



**PART 1 – DESCRIPTION OF VIRTUAL INSTRUCTION PROGRAM**  
**PARENT AND STUDENT INFORMATION REQUIREMENTS**

**Section 1002.45(2)(a)4., Florida Statutes, requires the Provider to provide the following information posted and accessible online to parents and students. Please describe specifically how you will make this information available to your parents and students.**

**How to contact the instructor via phone, email, or online messaging tools.**

Information on how to contact the K12 Florida LLC (K12) instructor is provided to parents and students via Kmail in an introductory letter and is also posted on the course page on the high school platform (Online High School). In this education model, teaching and learning includes the accessibility of teachers during normal school hours, as stated in the School Handbook (Florida Virtual Academies (FLVA)) or Learning Coach Success Guide (district virtual instruction programs). Teachers may be contacted via Kmail (through the Online School (OLS)/Online High School), telephone, and Class Connect sessions via web conferencing tools such as Blackboard Collaborate.

**How to contact technical support via phone, email, or online messaging tools.**

This information is provided to parents and students via the School Handbook (FLVA) or Learning Coach Success Guide (district virtual instruction programs) in the form of a “Who to Contact” grid.

K12 Inc. Technical Support may also be reached at: [www.help.k12.com](http://www.help.k12.com)

**How to contact the administrative office via phone, email, or online messaging tools.**

This information is provided to parents and students via the School Handbook (FLVA) or Learning Coach Success Guide (district virtual instruction programs) in the form of a “Who to Contact” grid.

The administrative offices for Florida Virtual Academies (for virtual charter schools) and Fuel Ed (for district virtual instruction programs) are located at:

9143 Phillips Hwy.  
Suite 590  
Jacksonville, FL 32256

The Fuel Education (FuelEd) main telephone number for administration is:  
904-232-8867/fax: 904-519-7727

The Florida Virtual Academies main telephone number for administration is:  
904-247-3268/fax: 866-217-2749

**Any requirement for regular contact with the instructor for the course and clear expectations for meeting the requirement.**

Requirements for contact with the instructor are outlined in the appropriate School Handbook (FLVA) or Learning Coach Success Guide (district virtual instruction programs) and provided to parents and students via Kmail. In addition, program requirements are reviewed with parents and students during online orientations. Kmail and telephone are the primary sources of contact between the teacher and parents; therefore, it is essential that parents and students check their Kmail and voicemail at least twice a day. Parents and students should promptly reply to Kmails or voicemails. Students are expected to meet any synchronous contact requirements as scheduled.

The School Handbook (FLVA) and Learning Coach Success Guide (district virtual instruction programs) may be found at [www.k12.com](http://www.k12.com).

**The requirement that the instructor in each course must, at a minimum, conduct one contact via phone with the parent and the student each month.**

Requirements for monthly contact with each course instructor are outlined in the School Handbook (FLVA) or Learning Coach Success Guide (district virtual instruction programs) provided to parents and students via Kmail. In addition, program requirements are reviewed with parents and students during online orientations.

**This information is also posted on the K12 Florida LLC website ([www.k12.com](http://www.k12.com)).**