

# FREQUENTLY ASKED QUESTIONS

**Bright Horizons College Coach**



# FAQs: Overview

## Bright Horizons College Coach

Your employer has partnered with **Bright Horizons**<sup>®</sup> to help you better manage your many work, family, and personal responsibilities.

*Bright Horizons College Coach*<sup>®</sup> provides resources to maximize your child's academic success.

### Benefit Details

**Register at no cost. Access your benefit by visiting:**

**<https://passport.getintocollege.com>**

**Employer Username:** lenovo | **Password:** Backup4you

**Questions? Call** (888) 527-3550

To learn about all your Bright Horizons benefits, please visit

**<https://clients.brighthouse.com/lenovo>**

# College Coach

## Overview

*Bright Horizons College Coach*<sup>®</sup> provides exclusive access to experts — former admissions and financial aid officers at colleges throughout the country — who offer the impartial guidance you need to help your child succeed.

Register on our easy-to-use portal today to get free access to:

- **Live Events** — 60-90 minute presentations highlighting important college preparation and financial topics.
- **Expert Guidance** — Individualized advice from our team of experts via one-on-one sessions, college list development, essay reviews, and answers to quick questions submitted on the portal.
- **Learning Center** — Interactive videos, tools, and resources targeted to your student's age and available 24/7 to you and your family members.

# Bright Horizons College Coach

## What does the benefit offer?

Your employer has partnered with Bright Horizons to offer a variety of college admissions and financial resources to support your family's needs. Get started by completing your free registration and entering the employer username and password associated with your benefit.

## What is the background of the team of experts?

Our team of more than 40 experts has 750+ collective years of experience. Former admissions and college finance officers know the process from the inside and have collectively decided on more than 200,000 admissions applications, reviewed over 420,000 admissions essays, and granted more than \$1.75 billion in financial aid.

## Am I charged a fee for this benefit?

Your employer has elected to partner with **Bright Horizons**<sup>®</sup> to offer this benefit as part of your employee benefit package, at no cost to you.

## How is this different from the assistance we receive from our high school's guidance counselor?

A guidance counselor must provide a broad range of support beyond academic advising to a large group of students — the national student-to-counselor ratio is 482:1. Our experts are former admissions and financial aid officers from colleges across the country who offer a far more focused perspective based on their comprehensive knowledge and experiences — and are available year-round on a one-to-one basis.

## **What is the Learning Center and how can it assist my family?**

Bright Horizons College Coach offers an online learning environment that's available 24/7. You can access videos, frequently asked questions and in-depth resources related to any curriculum topics presented during a live event. The Learning Center is also a great way to involve your whole family, as you can create a profile for your spouse or partner, and your student so they can access it at any time.

## **Can I bring my spouse, partner, or child to any live events or meetings with an expert?**

Bright Horizons College Coach has an open-door policy and your family members are welcome to attend live events and personalized meetings, provided this does not violate your employer's security policy. Your child can attend personalized meetings with an expert; however, the content is geared to you as a parent and may include discussion of personal financial details.

## **How can I connect with a Bright Horizons College Coach expert?**

Once registered, you can schedule an expert guidance session online via the portal. We encourage you to set up an appointment as questions arise or following a webinar or workshop to get more detailed information on how the content can support your family's unique needs.

## **Will Bright Horizons College Coach try to sell me a specific financial product?**

No. This is a free benefit available through your employer, providing you with unbiased information on the college finance process. We do not represent any financial firms or products and cannot make financial recommendations. Our experts are not financial planners or analysts and do not benefit in any way from the decisions made by your family.