



Bright Horizon Solutions

Helping students get back on track after the pandemic

Key Points

As the pandemic recedes, childcare experts and educators are sounding the alarm about the academic toll the pandemic has had on children.

- Students receiving average remote learning instruction lost 3-4 months of learning; those receiving lower quality remote learning instruction lost 7-11 months¹.
- More than 97% of educators estimated their students experienced learning loss in the past year; nearly one-third expected more students will need to repeat a grade².
- One study found that students in their sample learned only 67% of the math and 87% of the reading that grade-level peers would typically have learned by fall³.

bp responds

Most companies know employees don't come to work alone every day. They bring their families, their children, their aging parents. They bring worries and concerns that can affect their focus and impact productivity.

Helping companies assist employees with family challenges is what Bright Horizons has been doing since 1986 – from back-up childcare and elder care to assistance with education and careers.

Since the pandemic began that assistance has become even more critical. bp is partnering with Bright Horizons to support employees in a different way: helping their children close learning gaps linked to pandemic shutdowns.

Virtual tutoring through Bright Horizons Back-Up Care

'The pandemic caused us to make pivots and create new programs to help employers meet changing needs,' said Melissa Jacoby, senior director, solutions strategy at Bright Horizons. 'For this program we took the Bright Horizons Back-Up Care solution already in place and added a virtual tutoring option to help students catch up.'

Launched in April 2021, Virtual Tutoring through Back-Up Care exchanges each one back-up care use for up to four hours of one-on-one tutoring by highly qualified tutors in more than 300 subjects. Literally every area and every subject matter is available from recognized tutoring providers.

¹ McKinsey Group report, June 2020
² Horace Mann Voice of the Educator Study, March 2021
³ CurriculumAssociates.com, Fall 2020 Data

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'This is a huge benefit for families who are trying to make up gaps in their children's education from last year,' said Melissa Jacoby. 'A lot of bp families may have 'aged out' of the need for Back-Up Care because their kids are older. Now we have something for them.'

Available for children ages 5-18, probably the biggest benefit is for those from 10 years old to high school students prepping for college.

'It's hard to pay attention online and much easier for teachers to lose track of a classroom of kids when they're teaching remotely,' said Bright Horizons business analyst Shahira Qudrat. 'With virtual tutoring, students are one-on-one with an instructor who is dedicated to that child as they're learning. Each session is recorded, allowing students and parents to refer back to a session in their learning library as needed.'

The benefits quickly add up. 'If parents maximize the program, they could receive up to 60 hours of virtual tutoring almost fully subsidized by bp, with only a small copay.' Melissa said.

Where to start

Families who request virtual tutoring get access to a free AI-driven assessment available through the Bright Horizons Learning Lab. The assessment walks the student through a series of questions on a particular topic and formulates questions based on where they are in their learning.

'Every family's need is different,' explained Shahira. 'Families get to decide how to use their Back-Up Care hours, how the program is structured and what the relationship is with the tutor.'

How it works

To schedule a virtual tutor, submit a request through the Bright Horizons Back-Up Care site and then schedule the days and times that work best for your family. It can take 24 to 48 hours to match you with a tutor.

In the signup form you'll see places where you can make special requests regarding such things as subject matter, preferred session times, or someone with a particular expertise. While parents can choose to have any tutor that's available during specific hours, it's more beneficial to match the student with someone who is going to support their long-term and developmental needs.

'Not all matches are successful,' Shahira advised. 'In that case we urge users to reach back out and request for someone who is a good match for their family.'

A different approach to benefits

With so much of our lives spent working, the workplace – both virtual and in-person – has become our community. Employees need a different types of employee benefits to navigate a changing world. With the help of Bright Horizons programs which span all of life's stages, bp is supporting not just the employee, but the whole person and their families.

Getting started with virtual tutoring

Access your benefit by visiting:

<https://backup.brighthorizons.com>

Employer Username: Bpcare

Password: care4you

To learn about all your Bright Horizons benefits, please visit <https://clients.brighthorizons.com/bp>



Download the back-up care app: Search "back-up care" on the App Store or Google Play.

Questions? Call 877-BH-CARES (242-2737)

