THE NEXT

LET'S DRIVE

Welcome to The Next Street

STUDENT HANDBOOK



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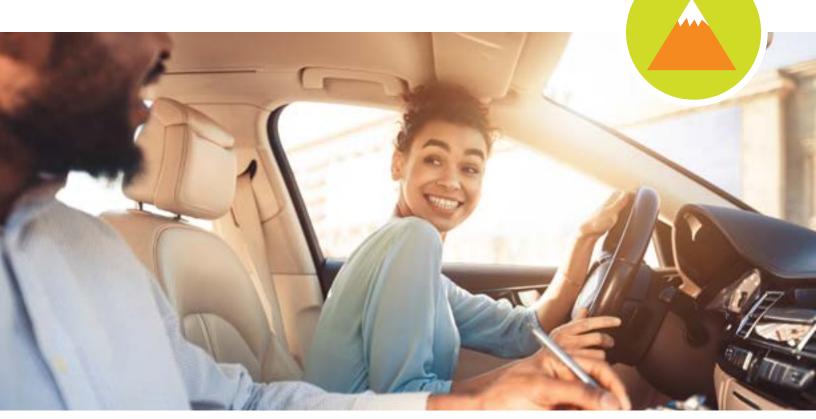


Core Values & Core Burpose



1.0 Ready? Let's Drive!

In this student handbook, you will find all the information you need to get started on your driving journey.



As you embark on the exciting journey towards obtaining your driver's license, we are thrilled to be your trusted partner in navigating this important milestone. We understand that a license represents not only freedom and responsibility, but also a significant step towards independence. That's why we're fanatic about providing you with an outstanding customer experience, making the entire process as smooth and enjoyable as possible.

At The Next Street, we are driven by our core values: Be Curious, Be Nice, and Think Positively. We believe that self-improvement and a commitment to learning are essential for our team and our students alike. Our empathetic, compassionate, and friendly instructors & staff are dedicated to ensuring your success, sharing their vast knowledge and experience to guide you through the complexities of state regulations.

We pride ourselves on being fanatic about our customers' experience, always looking for ways to improve and simplify the license process. Our expertise in breaking down the most challenging aspects of driver's ed ensures that you'll be well-prepared for a lifetime of safe driving. In this student handbook, you will find all the information you need to get started on your driving journey.



2.0

Code of Conduct

2.0 Code of Conduct

By now, you may have guessed that we take driving and safety pretty seriously. We believe that driving requires not only skill, but also maturity and responsibility. Adherence to our policies, guidelines, and the code of conduct reflects a student's readiness for the challenges and responsibilities of driving. If a student consistently struggles to follow our policies or exhibits behavior that indicates a lack of maturity, it may be an indication that they are not yet prepared to handle the responsibility that comes with obtaining a driver's license. If issues persist, we reserve the right to discontinue the student's enrollment. Our primary goal is to ensure each graduate is prepared for safe and conscientious driving in terms of both skill and mentality.

FOR STUDENTS

1. Attendance

Students are expected to attend **all classes** for the **entire duration of each 2-hour class**. Attendance is strictly enforced due to the RMV set requirement for 2 full hours of class time.

2. Be On Time

Students should arrive to class 10-15 minutes early in order to mitigate any potential technology issues and become mentally prepared for learning. We appreciate students arriving early to driving lessons – but please wait to interact with the instructor until the time of your lesson. Instructors may be finishing up a prior lesson, so we ask for your patience.

3. Respectful Behavior

Students should communicate with all classmates and the staff of The Next Street in a respectful and appropriate manner, refraining from any inappropriate or disrespectful language, swearing, teasing, or bullying.

4. Follow Safety Rules

Students should follow all safety rules and regulations while operating any vehicles during the course, including wearing seat belts and obeying all traffic laws.

5. No Distractions

Students should eliminate all distractions while driving or in class, including cell phones, tv and other non-driving-related activities.

6. Follow Instructions

Students should follow the instructions of the educator while in the classroom or behind the wheel.

7. Honesty

Students should be honest with the instructor about their driving experience, skill level and participation while in our program. We do not condone dishonesty or unsafe driving practices.

FOR PARENTS & LEGAL GUARDIANS

1. Attendance

Parents or guardians are expected to ensure their child attends all sessions. A parent or legal guardian **must** attend the parent class if they have not previously attended a parent class in the last 5 years.

2. Be On Time

Parents or guardians should ensure their child arrives 10-15 minutes early for class and is prepared to participate. Parents should arrive 10 minutes prior to the end of a driving lesson, in order to review feedback from the instructor or any skills that require additional practice. Please refrain from arriving late to pick up your student from lessons. We appreciate students arriving early to driving lessons – but please wait to interact with the instructor until the time of your lesson. Instructors may be finishing up a prior lesson, so we ask for your patience.

3. Respectful Behavior

Parents or guardians should communicate with all TNS staff in a respectful and appropriate manner.

4. Follow Safety Rules

Parents or guardians should encourage their child to strictly follow all safety rules and regulations while operating any vehicles at any time.

5. No Distractions

Parents or guardians should encourage their child to eliminate all distractions while in class or while driving. Distractions may include cell phones, tv, multi-tasking and other non-driving-related activities.

6. Follow Instructions

Parents or guardians should support the instructor by ensuring their child follows all instructions whether in the classroom or driving in our cars. Students should arrive to class or driving lessons fully prepared with everything they need.

7. Honesty

Parents or guardians should be honest regarding their child's driving experience, skill level and participation while in our program. We do not encourage dishonesty or unsafe driving practices.

*Failure to adhere to the code of conduct by students and/or parents may result in disciplinary action.



3.0

Student Apparel Recommendation

3.0 Student Apparel Recommendation

While the responsibility for the dress and appearance of The Next Street students' rests with the individual and their parents/guardians, we ask that all students dress in appropriate attire for their driving lessons that does not interfere with their training or is unsafe.

SUGGESTED ATTIRE



Tops long enough to cover the belt line with arms raised above the head.



Pants /Shorts /Skirts /Dresses must be always worn.



No vulgar, offensive gestures, political or sexual images, symbols or statements will be permitted on clothing.

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Undergarments must not be visible.

REQUIRED

No open-toed footwear will be allowed during a driving lesson. Shoes must have a closed heel (sneakers or boots are your best options for safety reasons). We recommend sneakers. No headwear that can interfere with your vision, including hoodies (you can wear a hoodie to the lesson, but the hood must be down) **No headphones** (Air Pods)



In the event a student is wearing anything outside the suggested attire, and that is found to interfere with their training or is unsafe, the parent/guardian will be notified, and the student will be given the opportunity to change. If the student is not able or unwilling to change prior to their scheduled driving lesson the drive may be cancelled and subject to a cancellation fee.





Student Portal

4.0 Student Portal

You can manage your entire driver's ed experience through the student portal 24 hours a day, 7 days a week. At the time of enrollment, students receive their student portal log in information via email. Once logged in you can do the following:

AFTER STUDENT PORTAL LOGIN

1. Join your zoom class	✓
2. Reschedule an upcoming or makeup class	✓
3. Schedule or reschedule driving lessons	~
4. Purchase additional driving lessons	~
5. Purchase a license test	~
6. Schedule a license test at The Next Street appointment (coming soon!)	~
7. Complete classroom session quizzes and signatures	~
8. Update student information	~
9. Access student resources	~

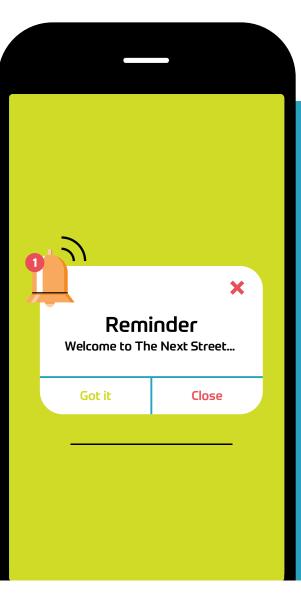


5.0

Student Communications

5.0 Student Communications

All important information, reminders, and confirmations are sent via email to both the student and parent email address and phone numbers listed on the account. It is imperative to your success as a student of The Next Street that you are actively paying attention to all student communications. That means opening and reading any emails or texts we send to you. They are important. Please be sure that any email addresses listed in the student account are accurate and listed only once- i.e do not list your 'student email' as the 'parent email' as well. You don't want duplicates and we don't want you to hit unsubscribe! If you unsubscribe, you will no longer receive reminders for upcoming classes or lessons, and we are unable to resubscribe you to communications. In addition to email and SMS we also update our social media channels with important info & resources.



If you would like to follow us, check out our social channels:







Zoom Class Policies

6.0 Zoom Class Policies

Adherence to our Zoom class policies is required per the RMV regulations. Please read our Zoom class policies prior to the start of your first class.

ZOOM CLASS POLICIES

1. Legal Names On Zoom Account

Please make sure that your full legal name as spelled on your learner's permit, appears on your zoom account. If you have a nickname you prefer to be called, you can add it after a dash after your legal name. Ex: James Smith - Jim. Instructors reserve the right to deny a student entry into class if the name doesn't match the class roster.

2. Cameras On

During class time, your camera must be on and pointed towards you on a stable/steady surface. Please do not point your camera at the ceiling or other areas in your room.

3. Sit Up and Take Notes

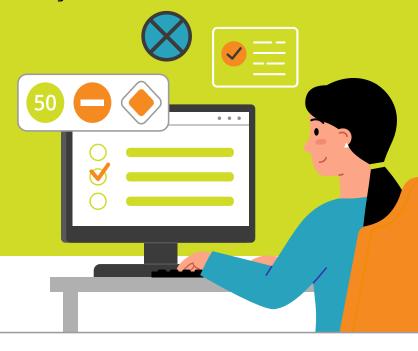
Please come ready to learn. You should be seated upright, in a quiet location, where you can remain focused and present for the duration of the class. We highly recommend that you use a physical notebook and take notes by hand. Research shows that this supports learning and recall.

4. Attendance and Punctuality

Show up and be on time. You must be fully present for the entire duration of the class in order to get credit for the class. Scheduled breaks will be given. Attendance will be taken periodically during class to ensure students are present for the full 2 hours.

5. Avoid Digital Multitasking

We understand the pull to do other things while in a Zoom class, like scrolling on your phone, playing games or checking your DMs. However, we challenge you to focus on the class materials in the same way you will have to focus (without distraction) while driving.







Zoom Troubleshooting

7.0 Zoom Troubleshooting

HOW TO USE ZOOM RESOURCES

1. Creating a Zoom Account

Before you can use Zoom, you will have to create a free account. Click <u>here</u> to create your free Zoom account. You will need to enter your email address and birthdate.

2. Downloading the Zoom App

Once your account is created, you can download the Zoom app to your device. Click <u>here</u> to download the app. You can choose to download the app to your computer, mobile device, or as a browser add-on.

3. Testing a Meeting in Zoom

If you've never used Zoom before, it can be helpful to try it out in a test meeting first. This will familiarize you with what your classes will look like and how to use Zoom's features. After you've set up a Zoom account and downloaded the app, click <u>here</u> to test out a meeting.

4. Accessing Your Class

A link to your Zoom classroom can be found in the student portal before your session. Just click the link and the Zoom app will open. Log in to your Zoom account, if prompted, and the Zoom app will open into your class.

5. Rescheduling a Missed Class

Need to reschedule a class you missed or need to move a class you've already scheduled? <u>Check</u> <u>out this video!</u>

6. Changing Your Display Name

For attendance purposes, please make sure that your display name is your full legal name, as spelled on your Learner's Permit, prior to joining our classes. Unsure how? <u>Check out this video</u> on How to Change Your Display Name on Zoom.

7. Using Zoom Virtual Backgrounds

You can add images that block out your background while using zoom. Click <u>here</u> for instructions and FREE Zoom Virtual Backgrounds!

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If you are unable to join a class: email <u>zoom@thenextstreet.com</u>. While you wait for a response, please try troubleshooting with the tips below:

TORUBLESHOOTING TIPS

- Try to access the Zoom link directly from your <u>Student Portal</u>
- Try joining manually by visiting <u>Zoom.us</u>, sign into your Zoom account and click on "Join a meeting". Enter the 10-digit code at the end of the zoom link.
- Message stating "internal meeting" or to enter in a password, please be sure you are logged into your Zoom account. Go to <u>Zoom.us</u> and click sign-in from the top right.
- Message stating "Waiting for host to start meeting", it indicates that the instructor hasn't opened the class yet. If it is before class starts, this is normal. If it is after the class is supposed to start, we may be having a technical issue.

Please allow us a few moments to look into this. In the meantime, please log into the <u>student</u>. <u>portal</u> to confirm you have the correct Zoom link.

- Disconnected from class and unable to rejoin, please contact the instructor at the email address or phone number they provided at the beginning of class. We will also attempt to contact the instructor to let them know you are waiting to get back into class.
- Attempting to join after class has started, unfortunately we will not be able to provide credit and the class will have to be rescheduled due to RMV compliance regulations (Sorry, they are really strict about this!) You can reschedule class in the student portal.



If we are experiencing a technical issue that causes class to be unable to run as scheduled, the class will be rescheduled, and you will receive an email with updated information. If you do not receive the email within 48 hours, please check your student portal or contact us for assistance.



8.0

Driving Lesson Policies

8.1 Scheduling & Rescheduling8.2 Late Cancellation/ No Show Fee8.3 Inclement Weather8.4 What To Bring To Your Lessons8.5 Driving Lesson Breakdown

8.0 Driving Lesson Procedures & Policies

Driving lessons begin with the basics so that the instructor can develop a good understanding of each student's experience, skill, knowledge and confidence. As lessons progress, the instructor will make sure that each core skill is learned before building upon it. Lessons will cover accelerating, braking, turning and parking maneuvers before graduating to lane choice, speed management, urban and rural driving, driving on hills, highway driving and mock road tests (if purchased). In addition to operational skills, students may be given the opportunity to fuel a vehicle, navigate a car wash and get that car through the drive-thru without a dent! We recommend that you practice for 8-10 hours between each lesson. We also have a useful driving log that you can use to plan and

track your driving practice. <u>You can download that for</u> <u>free here!</u>

While we do have a general curriculum for driving lessons, skill development varies between students. Our instructors tailor each lesson to the individual to allow for mastery of basic skills before moving on to advanced maneuvers. We encourage parents to review the lesson with the instructor and their student during the last 10 minutes of the lesson time, so that you have a good understanding of what skills were practiced that day and what skills need more practice at home. If you're not sure how to teach specific driving skills, we have excellent resources on <u>YouTube</u> and <u>TikTok</u>

8.1 Scheduling



At enrollment, you may have

purchased a classroom package that

also includes driving lessons. While we provide a pre-built classroom schedule for you, we do not pre-book driving lessons due to a variety of factors. You can schedule driving lessons as soon as you have your permit. Once your permit information is recorded in the student portal, you will be able to schedule driving lessons. We recommend spacing your lessons out to allow for at least 8-10 hours of practice time with a parent or guardian before your next lesson with an instructor.

IMPORTANT NOTE: all classes and driving lessons must be complete and your Driver's Education Certificate must be issued before you can book a road test appointment per RMV regulations.

Rescheduling

You can reschedule driving lesson appointments in the student portal at any time. Be sure that you cancel more than 24 hours in advance of your lesson so that you can avoid a late cancellation fee.

***PRO TIP:** If you have driving lessons booked during any summer months, we strongly recommend that students avoid cancelling if possible. We understand life happens and things come up. Our summer months are extremely busy and driving lessons can be tough to come by.

8.2 Late Cancellation /No Show Fee



If you must cancel a lesson under 24 hours in advance, you will be subject to our late cancellation fee. Please call the call center in this case as the student portal will not allow you to cancel a lesson under 24 hours from appointment time. Failure to show up to a lesson will result in an automatic no show fee on your student account.

8.3 Inclement Weather



In the event of inclement weather that causes unsafe road conditions or cancellation of zoom classroom sessions, we will send out an email, post on our social media channels and update our website with the closure information.

- For all classroom sessions, if we need to cancel due to weather, the class will be added to the end of the program following the classroom time.
- For all driving lessons, if we need to cancel due to weather, you will be able to reschedule through your student portal or over the phone.
- For all cancelations, students will be informed via email, SMS or phone before anything is canceled in their portal.

8.4 What to Bring to Your Lessons



- Students must have their official learner's permit (not a paper copy) on them for every driving lesson. Students that arrive without their permit will not be able to drive and will be subject to our rescheduling fee.
- We strongly encourage students to wear sneakers to their driving lessons. Wearing sneakers provides the best feel for learning and overall safety. Crocs, soft bottomed slippers, open-toed or open-heeled shoes are not permitted.
- Glasses/Contacts if you have a Restriction B
- If you need to cancel your driving lesson, please do so through your Student Portal. If the lesson is canceled within 24 hours, you are subject to a late cancelation fee.
- Please DO NOT attend a lesson if you feel sick, have symptoms, have tested positive for COVID or have had known contact with someone that has tested positive. If you are at risk, please notify us as soon as possible. We will do everything we can to get your appointment rescheduled within two weeks of the cancelled lesson or test.

8.5 Driving Lesson Overview



- When you arrive, the instructor will assess what number driving lesson you are on.
- Depending on the lesson number, the instructor will go over basics for that specific drive with you for roughly 10 minutes.
- From there you will be driving with the instructor.
- When you return after your lesson, the last 10 minutes will be spent going over the lesson.
 (If under 18 this will be discussed with your parent as well)

*If you are a parent picking up your student at the end of a driving lesson, please take the time to interact with our instructor 10 minutes prior to the lesson end time and check in on your student's progress via their evaluation sheet. Students should use their evaluation sheet to inform their at-home behind the wheel practice before their next lesson with our instructor.

8.5 Observation Overview



- Students need 6 hours of backseat observation, which takes place in three 2-hour sessions.
- During this time, you will be observing another student as they complete their driving lesson.
- You will watch and listen as the lesson takes place- it may be skills you have learned already, but it can also be more advanced maneuvers.





How To Get Help From TNS

9.1 Online Resources9.2 Call Center Contact Info9.3 Call Center Hours

9.0 How to Get Help At The Next Street

9.1 Online Resources

- Students can do almost everything on their own in the <u>student portal</u> – purchase additional lessons or a test, schedule or reschedule lessons, license test appointments or zoom classes, etc.
- If you're not sure how to use the student portal, check out our video tutorials <u>here</u>.
- If you need help with driving maneuvers, check out our how-to-videos on <u>Youtube</u> and <u>Tiktok</u>
- If you need to speak to an actual human, we have a team of friendly Licensing Guides that can help <u>via</u> <u>phone, email or chat</u> during our call center hours.

9.2 Customer Happiness Center Contact Info

413-642-1475

9.3 Customer Happiness Center Hours

Monday-Friday 9am-4pm

Saturday & Sunday Closed





Administrative Information

10.1 Account De-activation Policy
10.2 License Eligibility
10.3 Driver's Education Completion (E-Dec) Guidelines
10.4 License Testing
10.5 RMV Fees
10.6 RMV Agents
10.7 Learner's Permit

10. Administrative Information

Due to the regulatory nature of getting a license, there are a few administrative details that can be confusing or frustrating to find out later in the licensing process.

10.1 Account De-activation Policy

All students will have 24 months to complete the program they are enrolled in. After this time, the account will expire and access to outstanding services will be suspended. If a student wishes to continue using their account after the 24-month period, they will be required to pay a \$150.00 reactivation fee. If a student is unable to complete their program within the 24-month period due to an unforeseeable circumstance, they may contact The Next Street to freeze their account. The account freeze will allow the student to temporarily suspend their account without incurring any additional fees.



10.2 License Eligibility



FOR 16- & 17-YEAR-OLDS enrolled in either of the following:

30 HOUR FULL DRIVER EDUCATION BUNDLE:

Teens must hold a valid learner's permit for at least 6 consecutive months, log 40 hours of behind the wheel driving practice, and complete all driver's education requirements: 12 driving hours, 6 observation hours, 30 hours of classroom sessions, and the 2 hour parent class. Once completed, The Next Street issues the Driver's Ed certificate to the RMV and then you can schedule a test.

FOR STUDENTS OVER 18:



Adult students must receive a valid Learner's Permit before testing for their license.

10.3 Driver's Education Completion Guidelines

We will issue your Driver's Education Certificate directly to the RMV around 5 business days after your last scheduled appointment.

To receive a certificate you must complete the following requirements:

- Sign for all classroom sessions.
- Complete the final exam with a score of 80% or higher.
- Have a valid MA permit number on file in the student portal.
- Have completed all required courses (including parent class), observation hours and behind the wheel lessons.



10.4 License Testing

You must complete all driver's education requirements and receive your Driver's Education Certificate before you can schedule your road test. We offer testing product options to our students for purchase. Test products are not included in our full driver education course bundle but can be purchased at any time.

TEST AT THE NEXT STREET

- The RMV Agent will come to one of our locations and test you.
- You will use our vehicle to test in. Our vehicles are guaranteed to pass RMV inspection.
- The test will be about 15-20 minutes however, we are at the discretion of the RMV and their agent.
- For students under 18, your full course must be completed and driver's education certificate must be issued before you can be officially summitted to test at TNS.
- **IMPORTANT!** Students **MUST** complete one 2 hour driving lesson with us in order to be eligible to test at a Next Street location.
- Driver's License Tests are currently offered at select TNS locations, with more options coming soon. Test dates are typically 3 weeks after course completion.



What to Expect on Test Day

- Arrive 15 minutes in advance and check in with our Testing Host.
- If under 18, the student must be accompanied by a legal guardian.
- The Testing Host will be able to answer any last-minute questions you may have
- Remember, the test is an evaluation of your skills as a driver. The test will evaluate:
 - Parking maneuvers: pull in, back in, and possibly parallel parking
 - 3-point turn/k-turn
 - Speed management
 - Navigating intersections
 - Use of parking brake
 - Spatial awareness/reaction time
 - Knowledge of road signs and traffic signals

We meet you at the RMV

- Our scheduling specialist will work with you to schedule your RMV test, **DO NOT** schedule your own test.
- Open to all ages 16+

- Our Testing Host will meet you at the pre-determined RMV.
- You will use our vehicle to test in. Our vehicles are guaranteed to pass RMV inspection.
- **IMPORTANT!** Students MUST complete one 2 hour driving lesson with us in order for the student to test in our vehicle.

WHAT TO EXPECT ON TEST DAY

- Arrive 30 minutes in advance to the scheduled RMV location and check in with our Testing Host.
- The Testing Host will be able to answer any last-minute questions you may have.
- Remember, the test is an evaluation of your skills as a driver. The test will evaluate:
 - Parking maneuvers: pull in, back in, and be proficient in parallel parking
 - 3-point turn/k-turn
 - Speed management
 - Navigating intersections
 - Use of parking brake
 - Spatial awareness/reaction time
 - Knowledge of road signs and traffic signals
 - Possible highway driving

Do it yourself at the RMV

- If you feel ready to take on the licensing process yourself, we are here to support you if you have any questions, and of course wish you the best of luck!
- If you are going ahead solo, you might want to download the <u>MA Driver's Manual</u> to prep for your test.
- You will need to schedule your test through the <u>mass.gov</u> website
- Tests are held at the following RMV locations: Braintree, Brockton, Fall River, Greenfield, Haverhill, Lawrence, Leominster, Lowell, Martha's Vineyard (Tuesdays only), Milford, Nantucket (Fridays Only), New Bedford, North Adams, Pittsfield, Plymouth, Southbridge (Thurs & Fri only), South Yarmouth (Weds and Thurs only), Springfield, Taunton, Watertown, Wilmington, and Worcester

WHAT TO EXPECT ON TEST DAY

Visit the RMV site to prepare for your road test <u>https://www.mass.gov/guides/road-test-information</u>

Canceling And Rescheduling Tests

 License tests must be cancelled 120+ hours or 5 days in advance. Failure to do so will result in a cancellation fee.

- If you need to reschedule, please call us at (413) 642-1475 or do so through your student portal.
- If you need to retake your license test, state law requires you to wait 2 weeks before re-testing, and you cannot test more than 6 times in a 12-month period. If you wish to retake your license test with The Next Street, please contact us at (413) 642-1475
- The license test fees paid to The Next Street do not include the RMV license fees.
- Students must bring the following to every License Test. Failure to do so will result in a fee of \$80:
 - A physical permit/driving license.
 - Glasses/contacts if you have a Restriction B
 - Closed toe/heel shoes. (No crocs, flip flops, soft bottomed slippers etc.) We suggest sneakers.

10.5 RMV FEES

In addition to our license product fees, the RMV also charges administrative fees for permit & licensing services.

- Learner's permit application fee- \$30
- License application & road test fee \$35
- License Fee \$50
- Re-test fee if you fail your license test, you will be subject to the RMV's \$35 road test fee again

10.6 RMV Agents

If you test at one of our locations, please be aware that The Next Street staff does not administer license tests. The RMV agent comes to our location and is responsible for evaluating the student driver and issuing a pass or fail decision.

10.7 Learner's Permit

In order to practice driving, you need to a learner's permit. If you have not gotten your permit yet, you will need to schedule your permit test appointment at the RMV. For more information on getting your permit <u>go here.</u>

ADDITIONAL RESOURCES AND FAQS:

If you still have questions, check out our additional student resources here:

Knowledge base:

https://knowledge.thenextstreet. com/en/knowledge/massachusetts?_ ga=2.78556628.1320771487.1687967571-1166508149.1680115841

New Driver Road Map:

https://ma.thenextstreet.com/new-driver-road-map

Student Portal:

https://www.tdsm.app/CentralizeSP/Student/Login/ matnsmassdriving220221

RMV website:

https://www.mass.gov/orgs/massachusettsregistry-of-motor-vehicles

413-642-1475

Monday-Friday 9am-4pm

> Saturday & Sunday Closed

THE NEXT

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