

F.A.Q.

1. **How do I register for drivers education classes?** To register for class you must click on the tab that reads “enroll here” or you can print out an application. Send that completed application form via mail to the address on the application with a **\$75.00 non refundable deposit**. Once the application is received then a confirmation email will be sent with the pertinent class information.
2. **What makes 5 Star Driving School the best place for my child to take driver’s education?** To answer that question as easily as possible I will just say that if you are having surgery you would want a surgeon to perform that is capable of doing the surgery, not someone who has no surgical experience. So why when it comes to one of the most dangerous choices to make in your child’s life, which is learning how to drive a vehicle, would you allow someone that is not equipped TO TEACH YOUR CHILD?! Think about that. 5 Star Driving School employees are people who specialize in teaching kids how to do something as well as having trained police officers instructing the student drivers into certain laws and things that they see every day on the streets. This is why we give our students workbooks to further enhance their classroom learning as well as having speakers from the Caddo Parish Sheriff’s Office, Think First of Louisiana as well Operation Lifesaver come to give students firsthand accounts of how dangerous driving can really be. 5 Star Driving School is a current member of the Driving School Association of Louisiana as well a member of the Better Business Bureau. 5 Star Driving School also takes part in meetings to compare notes as to how to improve our teaching which results in your child receiving better training. So my question to you is as a parent is why you would want a person who has no significant training in this area to teach your child the most important thing they will ever learn in their life? KEEP IN MIND THAT VEHICLE RELATED FATALITIES ARE THE LEADING KILLER OF PEOPLE FROM THE AGES OF 15-24.
3. **How can I be assured that my child is getting the best training in Drivers Education Classes?** As of October 2011 instructors that work for 5 Star Driving School average over 30 years of teaching experience and 25 years of teaching drivers education classes, so as a result of that most of the instructors are able to teach all levels of kids from varying backgrounds.
4. **How much does the 38 hour driver’s education class cost?** As of October 2011, the cost of tuition is \$475. The tuition cost includes the classroom portion, classroom workbook, study guides & the behind-the-wheel portion. The behind-the-wheel portion consists of your teen using our vehicles & the cost that is associated with owning & maintaining a vehicle (using our insurance, fuel, tires, crashes, etc.) so please keep in mind that when your teen is driving they are an unlicensed driver and we are responsible for everything that occurs when they are behind the wheel of our vehicle.
5. **When is the remaining balance due?** The full balance is expected the morning that any student attends the first day of class, but if additional time is needed we can arrange a payment plan if you would like. No driving will be done until the balance is paid in full.
6. **How can I make a payment?** You can pay a number of different ways, whichever is the easiest for you. You can pay by check, money order, or credit card for the deposit. If you decide to print an enrollment form and bring it into our office, you can pay with cash as well. For the remaining balance you can either pay by cash, check, money order or credit card on the first day of class.
7. **Where are the classes held?** We hold classes at our main office location. The address is 1409 E. 70th Street, Suite 124. That is the Pierremont Plaza shopping center across the street from Orr BMW.
8. **What time the classes start and end each day?** As a general rule, classes start promptly for 8:30 each day and end each day by 4:30 for driver education classes. All other classes typically begin at 9:00 am.
9. **What time is lunch each day?** Lunch time for driver education classes as well as the 6 hour pre-licensing course is usually at 12:00 pm. In the shopping center where we are located is Roly Poly Sandwiches. If you would like to bring a lunch, we do have a refrigerator and microwave for students to use. We also have vending machines with various drinks and snacks available.
10. **What does my child do each day for lunch every day? What is the cost?** We have a sandwich shop located in the shopping center, so your child will not have to leave to get lunch nor will they have to depend on someone to bring them a special lunch. Since we only take a 30 minute lunch break we do not allow the students to leave the premises to go off to get lunch but if someone wants to bring lunch for them they can do that. If they desire they can bring their own lunch as well as any snacks they desire as long as it does not create a mess such as peanuts, sunflower seeds, etc.

11. **Are snacks and drinks provided?** Yes we generally attempt to provide drinks and snacks for students so they will have the opportunity to purchase them during the class day.
12. **If I do not have an email address to receive information regarding class information, what can I do?** We have found it the easiest way to communicate with everyone is the use of emails, but if no email address is available that you can use such as your work email, fellow class mate, friend, etc.
13. **Does my child need the official birth certificate for class?** Yes, they will need their birth certificate for class but it may be a copy of the original or a state id since we must verify their LEGAL BIRTH CERTIFICATE NAME AS WELL AS THEIR DATE OF BIRTH. A passport can also be used but unfortunately school id's are not accepted.
14. **What precautions does 5 Star Driving School take to assure me my child is safe alone with an instructor?** As most of you are well aware driving can be very dangerous and even deadly, so we try to keep our instructors as well trained as possible. We make instructors take refresher courses regularly. As another precaution, we run background checks through the local sheriff's office as well as the state police before any instructor is hired. At 5 Star Driving School safety is most important. Currently, 5 Star Driving School is very selective of who is using company vehicles as well as who is going to be around your most valuable possession, which is your child. We are also in the process of installing cameras in our vehicles so that in the event something occurs, we will have documentation.
15. **How many kids are in a car with an instructor at a time?** Since we believe that a student should have the instructors undivided attention we have just the student and the instructor in the car at the same time. If you as a parent take issue with that, then we will attempt to make special arrangements to alleviate your concerns but we must know ahead of time so we can rearrange the schedule as needed.
16. **Can my child drive with a fellow classmate?** Typically that is not advised since it may be difficult to fit both schedules to coincide with the instructors. Also another factor is that the student who is not driving will typically try to distract the student that is driving by making fun of them if they make a mistake or do something where corrections need to be made. But as a last resort if you would like added protection our best policy is for you as a parent to ride for the time they drive.
17. **How much driving should my child do prior to taking drivers education classes?** By law it is illegal for you to do that, but on the other hand the 8 hours of driving with an instructor is not enough especially if your child does not know the basics. What we encourage is for parents to get the kids in areas with little or no traffic areas such as large parking lots of shopping centers to teach them the difference between the gas and brake pedals, blinkers, how to turn the wheel, etc. For some students that may not be comfortable with driving after the 8 hours we also offer additional driving for a charge which is very beneficial for the inexperienced driver who may need more practice. Remember that after the students complete the 8 hours of driving they will have the opportunity to get a learners permit so they will have the opportunity to drive under parental supervision for the next 180 days prior to getting a license.
18. **What class must my child take based upon their age?** The law states that anyone applying for a learners permit or license must take a driver education class prior to even taking the OMV Test. So based upon your age this is what your options are:
 - a. 15 and 16 year olds must take the 38 hour class that covers all the aspects of driving, which includes 30 classroom hours of instruction as well as giving them 8 hours of behind the wheel driving with a licensed instructor.
 - b. Anyone that is currently 17 has the choice to take the 38 hour class or they can take the 6 hour class. We also offer a 12 hour course which consists of the 6 Hour Pre-Licensing course & 6 hours of behind-the-wheel instruction. The advice I give parents is to check with your insurance company first prior to making any decisions. Some insurance companies offer discounts for taking the 38 hour class, if that is the case then for monetary reasons you should take the 38 hour class rather than the 6 hour class. The 6 hour class gives that student just an overview with no driving practice, so this class is offered but not the class that is recommended.
19. **Does my child need a copy of the OMV Book? Where can I get one?** Yes, each child should bring their own copy of a DMV Book to class each day. If for whatever reason they cannot get one then I have additional copies to let them use but they cannot write in it or take it home to study. If you cannot get a copy of the book you can go to our home page and print out the booklet (please be aware that the booklet is about 93 pages in length).

20. **What does my child need for class?** Since learning will be taking place each child must come prepared to learn so they will need a notebook/tablet/binder as well as a pen or pencil every day. Each child will also be issued a workbook that will be used daily in class.
21. **Can a student miss part of the class if they have a valid excuse such as a doctor's note?** No, the state law is very clear on that saying that 30 hours of classroom instruction must take place so that is what we do. Now if we are aware of a potential conflict we will attempt to limit the amount of time missed where it can be made up prior to the class beginning on that day or staying late after the class has ended, but not all time can be made up so in that case the student must make up the missed time at the next available class. By the way no driving will be done until all 30 classroom hours have been completed. But in the rare case where a conflict cannot be avoided, we have a specific policy in place to deal with that so you have to speak with us directly.
22. **What do I do if my child must miss a day of class?** The policy is very simple, if they are going to miss 4 hours of class, they must make up the time by attending the next available class. To make sure they make up that time they will be required to attend the full day not just the 4 hours. If they are going to miss the full day they will be required to make up that full day at the next available class. As a result of this service you will be required to pay an additional \$10 fee for this service.
23. **When does my child drive?** Once they have completed the 30 hours of classroom instruction with a grade of an 80% or higher then each child will be scheduled to drive based upon a number of factors ranging from early registers (first ones to register tend to drive first), age, where they live, availability, etc. Driving will be done around your child's schedule with consideration given to athletics, work, school activities, etc. Driving is typically done after school up to 4 hours, then on weekends and holidays. We may drive in rainy weather as long as the instructor feels that the roads are safe and free of puddles.
24. **Can my child take additional behind the wheel driving?** Yes those services are available and they can take as much additional driving as you desire them to take. We offer it in two hour increments for a cost of \$50.00 per hour. A two hour minimum is required.
25. **What other classes and services does 5 Star Driving School offer?** 5 Star Driving School attempts to be on the cutting edge to provide all your driving needs so we offer a very diverse selection of classes that range from the 38 hour, to classes for Ticket Revocation (speeding, reckless driving, DWI's, court mandated and other court mandated classes). We also offer classes for insurance reduction which can save up to 10% on the cost of insurance. These classes can be taken for personal reason as well as satisfying company business requirements for use of company's vehicles.
26. **For the behind the wheel driving can I select which instructor drives with my child?** Unfortunately that is not possible. We will attempt to allow that to happen but due to scheduling of the instructors as well as working around students schedules it is highly unlikely that we can arrange all the schedules. But for the most part you will typically get at least 2 different instructors if not more over the 8 hours of driving so it tends to work out anyway.
27. **Does my child drive in bad/inclement weather?** As a general rule the answer to that is no. But as you know Louisiana weather is very unpredictable so there will be times where your child may be driving when inclement weather hits but we will not allow them to drive on the roads when the instructor considers the conditions to be unsafe. **Remember safety is our main goal, but sooner or later living in this region long enough you will have to drive in rain.**
28. **How long does it take to complete the 8 hours of behind the wheel driving?** When we schedule your child to drive we tend to drive them 2 hours each session. So students get done with the driving portion of the class at various times depending upon where they were on the list, age, etc. As a general rule though we usually get everyone done with all the driving about 4-6 weeks after completion of the class. There are always factors that delay that time frame that we are not able to work around such as school schedules (whether it is the summer time, holidays, etc.) rain or other bad weather. For the most part we tend to have cars on the road for the majority of the time every day that it is possible to drive. Please be aware that if your child is involved in extracurricular activities, he/she will need to make sure they are available to drive in the afternoons, especially during the school year. We try to make accommodations but we generally will not make a special schedule for anyone. So please make sure that his/her coach, band director, etc. is aware that they will more than likely have to miss a couple of practices in order to complete the course.
29. **Once my child completes the driving portion of the class what is the next step in the process?** After successful completion and passing of the classroom portion of the class with at least an 80%, we will give

each student a certificate of completion that they will take to the OMV and another copy which you should give to your insurance company. A third copy will be kept on file with 5 Star Driving School so that if you lose it we can make a copy of it for you.

30. **Do all students pass the class? What grade must be made to pass the class?** Unfortunately not all students pass the driver education classes because they are not prepared and ready to learn but that is very rare. To pass the class each student will be tested on General Knowledge/Rules of the Road as well as signs. Each student must pass both final exams with at least an 80% or better as well as having a final average above an 80%. If that student does not pass the final exams they will be allowed to retake a similar exam again after reviewing the material. If they do not pass that exam the second time then the student will have to make arrangements to attend the next session.
31. **Can you meet a student that has special needs?** Generally yes we are able to meet any and all of their needs when it comes to testing such as additional time, test read aloud, etc, but as a general rule we ask you notify us when registering. If you do not make arrangements prior to registering then we will not guarantee that we can do that. As far as the driving portion of the class if they have any physical disabilities where they require special adaptations to the car, unfortunately we do not have that equipment on our vehicles at this time.
32. **What age does a child have to be to take drivers education classes?** Effective January 2009 any student that is taking the 38 hour class must be 15 years of age prior to the class starting.
33. **Does 5 Star Driving School offer discounts on classes?** Yes, we do offer a variety of them starting with a discount to former students that want to get a discount on insurance by allowing them to take the Defensive Driving Class for \$35 instead of the regular cost of \$50. We also have a “bring a friend special” where both students must sign up in order to receive a \$25 discount each off their tuition. We also offer a sibling discount where a second member of a family that is the brother/sister of a previous student will get a \$50 discount only on the 38 hour class.