

Frequently Asked Questions

1. I'm a beginner. Where should I start?

We recommend you start with a Computer Basics course, and then take a Typing course or Microsoft Word. If you are seeking employment or wishing to improve your overall computer and office skills, we recommend one of our Specialized Skills Training programs. Call and schedule an appointment with one of our instructors to work out a custom training schedule.

2. I have used Microsoft Word before. Should I start with the Unit 1 course or take Unit 2 right away?

Even though you've used the software before, or have taken a class in an older version, taking the Unit 1 course is highly recommended. We demonstrate a lot of keyboard shortcuts and extra tips you may not already know. The Unit 2 class builds on the Unit 1 class. The complete classes combine the Unit 1 and Unit 2 to save you money.

3. What should I bring to class with me?

We provide you with a course manual, pens, pencils, and highlighters. We also provide snacks, water, coffee, tea, and hot chocolate. Soda is available in our lobby for small fee.

4. What do I get when I complete the course?

After finishing the course, you will receive a Certificate of Completion and the course manual. Most of our courses also offer 90 days of telephone/email support, and 90 days to retake the course for free. Refer to the policies on page 34 for exceptions.

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