

# **INTRODUCING VIRTUAL TUTORING**

**A NEW COMPONENT OF YOUR BACK-UP CARE PROGRAM**



# Introducing Virtual Tutoring, a New Component Of Back-Up Care



## Flexible supports to help your family get back on track.

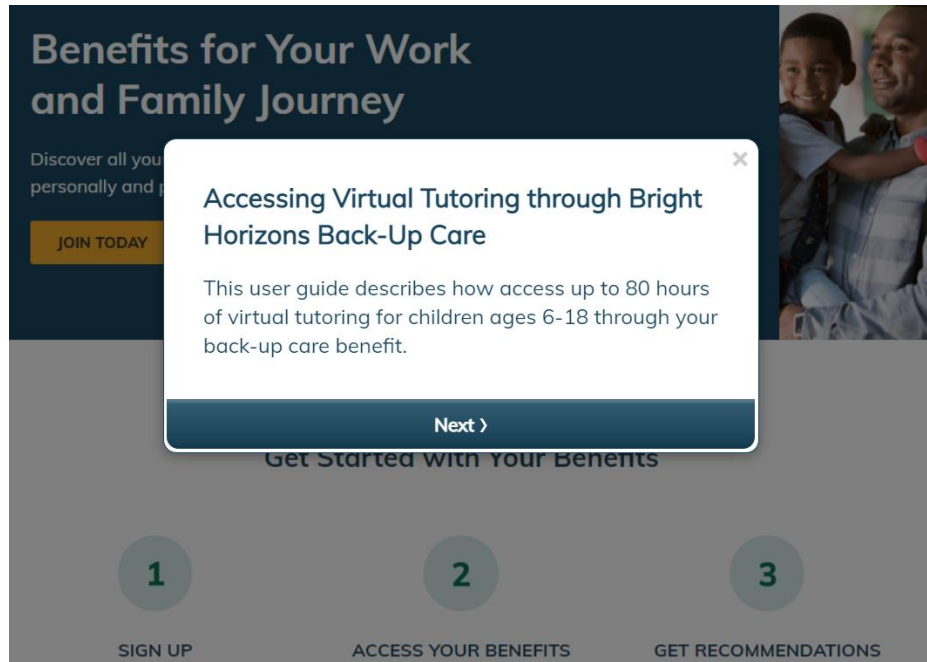
Families with children ages 5-18 years can now use the Bright Horizons Back-Up Care program for:

- Homework help or scheduled 1:1 tutoring in reading, math, science, and social studies
- Targeted support with a math or reading expert who can identify areas of opportunity and help your child excel

Tutors are available to meet your unique needs including those who specialize in working with students who have a wide range of special needs.

# Getting Started

First, make sure you register for the back-up care program. One back-up care use equals 4 hours of virtual tutoring.

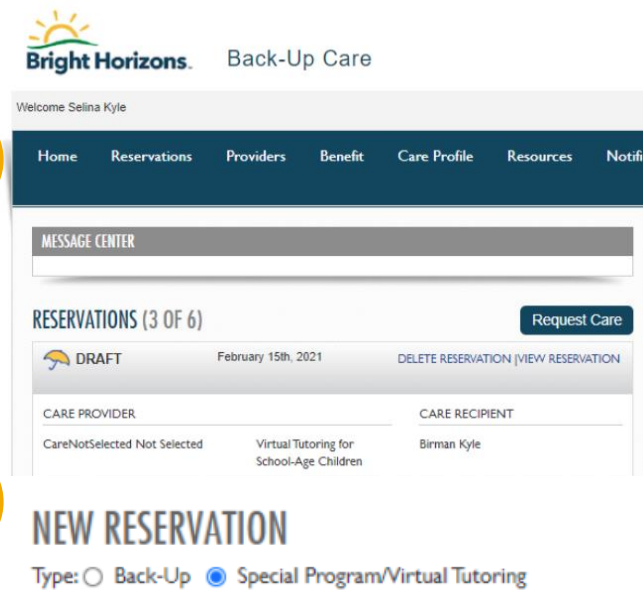


The screenshot displays a user interface for "Benefits for Your Work and Family Journey". A central pop-up window is titled "Accessing Virtual Tutoring through Bright Horizons Back-Up Care". The pop-up text reads: "This user guide describes how access up to 80 hours of virtual tutoring for children ages 6-18 through your back-up care benefit." Below the text is a "Next >" button. The background of the page shows a "JOIN TODAY" button and a "Get Started with Your Benefits" section with three numbered steps: 1. SIGN UP, 2. ACCESS YOUR BENEFITS, and 3. GET RECOMMENDATIONS. A photograph of a man and a child is visible on the right side of the page.

# Making a Reservation

You'll request tutoring right through the back-up care program, clicking Request Care, then Special Program/Virtual Tutoring, and completing the details on who will use the care and when you want the services to begin.

1



The screenshot shows the user's dashboard with a navigation bar and a 'Request Care' button. A yellow circle with the number '1' is overlaid on the 'Request Care' button.

Home Reservations Providers Benefit Care Profile Resources Notifications

MESSAGE CENTER

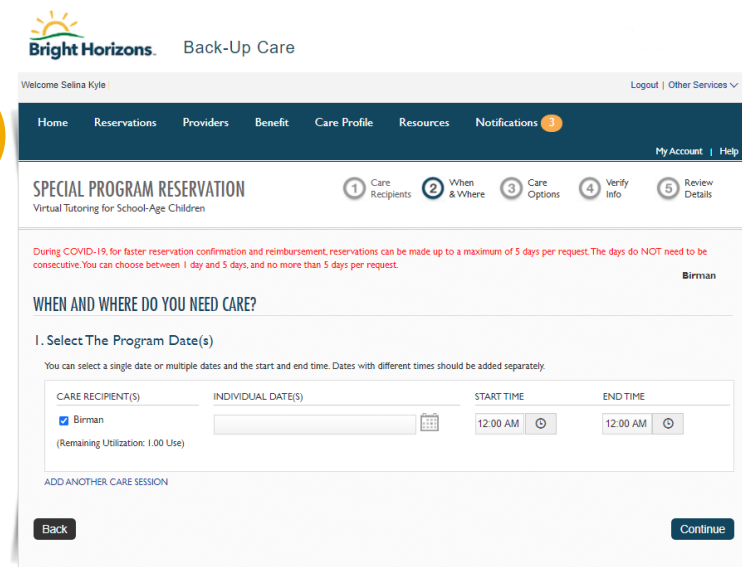
RESERVATIONS (3 OF 6) [Request Care](#)

DRAFT	February 15th, 2021	DELETE RESERVATION	VIEW RESERVATION
CARE PROVIDER	CARE RECIPIENT		
CareNotSelected Not Selected	Virtual Tutoring for School-Age Children	Birman Kyle	

NEW RESERVATION

Type:  Back-Up  Special Program/Virtual Tutoring

3



The screenshot shows the 'SPECIAL PROGRAM RESERVATION' form with a yellow circle containing the number '3' overlaid on the 'Notifications' link in the navigation bar.

Home Reservations Providers Benefit Care Profile Resources Notifications **3** My Account | Help

SPECIAL PROGRAM RESERVATION

Virtual Tutoring for School-Age Children

1 Care Recipients 2 When & Where 3 Care Options 4 Verify Info 5 Review Details

During COVID-19, for faster reservation confirmation and reimbursement, reservations can be made up to a maximum of 5 days per request. The days do NOT need to be consecutive. You can choose between 1 day and 5 days, and no more than 5 days per request.

WHEN AND WHERE DO YOU NEED CARE?

I. Select The Program Date(s)

You can select a single date or multiple dates and the start and end time. Dates with different times should be added separately.

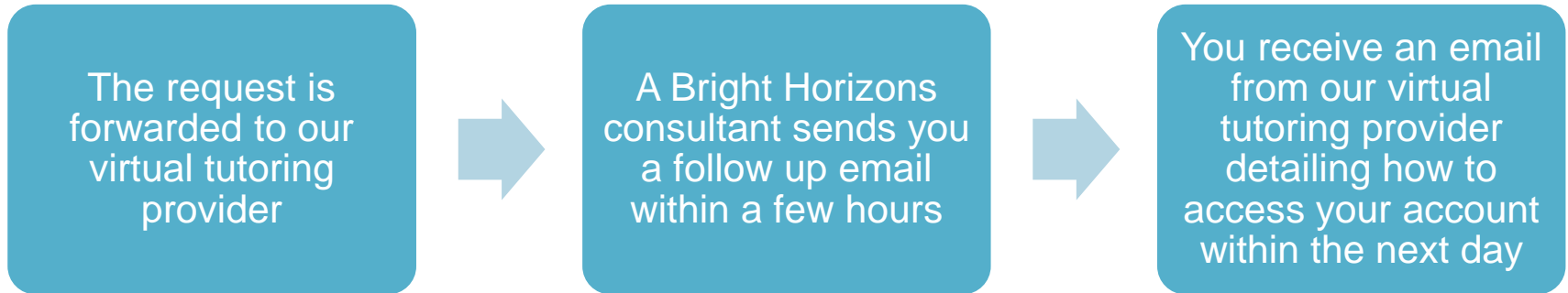
CARE RECIPIENT(S)	INDIVIDUAL DATE(S)	START TIME	END TIME
<input checked="" type="checkbox"/> Birman (Remaining Utilization: 1.00 Use)	<input type="text"/>	12:00 AM <input type="text"/>	12:00 AM <input type="text"/>

ADD ANOTHER CARE SESSION

[Back](#) [Continue](#)

# The Confirmation Process

Once you have requested a tutor:



# Request a Tutor



Once you receive your email confirmation from our virtual tutoring vendor, in this case Varsity Tutors, you can log in to your account to schedule tutoring.

Varsity Tutors

Your Account Your Schedule **Your Tutoring** Instant Tutoring Your Classes Your Students Study Tools

Your Learning Lab

### Your Tutors

Your Tutors

Hours Balance & Usage

Request a New Tutor >

Order Tutoring Hours >

Get Instant Tutoring >

You currently don't have any tutors

[Request Tutor](#)

**TUTORING**  
Your Account  
Your Schedule

**ACCOUNT**  
Account Settings  
Support & FAQs

**MORE**  
Privacy Policy  
Terms of Service

Your Tutoring Instant Tutoring Your Classes Your Students Study Tools

### Hours Balance & Usage

Your Tutors

Hours Balance & Usage

Request a New Tutor >

Order Tutoring Hours >

Get Instant Tutoring >

STANDARD - ACADEMIC (GRADES 6+) - ONLINE

Date	Item	Duration	Balance
1/19/2021	Credit	+4 hr	4 hr

GROUP COURSES

# Request a Tutor

Provide detail on your student, and the type of tutoring you are looking for.

### Request an Online Tutor

Who needs a tutor?

- DJ
- TJ Tester
- JW
- NW
- + Add New Student

**TUTOR REQUEST DETAILS**

- Student
- Subject
- Schedule
- Learning Needs & Goals

### Request an Online Tutor

Select a Subject

You can expect to be matched with a new online tu \_\_\_\_\_ hours.

Search all subjects

- 6th Grade AP Language Composition
- A Level Accounting
- A Level Ancient Greek
- A Level Biology
- A Level Business

**TUTOR REQUEST DETAILS**

- Student Name Here
- Subject
- Schedule
- Learning Needs & Goals

You can ask questions via chat support, phone, or email

# Request a Tutor

Provide additional detail on your preferred schedule and your child's learning goals.

### Request an Online Tutor

#### Student's Schedule

How often would you like to have sessions?\*

once per week

When would you like to start?\*

1/25/2021

When is Danielle available?

Please provide all days and times that Danielle is available for a 1 hour session. You must provide at least 1 day's availability.

Su M Tu W Th F Sa

Mon 12:15pm 3:15pm

Next >

#### TUTOR REQUEST DETAILS

- DJ Student Name Here
- Academic Coaching
- Schedule
- Learning Needs & Goals

### Request an Online Tutor

#### Learning Needs & Goals

We're excited to get started finding you the perfect tutor. Please tell us a little more about Danielle so we can be sure to make a match based on specific needs and goals.

How is your student doing in other classes?

Underperforming Average Good Excellent

At what level is your student currently reading at?

Below grade level At grade level Above grade level

How does your student feel about learning?

Enjoys learning Benefits from encouragement and motivation Resistant to learning

Are there any learning differences your student has that the tutor should be aware of?

Saved

#### TUTOR REQUEST DETAILS

- DJ Student Name Here
- Academic Coaching
- Desired start: Mon, Jan 25  
Frequency: once per week  
Mon 12:15pm - 3:15pm
- Learning Needs & Goals



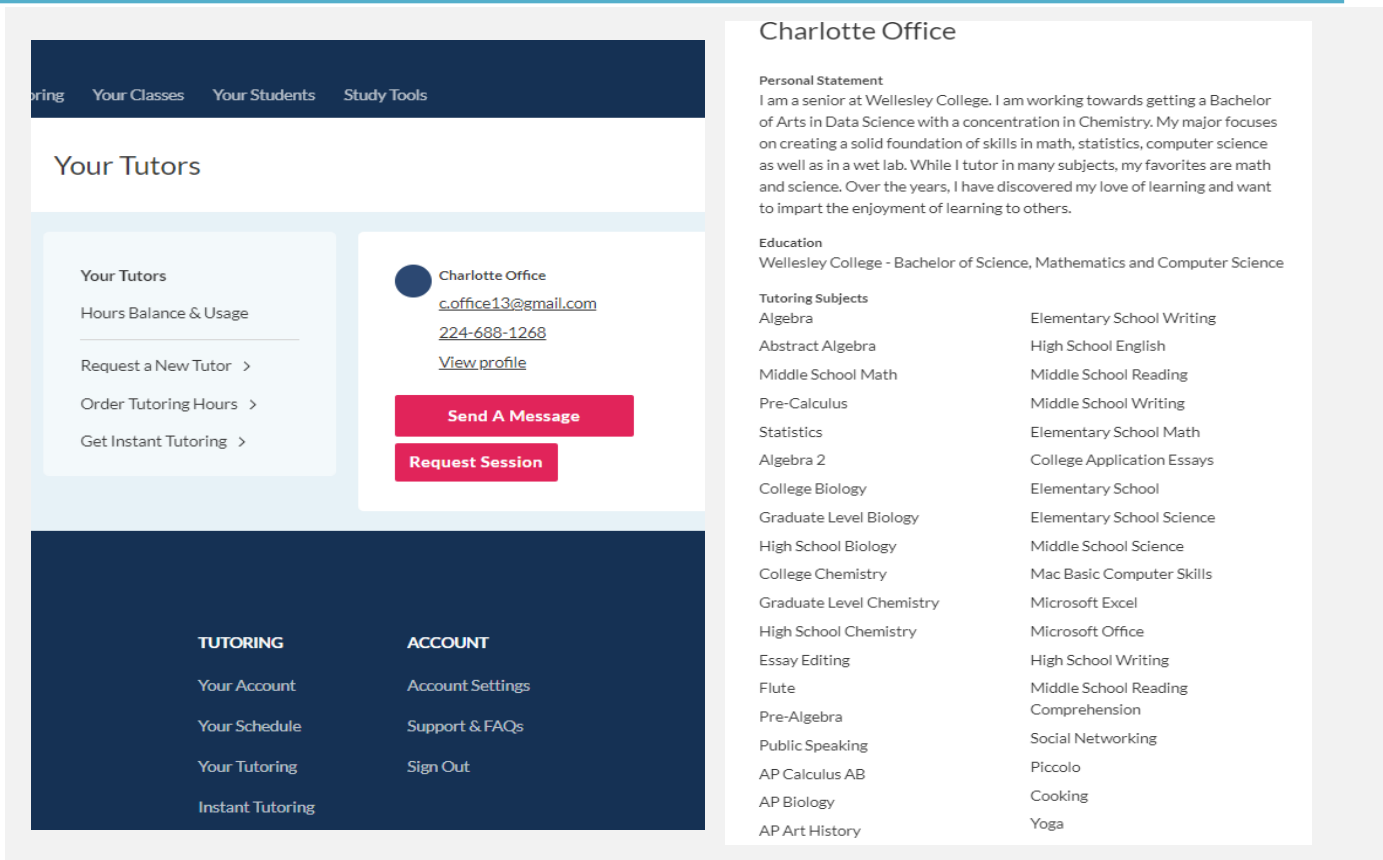
# Assigning a Tutor



- A tutor is assigned based on the details you provide
- You'll receive an email confirming the tutor assignment, a brief bio of the tutor, and confirmation of the first tutoring session scheduled
- At the end of that first session, the tutor will schedule subsequent sessions

# Viewing the Assigned Tutor

Once a tutor is assigned, their bio and contact details are available online, as well as in a confirmation email.



The screenshot displays the 'Your Tutors' page for a user. At the top, there is a navigation bar with links for 'Tutoring', 'Your Classes', 'Your Students', and 'Study Tools'. The main heading is 'Your Tutors'. On the left, there is a sidebar menu with options: 'Your Tutors', 'Hours Balance & Usage', 'Request a New Tutor >', 'Order Tutoring Hours >', and 'Get Instant Tutoring >'. The main content area shows the profile for 'Charlotte Office', including a profile picture, name, email address ([c.office13@gmail.com](mailto:c.office13@gmail.com)), phone number ([224-688-1268](tel:224-688-1268)), and a [View profile](#) link. Below this information are two red buttons: 'Send A Message' and 'Request Session'. At the bottom of the page, there is a dark blue navigation bar with two columns of links: 'TUTORING' (Your Account, Your Schedule, Your Tutoring, Instant Tutoring) and 'ACCOUNT' (Account Settings, Support & FAQs, Sign Out).

## Charlotte Office

**Personal Statement**  
I am a senior at Wellesley College. I am working towards getting a Bachelor of Arts in Data Science with a concentration in Chemistry. My major focuses on creating a solid foundation of skills in math, statistics, computer science as well as in a wet lab. While I tutor in many subjects, my favorites are math and science. Over the years, I have discovered my love of learning and want to impart the enjoyment of learning to others.

**Education**  
Wellesley College - Bachelor of Science, Mathematics and Computer Science

**Tutoring Subjects**

Algebra	Elementary School Writing
Abstract Algebra	High School English
Middle School Math	Middle School Reading
Pre-Calculus	Middle School Writing
Statistics	Elementary School Math
Algebra 2	College Application Essays
College Biology	Elementary School
Graduate Level Biology	Elementary School Science
High School Biology	Middle School Science
College Chemistry	Mac Basic Computer Skills
Graduate Level Chemistry	Microsoft Excel
High School Chemistry	Microsoft Office
Essay Editing	High School Writing
Flute	Middle School Reading Comprehension
Pre-Algebra	Social Networking
Public Speaking	Piccolo
AP Calculus AB	Cooking
AP Biology	Yoga
AP Art History	

# Viewing and Confirming Upcoming Sessions



## Upcoming Sessions

Your Schedule

Calendar

Session History

Subscribe to Your Calendar

Request a Session >

Get Instant Tutoring >

Order Tutoring Hours >

View Your Tutors >

Mon, Jan 25, 2021

⚠ You have not confirmed this session - [Confirm](#) or [Decline](#)

Pre-Algebra 2:00pm - 3:30pm CST

(Tutor: 3:00pm - 4:30pm EST)

Online Session

Don Smith with [Charlotte Office](#)

Your session link will appear here 24 hours before its start time.

[Edit](#)



### TUTORING

[Your Account](#)

[Your Schedule](#)

[Your Tutoring](#)

### ACCOUNT

[Account Settings](#)

[Support & FAQs](#)

[Sign Out](#)

### MORE

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