

## Virtual School Programs 7/10/06

Topic	Issue	Point of Contact	Expectation	Timeline
Curriculum	Parent requests course change	Virtual School Teacher	The teacher will provide materials return information	24 hours for OLS change; allow 2-3 weeks for new materials
	Parent has curriculum comments, suggestions	Online School Help/ Feedback link in the OLS	All comments/ suggestions/ critiques are welcome	Immediately
	Parent has grade level placement concerns regarding a course	Virtual School Teacher	If course adjustment is necessary, the teacher will provide materials return information	24 hours for OLS change; allow 2-3 weeks for new materials
	Parent is concerned that the course is too easy or too hard (Placement)	Virtual School Teacher	If course adjustment is necessary, the teacher will provide materials return information	24 hours for OLS change; allow 2-3 weeks for new materials to arrive
	Parent has questions about K12 curriculum	1. Help section of Online School 2.http://help.k12.com 3. K12 Customer Care 1-866-626-6413, option 1	Course Introductions in Help section have detailed information on the curriculum. Help.k12.com is a knowledge base for many questions	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent wants copy of scope and sequence	<a href="http://www.k12.com">www.k12.com</a>	Located by subject and grade level	N/A
	Parent has questions about lesson content	Virtual School Teacher	Teacher assists parent by explaining concept and answering any questions pertaining to the lesson content.	1 business day
Enrollment	Parent has enrollment questions	K12 Enrollment Consultant 1-866-512-2273	K12 Enrollment Consultant will assist parent/student	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail



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Materials	Parent has questions about materials arrival	Help.k12.com; K12 Customer Care 1-866-626-6413, option 1	Allow 2-3 weeks for materials to arrive once enrollment is approved by K12.	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent has questions about materials on backorder	Parent can contact Virtual School Teacher if materials have not arrived 3 weeks after the original shipment date	Virtual School teacher can contact school administration	TBD by the School
	Parent wants list of materials	Help.k12.com; K12 Customer Care 1-866-626-6413, option 1	Materials List for printed items and all kits.	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent is missing materials	Help.k12.com; K12 Customer Care 1-866-626-6413, option 1	Materials List for printed items and all kits.	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent received damaged materials	K12 Customer Care 1-866-626-6413, option 1	K12 Customer Care will reorder damaged item	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent wants to return materials	Virtual School Teacher	If course adjustment is necessary, the teacher will provide materials return information	1 business day



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<b>Online School</b>	Parent has problems with OLS account	K12 Customer Care 1-866-626-6413, option 1	Customer Care will troubleshoot the issue	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent has problems with Grolier's Online Encyclopedia	K12 Technical Support 1-866-626-6413, option 2	K12 Technical Support will troubleshoot the issue	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent missing course(s)	Virtual School Teacher	Virtual School Teacher will determine whether or not student is supposed to have the course(s) in question	1 business day
	Parent is unable to login to OLS	K12 Customer Care 1-866-626-6413, option 1	Customer Care will assist you	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent needs OLS registration ID	K12 Customer Care 1-866-626-6413, option 1	Customer Care will provide you with a Registration ID	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
<b>School Records</b>	Parent/Student has changes to personal information (address, name, email, phone)	Virtual School Teacher in LVS, MNVA, Utah Online; other schools TBD	Teacher informs school administration who can make information changes directly into SAMS	1 business day
	Parent wants to withdraw	Virtual School Teacher	The teacher will provide materials return information	1 business day
<b>Technical Issues</b>	Parent is having hardware or software problems	K12 Technical Support 1-866-626-6413, option 2	K12 Technical Support will troubleshoot the issue.	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail
	Parent has questions about K12 provided Computer/Printer Shipment Status	K12 Technical Support 1-866-626-6413, option 2	K12 Technical Support will provide tracking.	Immediate during 8am-11pm EST M-F, 8am-6pm EST Sat.; 1 business day for email/voicemail

