

CLASSROOM

ATTENDANCE for the full 30 hours is mandatory, (state law) The Department of Transportation requires a valid reason for missing class, We realize that emergencies can arise, however, the time must be made up by attending the next available class or by completing an assignment. **You will receive a notice** by email with the assignment, the make-up date and the deadline. You have 120 days from the end of the class to complete any make-up work. Not meeting the deadline will require you to re-register and start class over.

EXCESSIVE ABSENCES Excused or not the student is only allowed to miss a total of six (6) hours of class (including tardiness) during the ENTIRE course. **If more than the allowed time is missed the student will be dropped from the current class.** You will be transferred to the next available class. If you do not make-up the work by the deadline in the notice you can lose your permit and course registration

MAKE-UP WORK The make up assignments are online at www.tridentstudents.com. Follow the link and download the study guide and when you are prepared take the test. Sign in with your Student ID and the password you receive in the email notice.

START TIME Classes start promptly at the designated times **Classrooms open 15 minutes prior to the start of class** to allow time to sign-in and locate a seat. **Students are expected to be in their seat ready to go at the start time.** The sessions end two (2) hours and 10 minutes later. Because the instructor may have in-car students after class persons providing transportation for students are requested to be prompt in arriving and departing.

CLASSROOM IS ONLY OPEN WHEN CLASS IS IN SESSION

RECORD CARDS You must sign in for each session on your record card in **blue or black ink**. if you do not you can be marked absent which becomes part of your permanent record **You will be required to do the make-up work** because the absence is on your record and we must have the work on file for inspection by the Motor Vehicle Department.

CLASS SCORES In the classroom responses are recorded by remotes which allows each student to respond to each question anonymously and provides them with instant feedback as to the correctness of their response. The instructor can then place more emphasis on the areas that the students are having difficulty with. The students receive five (5) points for each correct answer .

MINIMUM SCORE 80%. You can fail this course. The payment of the proper fees does not mean an automatic passing grade or completion. We will do all in our power to help you pass...**if you need additional help, please ask for it!**

BREAK TIME There is a ten (10) minute break between the first a second hours of class. If soda machines or other snacks are available they may be brought into class providing the student cleans up their area before leaving. There can be **NO SMOKING** anywhere on school premises. *This is your second chance!*

INTENTIONAL DAMAGE to school property will be paid for by the student or their sponsor. This includes, but is not limited to, such things as writing on the walls or desks, breakage or abuse of the furniture, equipment or premises. We charge for cleaning drawings off the desks or walls and if the damage cannot be repaired you will be charged for replacement.

CONDUCT Responsibility and maturity are essential to safe driving therefore disruptive behavior will not be tolerated. **The instructor is the sole judge as to what is acceptable.** There are no refunds. Classes are recorded.

INSTRUCTION PERMITS

PERMIT TESTS Can be taken at the driving school any time after a class or at the DMV The test consists of 50 multiple choice general knowledge questions and identifying 15 common road signs. The test takes about 30 minutes to complete and can be taken four (4) times. You can take the tests at the school prior to turning 15 ½ but you cannot get your permit before that date. The best time to come to take the test at the school in 8:15PM on Monday or Wednesday evenings.

SCHOOL REQUIREMENTS To qualify to receive the authorization form you must have 1. Started class, 2. Turned in your signed Enrollment Agreement, 3. Paid the classroom tuition, and 4. Scheduled a lesson.

DO NOT GO TO THE DMV WITHOUT THE SIGNED AUTHORIZATION FORM FROM THE INSTRUCTOR

STATE REQUIREMENTS You do not need an appointment to take the permit test at the Motor Vehicle Department, but, you must be there **at least an hour** before they close with all of the proper forms. You must have a "Certified" birth certificate, a Social Security card, a picture ID and the license application from the school signed by your instructor. You must either have a parent with you or their "notarized" signature on the application. There is a vision screening. When you have passed all of the tests they will collect \$35.00 and issue your permit.

STUDENT SERVICES

EMAIL: studentservices@driver-ed.com ▪ **PHONE:** 888-644-4371 ▪ **TEXT MESSAGES:** 608-295-0796

OFFICE VISITS The Elkhorn office is normally only open when class is in session. Please call ahead to be sure that someone will be at the office. The best time to come without calling is 8:15 PM on Monday or Wednesday evenings. **Students must be accompanied by a parent.**

PHONE CALLS If I am in the car with students or conducting a class I will not answer the phone - Please leave me a message I will try to return your call as soon as I get a break in my schedule or at the end of the day (9:00 PM)

HOURS I answer phones from 9:00 AM to 9:00 PM Monday through Thursday, 9:00 AM to 6:00 PM on Friday and Saturday and 12:00 PM to 9:00 PM on Sundays

IN-CAR LESSONS

REGISTRATION Students register and make appointments online (24/7) at www.TridentLessons.com. All of the available lessons are online. State law requires that to keep your permit you must take at least one (1) lesson with an instructor within 60 days **after you receive the application** from the school.

SCHEDULING The schedule for the next 180 days is available online. The online system allows you to set all six (6) appointments at one time. You must take at least one lesson every 60 days to maintain your enrollment. Enrollments are limited to insure that there are enough appointment times available to allow everyone to finish the course on time. **It is the students responsibility to make sure that they complete the course in time for their skills test.**

TRAFFIC SKILLS COURSE Spaces the lessons over the required six month waiting period to keep reinforcing your skills. The recommended spacing between lessons is three (3) weeks allowing you to practice six (6) hours between lessons to develop the essential habits. This will complete your in-car course in about 18 weeks. This program requires practicing the skills introduced during the lessons to be effective.

BASIC HANDLING SKILLS COURSE If you will not be able to practice at least six hours between lessons it is better to schedule your lessons closer together so that we can work primarily on handling skills. At the end of six hours you should be competent in vehicle operation and can then start learning to deal with traffic.

EXAM REVIEW COURSE If you are competent in operating the vehicle and dealing with traffic and wish only to review before the road test, after the initial lesson, you should schedule the remainder of your lessons closer to the end of the six months so that we can polish your skills.

LOCATION All lessons start and end at 45 N Washington Street - (Our classroom in Elkhorn) Home pick-up is available for \$70.00 per lesson requiring a minimum of nine (9) lessons for a total in-car fee of \$630.00 - This course must be scheduled through the office.

LESSON TIME Lessons are two (2) hours long consisting of one (1) hour driving and one (1) hour observation The lessons are scheduled back to back which means you need to be on time to start and your ride needs to be waiting at the end. There is no shelter and the instructor cannot wait.

ACCOUNTS

PAYMENTS Payment plan is free if lessons are **paid for as the are taken**. Payments are due at each in-car lesson until the account is paid in full. Payments can also be made in class, online or by mail. We accept cash, checks, money orders, MasterCard, VISA, Discover, American Express and PayPal. **Checks and money orders should have the students name on them** to insure proper credit to your account.

STATEMENTS-RECEIPTS All payments made at the beginning of the lesson will receive a statement-receipt with the current balance. **It is the students responsibility to keep the statement-receipt.**

PAST DUE ACCOUNTS We do not extend credit which means that if you do not bring a payment to the lesson and have not made any advance payments your upcoming appointments may be placed on hold and you may not be able to schedule additional appointments. All tuition and other fees must be paid before your certificate will be issued. Past due accounts are charged 1.5% monthly interest.

BANK FEES We use Payalliance® to process returned checks They add a \$40.00 fee and draft the funds electronically from your account. Returned checks not cleared within 30 days are referred to the District Attorney for collection.

CANCELLATIONS

CLASSES If the weather is bad on a weekend call us before you leave home. Weekdays if the public schools cancel and the weather does not improve during the day or they let out early we will cancel. Regardless, you are not required to risk your safety to come to class, if the class is held and you are absent you can simply complete the make-up requirements. Classes will resume, weather permitting, with the next scheduled session. You will be notified when the make-up day will be.

IN-CAR LESSONS Every time you do not keep a lesson appointment it moves your completion date back 3-4 weeks! Lessons scheduled online should be cancelled through the website more than 24 hours before the scheduled start time. (23 hours and 59 minutes is too late!) This means **you must cancel before 8:00AM on Friday for an 8:00AM Saturday lesson!**

We will charge you \$25.00 for improperly canceled lessons Since you have 24/7 access to the schedule from anywhere in the world and you will receive an email reminder each day starting three (3) days prior to the lesson (make sure your email address is correct) if you do not show we will charge you. If an emergency arises within the 24 hours prior to the appointment and you **call before the start time** we will waive the fee (once during the course) If the weather is really bad and you choose not to drive we will not penalize you if you **call 888-644-4371 before we get to your lesson.**

IF YOU HAVE THREE (3) "NO SHOW" APPOINTMENTS WE WILL DROP YOU FROM THE PROGRAM AND REVOKE YOUR PERMIT

We will not cancel a lesson unless the car is dead, the instructor is almost dead or the roads are deadly. In this situation we will probably call at the last minute in the hope that the situation will improve. If we miss a lesson for any reason other than the weather we will credit your account for \$25.00

COURSE COMPLETION

COMPLETING REQUIREMENTS The Driver Education Certificate (DMV 3192) necessary to obtain your license will be issued **AFTER you have completed ALL of the course requirements.** This means a passing score of 80%, turning in any written make-up assignments, return of school materials, completing in-car lessons and observation and payment of all fees. If you start your in-car promptly and complete at least one (1) lesson a month there is ample time for even the busiest person to complete the course. Delay in starting your in-car, cancellations, no-shows or excessive appointment changes relieve the school of any obligation for timely completion of the course This is your driver's license and it is your responsibility to make sure you complete the requirements on time. **You must complete ALL of the requirements at least a WEEK before your road test** to receive your certificate in time.

COURSE RESOURCES
www.TridentStudents.com

IN-CAR LESSONS
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