for cancelling or rescheduling a private driving lesson within one hour prior to the original start time or for being "Absent", as defined previously within this official bulletin.

Classroom Instruction Change of Session Fee Course #101: (not applicable after start time of first day of scheduled instruction)

A legal parent or guardian can change a student's classroom session dates for Course #101 (36-Hours of Classroom Instruction) to a different session with availability that begins earlier or no later than nine months past the first day of the originally scheduled session, by contacting our office and paying the following applicable fee for each change:

Changing to an earlier session that has availability: **\$0**

Changing to a later session when the request was made....

Four or more weeks prior to the first day of the currently scheduled classroom session: **\$0**

Less than four weeks, but more than two weeks prior to the first day of the currently scheduled session: **\$50**

Less than two weeks, but more than seventy-two (72) hours, prior to the starting time of the first day of the currently scheduled classroom session: **\$100**

Less than seventy-two (72) hours before starting time of the first day of the currently scheduled session: **\$250**

Contract Extension Fee: Some DANWA programs and/or courses have specified time limits for completion; (i.e., Course #102: Private Driving Lessons must be completed within three months.) If the lessons and/or requirements to pass are not completed within the specified time limits, contract extensions from the original end-date will be added in 3-month increments for **\$30** per 3-months to allow time beyond the original expiration date to complete those lessons or classes within nine months from the original start-date.

Mask: \$3 (If a student wants to wear a mask during a driving lesson or classroom session, but does not have one, we can provide a cloth one for the student to keep, but will add \$3 to his/her account.)

Bumper Sticker: **\$5** (\$4.57 + 9.5% tax)

Replacement of AAA Textbook fee: **\$25** (if not returned on last scheduled day of class in similar condition)

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

Duplicate of official certificate: **\$15**

Official transcript: **\$5**

Returned check fee: **\$15**

Credit Card Processing Fee: 2% of amount paid with a credit or debit card. This fee is non-refundable.

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 instructional time. Any unused portion of this travel time will be used for additional instruction. Extra travel time, if needed, must be requested before scheduling a lesson, to determine achievability and to allow office staff to adjust lesson times, if it is possible.

Program Withdrawal fee: If a student withdraws from a program after completing private driving lessons as a part of that program, a private instruction fee will be charged so that \$100 per hour of completed private 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.)

Refund Policy

A. The registration fee of up to \$250 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) if the 72 hours does not overlap with the first hour of scheduled instruction...we will refund, within 30 days of the student's cancellation, all tuition and fees paid, except credit card processing fees.
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, except credit card processing fees.
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, except credit card processing fees.

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.
4. All tuition paid in excess of the non-refundable registration fee of up to \$250 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 of tuition 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.

Scholarships

Court-Mandated DDC Scholarship: \$20 will be credited to the tuition of Course #109 or #111 for any student who takes one of our 4-hour Defensive Driving classes between May 12, 2020, and December 31, 2020, and provides in advance or no later than 15 minutes after the class starting time, official documentation that an Arkansas District Judge instructed the student to attend a defensive driving course following the student being involved in a collision and/or receiving a traffic ticket. If the student does not provide us the official documentation within the described time limits, the student would have to pay the full registration fee and tuition for the course.

Hosted Scholarship: \$25 will be credited to the tuition of any level of our Comprehensive Driver Education Program OR à la carte Course #101 for each student who enrolls in AND attends all of the Block A/B or Block C "Hosted Virtual" or "Hosted In-Classroom" options (**up to \$50 max per student**) between May 12, 2020, and August 7, 2020. Hosted Virtual will include high-quality video footage of an actual class, with a DANWA instructor hosting and interacting with these students for the Kahoot! Games, live polls, chat questions, and discussions. It would be challenging for the student to differentiate this option from the Live Virtual option.

Classroom Instruction Calendar

Classroom instruction options are available throughout the summer, during some holidays/breaks, and/or during the school year as posted on our website. Saturday classes and/or weekday afternoon/evening class options may also be available. (See DANWA 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.

Due to the COVID-19 virus issue of 2020, some classroom sessions are also available virtually using online platforms such as “Zoom”, “Survey Monkey”, and/or “Kahoot”, but otherwise containing the same quality and quantity of instruction as the normal DANWA in-classroom instruction. Live Virtual classroom sessions could also be substituted for physical classroom instruction due to inclement weather issues, as determined on a case-by-case basis.

See **“Special Circumstances due to the COVID-19 Pandemic”** on page 2 of this bulletin.

NOTE: Any class that has less than 20 students in-classroom and virtual combined registered by two weeks prior to the first day, may be rescheduled for different dates. If there is not an available option that is satisfactory to the student, they will be given a full refund.

Behind-the-Wheel Instruction Calendar

The Private Driving Lessons are scheduled online, separately from the classroom sessions and are typically available Monday thru Saturday, year-round, except New Year’s Day, Independence Day, Thanksgiving Day, and Christmas Day, according to the availability of our professional driving instructors and vehicles.

In-Car Shared Instruction is available on a limited basis and, when available, is selected as a set block of lessons immediately upon registration. (See DANWA website for specific dates and locations.)

Office Calendar

Driving Academy of Northwest Arkansas Office will be CLOSED on Sundays, Saturdays when there is not a scheduled class, New Year’s Day, Memorial Day, Independence Day, Labor Day, Wednesday thru Friday of Thanksgiving week, and the full week of Christmas. The office may be open limited hours during Arkansas public school spring break week. Due to the nature of our business, we always recommend making an appointment prior to coming to our office.

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 students 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, but further assistance with directions can be obtained by calling 479-621-7000.

Our fully insured and carefully maintained 2020 and 2019 Subaru Foresters, 2018 Honda Accord EX, 2017 Toyota Camry, and 2012 Honda Accord are used for the behind-the-wheel portion of our programs. 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 Division of Higher Education for such a training vehicle. Each vehicle is visibly identifiable as a training vehicle with our company name, logo, phone number, and the appropriate "NEW DRIVER" decal. They each also have appropriate teaching materials and emergency supplies.

Student Complaint Process

1. If at any time one of our students or his/her parent or legal 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.
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 Division 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