



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

**Section 1002.45(2)(a)3., 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 L.L.C. instructor is provided to parents and students via email in an introductory letter and is also posted on the course page on the high school platform (K12 School (OLS)). In this education model, teaching and learning include the accessibility of teachers during normal school hours, as stated in the School Handbooks (Florida Cyber Charter Academy (FLCCA) and Digital Academy of Florida (DAOF) or Learning Coach Success Guide (district virtual instruction programs). Teachers may be contacted via email (through the K12 School (OLS)), telephone, and Class Connect sessions via web conferencing tools.

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

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

K12 Technical Support may also be reached at: <http://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 Parent-Student Handbooks (FLCCA and DAOF) or Learning Coach Success Guide (district virtual instruction programs).

The administrative offices for Florida Cyber Charter Academy (for virtual charter schools), Digital Academy of Florida, and Learning Academy (for district virtual instruction programs) are located at:

10199 Southside Boulevard Suite 103  
Jacksonville, FL 32256

The District Virtual Instruction Programs main telephone and fax numbers for administration are: 904-232-8867/fax: 904-519-7727

The Florida Cyber Charter Academy main telephone and fax numbers for administration are: 904-247-3268/fax: 877-719-1645

The Digital Academy of Florida main telephone and fax numbers for administration are



863-271-4300  
fax: 877-297-4408 – Grades K-5  
fax: 877-370-3503 – Grades 6-8  
fax: 877-718-2503 – Grades 9-12

**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 Parent-Student Handbooks (FLCCA and DAOF) or Learning Coach Success Guide (district virtual instruction programs) and provided to parents and students via email and are posted on the respective school website. In addition, program requirements are reviewed with parents and students during online orientations. Email, text, and telephone are the primary sources of contact between the teacher and parents; therefore, it is essential that parents and students check their email, text, and voicemail at least twice a day. Parents and students should promptly reply to emails, texts, or voicemails. Students are expected to meet any synchronous contact requirements as scheduled.

The School Parent-Student Handbooks (FLCCA and DAOF) and Learning Coach Success Guide (district virtual instruction programs) may be found at [www.k12.com](http://www.k12.com).

The school handbooks may also be found here:

FLCCA@Clay - [2025-2026-parent-student-handbook\\_-board-approved-1.pdf](#)

FLCCA@Duval - [2025-2026-parent-student-handbook\\_-board-approved-1.pdf](#)

FLCCA@Osceola - [2025-2026-parent-student-handbook\\_-board-approved-1.pdf](#)

DAOF - <https://daof.k12.com/wp-content/uploads/sites/17/2025/09/daof-25.26-parent-student-handbook-final-updated-9.25.25.pdf>

The Learning Coach Success Guide for district virtual instruction programs may also be found here: [Florida Learning Coach Success Guide SY2025-2026](#)

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

Requirements for monthly contact with each course instructor are outlined in the School Parent-Student Handbooks (FLCCA and DAOF) and Learning Coach Success Guide (for district virtual instruction programs) provided to parents and students via email. In addition, program requirements are reviewed with parents and students during online orientations.

**This information is also accessed from the “Florida VIP (Virtual Instruction Program) Provider Disclosure Information” link on the K12 website ([www.k12.com](http://www.k12.com)).**