Virtual Tutoring through Bright Horizons

This document is intended for U.S.-based employees only.

Overview

Employee feedback has highlighted the need for additional support for working families with school age children. We are pleased to offer tutoring with Varsity Tutors and Sylvan Learning though our partnership with Bright Horizons. This enhancement will allow eligible employees to use the familiar back-up care reservation process to arrange personalized academic support or homework help for adult learners and children over 5.

Employees will have access to a bank of 20 tutoring care days (equivalent to 80 hours) to use for 1:1 online tutoring for their school age children (K-12).

The value of the benefit is considered taxable income according to IRS guidelines. This taxation will appear on a paycheck following use of the service. There is no out of pocket cost or paycheck deductions for employees to utilize the tutoring benefit.

Visit Worklife and enter “Bright Horizons” in the search bar for more information.

1. What is Virtual Tutoring?

Virtual Tutoring provides the following types of tutors and enrichment for school-age children:

- Virtual private tutoring, small group academic support and test prep
- On-demand support for homework and other needs (must have active hours in tutoring account)
- Over 3,000 academic and enrichment classes and 40,000 tutors
- ACT, SAT, PSAT, and AP exam instructions and practice tests
- Personalized action plans to meet academic goals
- Experts in tutoring support for success in school
- Support for special needs children

In addition to the offering for K-12, tutoring for learners 17+ also include the following popular subjects:

- College Learning: Calculus, Chemistry, Statistics, Accounting, and Computer Science
- Graduate School Entrance Exams: MCAT, LSAT, and GMAT
- Adult Learning: Spanish, Microsoft Excel, Public Speaking, ESL, Chess
- Professional Certifications: NCLEX, PRAXIS, SIE, CPA
- Technical: Autocad, Python, PMP, Java, Adobe Illustrator

2. How do I access Virtual Tutoring?

1. Create a Bright Horizons account using the login credentials below to register. Please go to https://clients.brighthorizons.com to register. You will need your BEMs ID to register for the first time.
2. You will need to complete your care profile before you can make a reservation. It is a good idea to do this ahead of time.
3. To submit a tutoring request, click on the back-up care link and then schedule the days and times that work best for your family. See the step-by-step guide: https://brighthorizons.nickelled.com/boeing-virtual-tutoring
4. Set up the intended learner in the system. The 80 hours of tutoring will display as “care days.” These care days are separate from your back-up care days. You can exchange one care day for four hours of tutoring, and all tutoring reservations must be made in four -hour increments for scheduled tutoring. In order to access on-demand support, you must have an active care day in the system.
5. Once a tutoring request is submitted, a coach will reach out to you, determine the student’s tutoring needs and schedule requirements, assign an appropriate tutor, and confirm the tutoring session dates and times.

3. What age does my child need to be to qualify for tutoring?

5+ (K-12).

4. What subjects can my child be tutored in?

Your child can receive personalized support in a wide variety of subjects like reading, math, science, social studies, and 300+ other subjects — for academics, test prep, and more.

5. How do I submit a tutoring request?

You can submit a tutoring request through the back-up care site and then schedule the days and times that work best for your family, after receiving the email confirmation from Varsity Tutors. See the step-by-step guide: https://brighthorizons.nickelled.com/boeing-virtual-tutoring.

6. How long after I submit my tutoring request will I be contact to set up a session?

You will receive an email within one business day of submitting a Bright Horizons Back-Up Care reservation for tutoring. The tutoring provider will include instructions on creating an account on their website. You can find a tutor and select the subject matter directly from that site.

7. Is instant tutoring available?

Yes, once hours are available in your tutoring account and the student is logged in, instant tutoring will be available. If instant tutoring is helpful for your child, ensure you are proactive in requesting the hours so there is no delay.

8. Does instant tutoring count towards the four hours?

Yes, one hour will be deducted for each instant tutoring session. (Instant tutoring is deducted in 1 hour increments even if the session is 15 minutes or less.)

9. Is there a co-pay?

No, there is no co-pay to use tutoring.

10. Is this a taxable benefit?

Yes, the value of this benefit is considered taxable income that will be imputed to you and will show up as “ECCARE” on your paycheck. You will be taxed on the value of the benefit which is approximately $97 per tutoring care day (as of 01/01/2023).

11. Are same day reservations available?

Not at this time. Tutoring providers will respond within one business day of reservation submission through the Bright Horizons Back-Up Care site.

12. Can families reserve the same tutor for multiple tutoring reservations?

Yes. If you choose the matching option, you can continue to work with the same tutor (based on the tutor's schedule and availability).

13. Can employees reserve tutors for multiple children and themselves?

Yes, you can reserve tutoring for yourself and any dependent ages 5 and up.

14. Can employees reserve tutors on different subjects?

Yes. Within one business day of submitting a Bright Horizons Back-Up Care reservation, you will receive an email from the tutoring provider with instructions on creating an account on their website. You can find tutors on the provider site you made the reservation.

15. What is the cancelation policy for Virtual Tutoring reservations?

When you request tutoring through the Bright Horizons Back-Up Care site, you effectively “trade” a use of back-up care for tutoring hours. At that point, the hours are credited to your tutoring account and any adjustments to your tutoring schedule will be managed with the tutoring provider. The hours will remain in your tutoring provider account for 90 days and can be scheduled in small increments according to your needs.

16. Are tutors available to work with children with special needs?

Yes, there are a select group of tutors who specialize in working with students with a wide range of special needs.

17. Is tutoring available outside the US?

At this time the tutoring benefit is only available within the US, however, we hope to be able to expand this benefit in the future.

Questions?

For questions, please contact Bright Horizons at (833) 890-3422. Care consultants are available 24 hours per day, 7 days a week. Visit Worklife and enter “Bright Horizons” (with quotes) in the search bar for more information.

The Virtual Tutoring services described in this document are offered and provided exclusively by Bright Horizons. Boeing is not responsible for the services provided by Bright Horizons or your decision to utilize those services. All information herein regarding Bright Horizons services was provided by Bright Horizons.

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