



Let's talk: An Open Letter to FLVS Families from our Chief Learning Officer, Pam Birtolo

Welcome to FLVS! You are our valued customer, and we are committed to providing you the most engaging, caring, and successful educational experience possible.

We believe that regular and convenient communication opens the door to student success. We'll start our relationship with a welcome phone call where parents, students and teachers chat to set expectations for everyone. Subsequent monthly calls are an expectation of the FLVS experience, keeping us all in synch about student progress and success. But don't wait for a month to go by if you need us. You are always free to call our teachers any time. They are available between 8 am and 8 pm, seven days a week, and will make special arrangements with you outside those hours when you need it.



We know that sometimes talking to the teacher isn't enough. We have a team behind the scenes, and we invite you to communicate with us as well. Your next line of support is an Instructional Leader or IL who supervises teachers. Their contact information appears on each teacher's announcement page inside the course, but for your convenience, please find their names and email addresses attached.

If talking to the IL still doesn't meet your need, we have two Directors of Instruction who can further serve you. You may reach them at:

Kathy DePalma kdepalma@flvs.net 386 569 9094 [cell]
Rick Perkins rperkins@flvs.net 863 510 9591 [cell]

My role as CLO is to ensure your FLVS experience surpasses your expectations. Please feel free to contact me at any time. You can reach me via email at pbirtolo@flvs.net, call my cell at 386 569 4310, or leave a voice mail for me at 407 513 3315.

We want to hear from you. Your success stories warm our hearts, and your concerns help us improve. We are here to serve you. Please stay in touch!

Sincerely,

Pam Birtolo, Chief Learning Officer
Florida Virtual School



Chief Learning Officer

Pam Birtolo	pbirtolo@flvs.net	386 569 4310 [cell] 407 513 3315 [vm]
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Directors of Instruction

Kathy DePalma	kdepalma@flvs.net	386 569 9094 [cell]
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Rick Perkins	rperkins@flvs.net	863 510 9591[cell]
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Instructional Leaders

Aura Plair David Mobley Enid Rentas Janene Bowden Michael "Luke" DeLucas Tyran Butler Tzerporaw Sahadeo-Turner Veronica Rashad Jodi Marshall Antonette McGinty Brian Marchman Donna Weisman Mia Thomas Mike Eisen Nicole Sims Tonja Styles Matthew Ohlson	aplair@flvs.net dmobley@flvs.net erentas@flvs.net jbowden@flvs.net mdelucas@flvs.net tbutler@flvs.net TSahadeoTurner@flvs.net vrashad@flvs.net jmarshall@flvs.net amcginty@flvs.net bmarchman@flvs.net dweisman@flvs.net mthomas@flvs.net meisen@flvs.net nsims@flvs.net tstyles@flvs.net mohlson@flvs.net	
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