
Frequently Asked Questions

Who Is K12 and What Do We Do

K12 is a vendor to your Virtual School. We support your school by providing curriculum, learning platform and various services that includes Customer Support.

Customer Support agents are available 24/7 to assist the Learning Coach and students with issues related to course material orders, accessing and using the OLS and basic technical support.

Since K12 is not your school, in most cases, we are unfortunately unable to assist with issues that directly touch school academic records. Even if we cannot provide support directly, such as changing a student's address post enrollment approval, K12 is always happy to point you in the correct direction!

Click [HERE](#) to view the FAQs from other parents.

Click [HERE](#) to view a quick snapshot of your support!

Am I eligible for the Virtual Program?

To be eligible for the Virtual program, students must meet at least one of the following criteria:

- (1) A student may participate in virtual instruction in the school district in which he or she resides if the student meets the eligibility criteria in subsection (2).
- (2) A student is eligible to participate in virtual instruction if:
 - (a) The student spent the prior school year in attendance at a public school in the state and was enrolled and reported by the school district for funding during October and February for purposes of the Florida Education Finance Program surveys;
 - (b) The student is a dependent child of a member of the United States Armed Forces who was transferred within the last 12 months to this state from another state or from a foreign country pursuant to a permanent change of station order;
 - (c) The student was enrolled during the prior school year in a virtual instruction program under s. 1002.45 or a full-time Florida Virtual School program under s. 1002.37(8)(a);
 - (d) The student has a sibling who is currently enrolled in a virtual instruction program and the sibling was enrolled in that program at the end of the prior school year;
 - (e) The student is eligible to enter kindergarten or first grade; or
 - (f) The student is eligible to enter grades 2 through 5 and is enrolled full-time in a school district virtual instruction program, virtual charter school, or the Florida Virtual School.
- (3) The virtual instruction options for which this eligibility section applies include:
 - (a) School district operated part-time or full-time kindergarten through grade 12 virtual instruction programs under s. 1002.45(1)(b) for students enrolled in the school district.
 - (b) Full-time virtual charter school instruction authorized under s. 1002.33.
 - (c) Virtual courses offered in the course code directory to students within the school district or to students in other school districts throughout the state pursuant to s. 1003.498.

For more information, visit [FLDOE- Virtual Education Parent Information](#)

What is the Role of the Learning Coach?

The Learning Coach (LC) is the adult in the home who assist the student with completing their daily tasks. The amount of assistance depends on the student's grade level and the student's ability to complete work independently.

Elementary School (K-5)

A strong oversight is required for students in Grades K-5. The Elementary School Learning Coach will be actively involved with the student spending an average of 3-6 hours each day. During a typical week, the Learning Coach will:

- Assist with lessons
- Monitor comprehension
- Can modify daily schedule
- Log attendance
- Communicate with teacher

Middle School (6-8)

The type of assistance provided by the Middle School Learning Coach varies, based on the student's independence. The Learning Coach will spend an average of 2-4 hours a day. During a typical week, the Learning Coach will:

- Assist with *some* lessons
- Monitor comprehension
- Encourage independent learning
- Log attendance
- Communicate with teachers

High School

The High School Learning Coach *may* spend less time assisting their student based on the student's ability to work independently. The average amount of time spent by the Learning Coach with a High School student is 1-2 hours a day. During a typical week, the Learning Coach will:

- Assist with *some* lessons, varies based on student's independence

- Verifies lesson completion to ensure student is on track
- Supports student independence
- Attends teacher conferences

Creating an Effective Learning Environment

This [video](#) highlights valuable information for new and experienced Learning Coaches alike!

See how to identify what an effective learning environment consists of and best practices to consider for your online learner.

Get tips and ideas for your student's educational atmosphere from a few of K12's experienced Learning Coaches by viewing their students' unique Learning Environments!

The Key to Being a Successful Learning Coach

Just starting K12? So were these parents, [read their success stories by clicking here!](#)

Online School Tour for Learning Coaches (Grades K-5)

This [video](#) provides a tour of the Online School Platform used for Learning Coaches of students in grades Kindergarten to 5th grade!