

north star computing

COMPUTER RESOURCE CENTER



Services Catalog



- *Training*
- *Consulting*
- *Rentals*
- *Testing Center*

north star computing, inc.

816 28th Avenue, Suite 100
Fairbanks, AK 99701

Phone: (907) 452-7325
Fax: (907) 452-6717
E-mail: lisa@nsctraining.com
Web site: www.nsctraining.com

Payment Methods:
Cash, Business Check, Money Orders
We also accept credit cards



March 2024

*Please Note: Pricing and policies
subject to change without notice*

Training • Consulting • Rentals • Testing Center

816 28th Avenue, Suite 100, Fairbanks, AK 99701

E-mail: lisa@nsctraining.com • www.nsctraining.com • Fax: (907) 452-6717



Welcome to North Star Computing, Inc.

North Star Computing, Inc. is locally owned and operated in Fairbanks, Alaska since 1993. We provide software and technical training, testing, consulting, and equipment rentals.

Training:

Our focus is to provide hands-on training for computer software and technical certification to businesses and individual users. Our instructors are professional and experienced in demonstrating real world office solutions. We offer flexible scheduling and training on or off-site.

Organizational cutbacks often require employees to do more yet they are not trained to do so. Training your employees helps them be more efficient at their job, which promotes confidence, reduces stress and saves money.

Software training courses include Computer Basics, QuickBooks, Adobe Acrobat Pro, Adobe Dreamweaver, Adobe InDesign, Adobe Photoshop, Microsoft Access, Excel, Expression Web, Outlook, PowerPoint, Project, Publisher, SharePoint, Word, and more. Medical Office Practice will introduce the student to the front desk operations of a medical office. Technical training includes CompTIA A+ Certification Prep and Network + courses. Job readiness courses are also available which can teach resume writing, interviewing, self-esteem and image, and professional office skills. Each classroom contains state-of-the-art computer equipment, and each student works on individual workstations.

From the beginning computer user to the advanced IT professional, our courses are designed to teach the important features of software in a short amount of time. We offer individual training courses or Specialized Skills Training for students wishing to improve their overall computer skills in a more intensive program. Our professional staff can help you design a program to suit your needs.

Testing:

We provide Job Placement Testing: Computer Skills, Access, Excel, English, Math, Outlook, PowerPoint, QuickBooks, Typing, Word. See "Testing" on page 15 for more information.

Equipment Rental:

We rent laptops, desktop computers, printers, projectors, tables and more. Please refer to page 31 for pricing information.

Holidays:

We operate year-round. We are closed for the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's.

Staff:

Lisa Shaffer - President

Absences, Testing, Grades, and Conduct:

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The classes are not graded and attendance of at least 95% is required to receive a Certificate of Completion. Certification for Information Technology and Networking classes are granted to those who take and pass the Prometric or Pearson VUE Online Testing. Passing grade is determined by Prometric or Pearson VUE.

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Accounting Courses

QuickBooks Online (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

After completing the QuickBooks course, you will be able to login online, create a new QuickBooks file and change account settings. Get practice with Online help. Create accounts, add, and edit items, and run reports on items. Add customers, create invoices, sales receipts, receive payments, and give refunds. Work with customer lists and add or change their information. Write checks and make deposits from QuickBooks. Learn to use QuickBooks to download transactions to bank accounts. Transfer funds and reconcile accounts. Learn to search for transactions, delete and void transactions. Learn to run various reports in QuickBooks. **QuickBooks will show you where your money is coming from and where it's going; let us help you get the most out of it!**

QuickBooks Desktop Complete (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

After completing the QuickBooks course, you will be able to create a new QuickBooks file from scratch or work with a pre-existing file. Learn to use forms, lists, and registers. Learn how to navigate through QuickBooks quickly and efficiently. Get practice with the help tool while using QuickBooks and learn to use the quick start center. Move between company files with ease and learn how to close QuickBooks. Create new companies and add company information, enter new accounts, also sub accounts with balances and tax account information. Add new vendors, customers, and jobs. Enter historical transactions. Create invoices, estimates and sales receipts for customer billing. Work with customers and job lists and add or change their information. Print out checks from QuickBooks. Learn to use QuickBooks bank account register to track payments. Locate specific transactions with ease. Add company credit cards for tracking usage and to make payments. Record payments for single jobs or apply a single payment to multiple jobs. Learn how to receive payments, partial payments, prepayments and make deposits. Enter bills and pay them with QuickBooks. Create quick reports and learn how to print, edit, customize, and filter them. Also learn how to send reports to excel. Create purchase orders. Learn how to indicate and add taxes to items or services rendered. Add new employees and set up employee payroll with standard wages, overtime, and vacation/sick time. Print payroll checks from the comfort of your office. **QuickBooks will show you where your money is coming from and where it's going; let us help you get the most out of it!**



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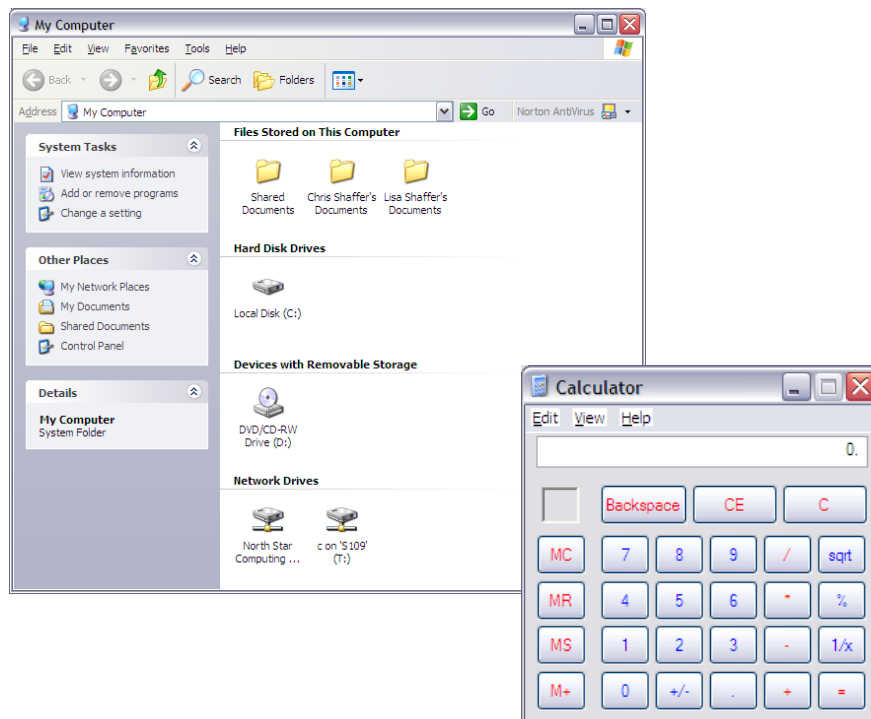


Beginners

Computer Basics (up to 6 Hours)

Price: \$215 or 2 vouchers

Students will learn the fundamentals of a computer. Learn how to start and log into windows, use the mouse and keyboard, the help and support, and turn your computer on and off properly. Learn how to use windows: opening, closing, resizing, moving, arranging, and switching between windows. Learn how to use various programs: The menu, toolbar, controls, entering and editing a text. Opening, saving, selecting, and replacing text. Using undo, redo, cutting, copying, printing, and getting help with a program. Learn about folders and files: Know what's in your computer, learn how to: create, copy, move, open, and rename files and folders. Know how to change the window layout and views. Learn how to customize: the taskbar, desktop, and windows. Learn about the free programs that come with windows. Understand how to use the internet: connecting, displaying, browsing, searching, downloading, using favorites, and the information bar. Learn how to use E-mail: Composing, sending, saving, deleting, forwarding, replying, adding contacts, printing, and controlling junk e-mail. These materials may vary slightly due to software upgrades and book updates.



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Database Courses

Access Complete (up to 9 Hours)

Recommended Prerequisite: Computer Basics, Excel Basic

Price: \$540 or 5 vouchers

This course introduces Access and discusses structure for good database design. Students will learn the fundamentals of Access: how to start, open, close, and understand the program screen, commands, and using help. The database basics, is working with database objects, selecting, cutting, pasting, adding, editing, deleting, and copying data, tour tables, forms, query, and reports. Also preview and print objects. Learn how to create and work with a database: plan, modify, sort, and convert; the database, tables, queries, and reports. Learn how to find, filter, and format data: Finding, replacing, sorting, creating, and changing the data, records, and forms. Understand how to use tables and fields: Use indexing, inserting, deleting, and recording fields. Learn to format text, numbers, currencies, and the date/time fields. We will show you how to validate data, optimize data type usage, input masks, and lookup fields. Learn to create relational databases: Understand relationship tables, and how to print and delete them. Learn to work with queries: Create, summarize, display, locate, update, use crosstab, append, and delete queries. Generate single and multi-table queries and use the query wizard. Learn to work with forms and reports: modifying, grouping, changing, creating, and designing forms and reports. Learn how to work in layout and design view. Know how to insert a logo to forms. We will work with forms, explore form sections, bind controls and data, and work with calculated and other types of controls. Also understand how to format forms and reports: Changing colors, fonts, lines, alignments, and adding pictures and themes. Students will also learn about using macros: how to create, run, edit, and assign a macro. We will go over some advanced topics like how to import, export, compact and repair a database, and link information. Students will also learn how to use the hyperlink fields and discuss setting passwords.



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Desktop Publishing Courses

Adobe Illustrator CS6 (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

In this course, explore the Illustrator environment, navigate an Illustrator document, and use the Adobe Help Center. Learn to create a simple illustration; by creating and saving a new document, using the shape tool and keyboard shortcuts to create shapes, selecting shapes by using several techniques, and scale, duplicate, align and distribute, merge, group, rotate, and adjust the stacking order for shapes. Also learn how to export an illustration. Learn to apply basic color; use the Swatches palette and color palette to apply colors to shapes. Know how to save new colors in the Swatch's palette. Learn to set basic stroke attributes for shapes and create a dashed line effect. Understand how to use the eyedropper tool to sample colors and apply them to shapes. Learn to draw paths; import a raster image into a document using the place command, draw complex shapes and paths by learning to use the pencil, smooth, and pen tools. Know how to adjust paths by manipulating direction handles. Learn to use the average and join commands. Learn to work texts; adding text to an illustration by using the type tool, importing, and using the place command. Understand how to use the commands and text tools to convert, format, and position shapes to a path or outline. Learn to create, organize, duplicate, change stacking order, hide and lock layers using the layers palette.

Adobe InDesign CS6 (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

Learn to create printable publications from one-page flyers to magazines and books. Learn to create new basic documents, text frames, placing and altering graphics and files. Also learn to place graphics and pages from other InDesign documents into your work. Know how to use objects; like how to position, modify, transform, and maintain proper object consistency. Learn to utilize the guides and control panel effectively. Learn about multi-page documents; like master pages, how to insert, delete, and move pages. Learn to create layers and assign objects to those layers. Know how to work with text; text formatting, different text styles and flows. Learn to format text with tabs, indents, tracking, kerning, drop caps, and paragraph spacing. Use styles to format text and create bulleted and numbered lists. Learn to thread between text frames, add jump lines, set hyphenation and justification, add text wrap, vertical spacing, and keep options, and change the number of columns in a text frame. Understand how to use graphics and colors; how to adjust graphic formats, and create, apply, load, and save custom colors. Learn how to preflight documents, prepare them for final output, and how to export them to a PDF. Learn to prepare documents for commercial printing and printing booklets.

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Adobe Photoshop CS6 (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

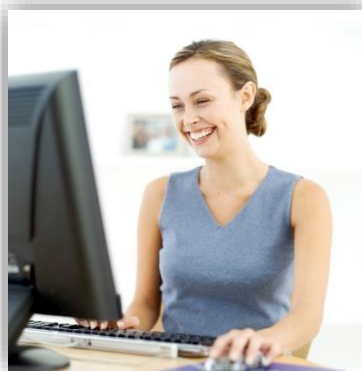
In this course we will customize the Photoshop environment to appear the way you want; by magnifying and scrolling images; setting up rulers, guides, and grids. Understand the different file types, tool options, and export tool presets used in Photoshop. You will learn how to use various tools to select, modify, and manipulate image selections. You will create empty layers, create layers based on a selection, arrange, and move layers from one image to another. Transform layers by using commands, use type layers to add and format text, use opacity, and layer styles to apply effects to layers. Learn how to make basic image adjustments by utilizing automatic adjustments to maximize image contrast, locate image shadows and highlights, and set target points. Learn to repair and retouch images; repair using the red eye, spot healing brush, and patch tools. Retouch images using burn, blur, content-aware move, clone stamp, and history brush tools. Learn to remove, erase, and filter images. You will learn how to resize and change canvas images using the crop tool and canvas size dialog box. Understand how to manage, import, navigate, and review folders and files in Bridge.

Publisher (up to 7 Hours)

Recommended Prerequisite: Computer Basics, Word Basic

Price: \$540 or 5 vouchers

In this course we will learn how to start, close, save, delete, and navigate through Publisher. You will learn to create a new publication and add basic elements to a layout. Use the guides and the measurement task pane to position elements precisely. Learn to create a multi-page publication: by using a facing-page layout, inserting pages, and moving items between publications. Understand how to create master pages and apply them to a layout. You will understand how to work with text; you will link and unlink text boxes and add continuation notices. Set tab stops, format paragraphs, control indents and spacing, and create drop caps. You will learn how to create, modify, and format tables. Learn layout and design techniques; positioning text in text boxes, applying text box styles and effects, and adding columns to text boxes. Learn to adjust and modify stacking orders, group items, and text wraps for pictures. Understand how to finalize a publication; export and print publications in PFD format, check spelling, design and prepare a publication for commercial printing.



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Hospitality Courses

Hospitality Service Principles (up to 35 Hours)

Recommended Prerequisite: Computer Basics, Word Basic

Price: \$1,150 (this class not eligible for vouchers)

This course is designed to explore, challenge, and refine the principles of guest-services management in any service organization. Hospitality service strategy, staff, and systems are discussed in depth through fourteen basic "service principles". Section I of the course covers hospitality service strategy, including: the guest knows best, meeting guest expectations through planning, setting the scene for the guest experience, and understanding the hospitality culture. Section II of the course discusses the hospitality service staff and the importance of interacting with guests, developing a training program, serving with a smile, and empowering guests to help create their own experience. Section III of the course discusses service systems, communicating for service, delivery of great service, fixing service problems, striving for perfection in service, and leading others to excel.

Students will read the major works on the topic and apply the concepts to their own work experiences. The course will be run as a discussion group, with students accountable for reading the assigned material prior to class and coming to class prepared to discuss the meaning and implications of the assigned readings. Students will also submit written assignments and special projects.



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Human Resource Courses

The Basics in Human Resources (up to 18 Hours)

Other Recommended Classes: Computer Basics, Excel, Outlook, Word, & QuickBooks

Price: \$960 (this class not eligible for vouchers)

Learn how to create a personnel file. Learn what paperwork might go in a personnel file and how to track what is in the file. The student will learn that during the process of hiring an employee there is a series of paperwork that is shuffled from the employer to the employee and sometimes to other agencies and how to keep track.

Learn how to conduct productive interviews. Learn to prepare and set the tone of the interview. Learn how to use effective communication techniques when interviewing. Learn about the top six kinds of questions that should be included in your interviews and know the top 10 mistakes interviewers make. Understand how to word and sequence your questions to get the most out of an interview. What are inappropriate questions, including those that are not permissible according to the law. Learn how to conduct and control an interview.

Learn the fundamentals of conducting a meeting; having a purpose, plan, participation, and knowing how to open and close a meeting. Learn how to manage a meeting; the role of the leader, decisions, and ideas, eliminating group think. Learn how to deal with conflict, difficult personalities, and a negative atmosphere in meetings. Understand what steps to take to have a positive meeting. Identify how to have clear communication with participants of a meeting and know what communication styles to avoid. Learn the common barriers to effective listening and learn the steps to become an active listener. Learn about the four types of questions that are helpful in conducting an effective meeting. Understand how to avoid and improve nonverbal communication in your meetings.

Learn the task of dealing with difficult employees; those who often come in late, don't work hard, procrastinate, or keep morale low. You will learn how to determine the causes of employee performance problems and learn what interventions steps to take. Rather than dictate performance changes, learn how to give constructive feedback to help employees improve work ethic and morale. A six-step Intervention Model will offer good suggestions about communication, a plan of improvement, and problem resolution. The Intervention Model also shows how to deal effectively with discipline and termination situations. All employee performance issues, including management responsibility, are discussed in detailed case studies.

Learn the principles of time management; productivity cycles, setting goals, and prioritizing. Learn how to create effective daily plans that will help avoid obstacles. Learn how to use technology to save time. Learn how to identify unnecessary information overloads, know how to control your paperwork, and increase your productivity. Understand how to handle meetings and interruptions without affecting your productivity. Come find out how you can maintain a reasonable workload and manage your time.



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Basic SHRM (Society of Human Resource Management) Skills (up to 18 Hours)

Other Recommended Classes: Computer Basics, Excel, Outlook, Word, & QuickBooks

Price: \$960 (this class not eligible for vouchers)

Learn from materials based on the SHRM-CP and SHRM-SCP Exams. Learn from several materials that include sample test questions. Get an understanding of what you would expect in subject matter when testing, if you so desire to test.

Learn about Leadership & Navigation. Learn about different leadership styles and techniques. How to navigate the organizational hierarchy, processes, systems, and policies.

Learn how the HR Vision is different in organizations. How to embrace the vision and support the values, mission, and goals. Implementation of policies and procedures and how they differ.

Other Topics:

- ✓ **How does HR influence employees and colleagues**
- ✓ **Learn the principles of Ethical Practice**
- ✓ **Discuss Diversity, Equity & Inclusion**
- ✓ **Relationship Management & Networking**
- ✓ **Relationship building, Teamwork, & Negotiation**
- ✓ **Conflict Management, Communication, & Listening**
- ✓ **Business and Competitive Awareness**
- ✓ **Business Analysis, Designing HR Solutions, & Change Management**
- ✓ **Talent Acquisition, Employee Engagement & Retention, and Learning & Development**
- ✓ **Workforce Management, Employee & Labor Relations, and Risk Management**



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Job Readiness Skills

Job Skills (up to 6 Hours)

Price: \$540 or 5 vouchers

This course helps students prepare for interviews and create a resume. Learn how to prepare for an interview by dressing appropriately, knowing when to arrive, knowing what employers look for, and learn common mistakes job seekers make in an interview. Sample interview questions and exercises will be given. Learn how to decipher classified advertisements, structure responses, negotiate salary and compensation, and how to follow up after the interview is over.

Customer service, telephone skills, and staying organized are critical components of a successful business. Learn to interact with the public in person and over the telephone. Discover skills for dealing with angry customers and tactics for keeping your composure in stressful situations. We'll show you how to improve your telephone etiquette; placing customers on hold, transferring callers, voice mail, and working with challenging callers. Maintain and organize files and records properly and make your filing system work for you.

We will review the resume writing process. We will work with Microsoft Word to create or improve a resume, and you will receive a copy to take your resume with you when it is completed for future updates. Learn how to gather information for your resume; evaluate goals and personal characteristics. Select a format, stay consistent in style, and work with section headings. Finished resumes will be evaluated by the instructor. Different ways to submit your resume will be discussed including mailing, hand delivering, and submitting on the web.

Typing (up to 6 Hours)

Price: \$215 or 2 vouchers

This course is an interactive course. A pretest is given to evaluate skills; there are progress tests at the end of each exercise, and a final typing test to measure overall improvement. Typing instructions are on a computer keyboard. We will show you proper finger placement, body posture, how to navigate the keyboard, and finger key assignments. Learn tips for increasing your accuracy and speed.



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Testing

Job Placement

We provide computer tests for Basic Computer, English, Math, Typing skills, as well as Microsoft Access, Excel, Outlook, PowerPoint, Word, and QuickBooks. Call our office for scheduling (907) 452-7325.

Basic Testing	Advanced Testing	Pricing	
Computer Skills, Access, Excel, English, Math, Outlook, PowerPoint, QuickBooks, Typing, Word	Access, Excel, Outlook, PowerPoint, Word	All Tests	\$40



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Medical Coding and Terminology

Medical Office Practice (up to 26 Hours)

Recommended Prerequisite: Computer Basics

Price: \$1,075 (this class not eligible for vouchers)

This course introduces the student to the medical office. Students will have hands-on experience with actual correspondence, forms, and medical reports selected from the files of practicing physicians. Experience a realistic medical office atmosphere. Learn about HIPAA and the importance of a confidential statement. Learn about administrative functions; making schedules in MOSS, filing procedures, preparing patient files, scheduling regular and specialty appointments, registering patients, looking up patient appointments, creating patient appointment lists, making patient reminder calls, researching drug information, creating travel itineraries, making a physician's schedule, ordering supplies and making purchase orders, manually making appointments, revise a patient information brochure, and proofreading and preparing final copies from drafts. Practice basic financial procedures; posting on day sheets, computerized procedure, and payment postings, posting adjustments, collections, and issuing refunds. Understand the concepts of effective communication; taking phone messages, transcriptions, making referrals, scheduling admissions to hospitals, and preparing patients for procedures. Learn how to process insurance claims, enter procedural and diagnostic codes, prepare occupational exposure incident reports, understand how to use material safety data sheets and request for a release of medical information. Learn about employee payroll; completing work records, preparing and proving totals on payroll register. Medical Office Simulation Software is included for students to gain proficiency in working in simulated Practice Management software.

Step-by-Step Medical Coding (up to 18 Hours)

Recommended Prerequisite: Computer Basics

Price: \$1,617 Includes Courseware & Coding Books (this class not eligible for vouchers)



Introduction to medical coding, students will learn about the HCPCS, CPT, ICD-9-CM, and ICD-10-CM codes. Students will learn the basic structure of the Medicare Program; be able to distinguish among Medicare parts A, B, C, and D. The health insurance portability and accountability act; be able to interpret HIPAA, locate information in the federal register, be able to explain the outpatient resource-based relative value scale (*RBRVS*), understand the framework of the Medicare fraud programs, and identify the major components of managed health care. Students will learn about the development and improvements of the ICD-10-CM. Know how the ICD-10-CM replaces the ICD-9-CM. Understanding the ICD-10-CM; the format, structure of the system, mapping, the index, tabular, and instructional notations. Understand outpatient coding and reporting guidelines. Learn how to properly use the ICD-10-CM and chapter-specific guidelines; understand how to use specific chapters for specific codes. Understanding and using the ICD-10-CM; the format, index, coding and reporting guidelines, and the chapter-specific guidelines. An introduction to the CPT (*Current Procedural Terminology*) and HCPCS (*Healthcare Common Procedural Coding System*) codes. Understand the purpose of modifiers; know how to recognize and assign modifiers. Understand how to use the Evaluation and Management (*E/M*) codes; know the three factors, the various levels, and analyze the types of *E/M* codes. Understanding Anesthesia types. Learn about surgery guidelines. Learn about Radiology, Pathology/Laboratory, and Medicine codes and formats. Learn the differences between inpatient and outpatient coding. Also learn where to find online resources.

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Professional Development

Effective Business Writing (up to 9 Hours)

Price: \$320 or 3 vouchers (vouchers can only be used for classes on the regular schedule)

Though businesses increasingly rely on technology, technological skills alone do not guarantee success in the workplace. You must still develop your ideas, express them clearly, and persuade others of their viability. This course offers effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.

Advanced Business Writing (up to 15 Hours)

Price: \$540 or 5 vouchers (vouchers can only be used for classes on the regular schedule)

This course includes all the material covered in our Effective Business Writing class and takes it a step further. It is geared toward people who have the responsibility to write business documents that help support the goals of their company. Successfully create a variety of business documents, you need to thoroughly understand which documents work best for specific situations and how to produce them. In this course, you will learn how to choose the best document to use and prepare to write the document to help you achieve your business goals.

Conducting Interviews (up to 6 Hours)

Price: \$160 or 2 vouchers (vouchers can only be used for classes on the regular schedule)

In this course learn how to conduct productive interviews. Learn what are the best settings, formats, and appropriate duration of an interview. Know about the differences between informal, conversational, standardized, closed, and general types of interviews. Learn how to use effective communication techniques when interviewing. Learn about the top six kinds of questions that should be included in your interviews and know the top 10 mistakes interviewers make. Understand how to word and sequence your questions to get the most out of an interview. Know the provisions outlined by EEO and identify appropriate and inappropriate questions, including those that are not permissible according to the law. Learn how to conduct and control an interview. Identify the follow-up tasks that should be performed after an interview.

Conducting Meetings (up to 3 Hours)

Price: \$105 or 1 voucher (vouchers can only be used for classes on the regular schedule)

In this course you will learn the fundamentals of conducting a meeting; having a purpose, plan, participation, and knowing how to open and close a meeting. Learn how to manage a meeting; the role of the leader, decisions, and ideas, eliminating group think. Learn how to deal with conflict, difficult personalities, and a negative atmosphere in meetings. Understand what steps to take to have a positive meeting. Identify how to have clear communication with participants of a meeting and know what communication styles to avoid. Learn the common barriers to effective listening and learn the steps to become an active listener. Learn about the four types of questions that are helpful in conducting an effective meeting. Understand how to avoid and improve nonverbal communication in your meetings.

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Dealing with Difficult Employees (up to 6 Hours)

Price: \$160 or 2 vouchers (vouchers can only be used for classes on the regular schedule)

This course will teach supervisors and managers to face the task of dealing with difficult employees; those who often come in late, don't work hard, procrastinate, or keep morale low. You will learn how to determine the causes of employee performance problems and learn what interventions steps to take. Rather than dictate performance changes, learn how to give constructive feedback to help employees improve work ethic and morale. A six-step Intervention Model will offer good suggestions about communication, a plan of improvement, and problem resolution. The Intervention Model also shows how to deal effectively with discipline and termination situations. All employee performance issues, including management responsibility, are discussed in detailed case studies.

Sexual Harassment (up to 6 Hours)

Price: \$160 or 2 vouchers (vouchers can only be used for classes on the regular schedule)

Learn the legal definition of sexual harassment and the effects it can have in your workplace. Understand the legal liabilities an employer has if an employee is being sexually harassed by a non-employee. Be able to identify behaviors that constitute sexual harassment, know how to prevent it in the workplace, and how to respond. Understand how to handle personal conversations in the workplace. Assess the need for a sexual harassment policy in your workplace.

Time Management (up to 6 Hours)

Price: \$160 or 2 vouchers (vouchers can only be used for classes on the regular schedule)

Learn the principles of time management; productivity cycles, setting goals, and prioritizing. Learn how to create effective daily plans that will help avoid obstacles. Learn how to use technology to save time. Learn how to identify unnecessary information overloads, know how to control your paperwork, and increase your productivity. Understand how to handle meetings and interruptions without affecting your productivity. Come find out how you can maintain a reasonable workload and manage your time.



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Presentation Courses

PowerPoint Complete (up to 7 Hours)

Recommended Prerequisite: Computer Basics, Word Basic

Price: \$430 or 4 vouchers

In this course you will learn how to create a complete presentation from start to finish. You will learn the program fundamentals and how to understand the screen, create a blank presentation or from a template, and open a presentation. Learn the difference between save and save as in new file formats. You will learn how to navigate a presentation, print preview, and how to specify printing options. See how to Customize the Quick Access Toolbar. Understand how to Share a Presentation. Get familiar with Help and how to Work with Presentations. Add and Lay Out Slides, insert a New Slide, Change the Slide Layout, insert a Specific Slide Layout, and Delete a Slide. Add Slides from an Outline or from Another Presentation. Understand how to Cut, Copy, and Paste as well as Undo and Redo. Turn on the Notes Pane, Enter Slide Notes, View the Notes Page, and Print the Notes Page. Learn to format text, change fonts and their size as well as the color and apply text effects. Change the font case and align text. Format lists and columns. Work with hyperlink text or Images. Copy Formatting and work with slide background.



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Scheduling Courses

Outlook Complete (up to 6 Hours)

Recommended Prerequisite: Computer Basics

Price: \$320 or 3 vouchers

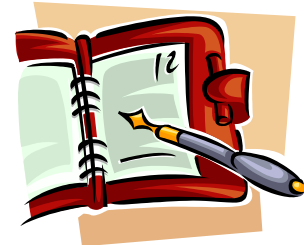
This course will show you how to effectively utilize Outlook in your workplace. Understand the fundamentals; opening and exiting Outlook, the program screen, items, message windows, commands, shortcuts, the navigation pane, reading pane, to-do bar, and using help. Learn how to compose and send emails; specifying message options, formatting text, check your spelling, working with hyperlinks, and attaching files to your messages. Understanding receiving email; receiving and reading, replying to and forwarding, opening attachments, deleting, flagging, view and manage messages, sorting, and printing messages. Learn about email features; saving unfinished messages, recalling, and resending, using Quicksteps, inserting a signature, dealing with junk e-mails, using the safe and blocked senders list, and inserting screenshots. Learn how to add, delete, edit, sort, and organize your contacts. Use the calendar to schedule appointments and events, set reminders, availability, collaborate and customize your calendar. Work with tasks; adding, changing, sorting, updating, attaching, assigning, and printing tasks. Learn how to use the journal and notes. Use Outlook to manage data information. Customize your Outlook; the ribbon, quick access toolbar, autocorrect, groups, the default options, and accounts. Learn how to use Outlook to organize and find information efficiently.

Project (up to 6 Hours):

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

In this course you will learn how to efficiently utilize Project in your workplace. Learn the fundamentals of Project; planning the project, understanding Project Management and the Database, the screen, views, creating new Projects and calendars, printing views and reports, and using the Project Guide. Understand how to use the task list; entering a milestone, entering tasks, time durations, linking, editing, notes, hyperlinks, moving and copying, inserting, and deleting, using the Dialog Box, and organizing all your tasks. Understand how to enter and assign resources; like people, equipment, materials, and know how to adjust and assign schedules. Learn how to sort, group, and filter your Projects. Understand how to overlap, delay, set deadlines, and constraints to tasks. Learn how to enter pay rates, overtime rates, adding pay, and setting fixed costs. Balance your Project resources easily by entering over allocations manually or automatically. Be able to update areas of your Project Progress by updating the entire project, by completion percentage, by actual work, or by actual cost. Learn how to check Project Progress by viewing statistics, costs, and the path of a project. Learn how to create, open, add, sort, and define contents of a report. Understand how to work with multiple Projects by consolidating, linking, and viewing between Projects. Learn how to use Project to organize all your Project needs.



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Spreadsheet Courses

Excel Basic & Intermediate (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

This is designed to teach you the fundamentals of Excel; starting Excel, understanding the screen, opening workbooks, saving, and closing a workbook, previewing, and printing worksheets, and using help. You will learn how to navigate worksheets, enter labels and values, select, and enter data into cells, enter formulas and content. Understand how to edit and format worksheets; editing, copying, moving, deleting, finding, and replacing, inserting, and using undo/redo. Understand how to work with multiple worksheets; selecting, inserting, deleting, splitting, and freezing, renaming, moving, and hiding worksheets.

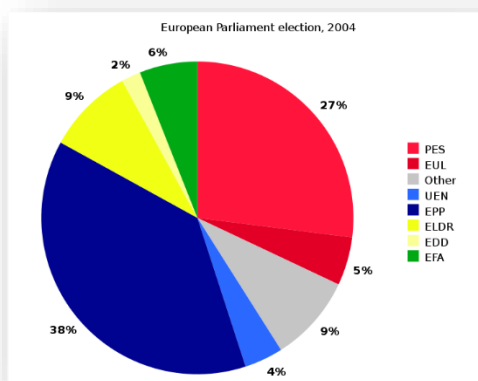
You will learn to create, edit, add, remove, change layouts, labels, gridlines, and using charts. Learn how to create headers and footers and know how to print certain areas or certain pages. Learn all about intermediate formulas and functions; absolute references, and conditional formatting. You will learn about Data Ranges; how to sort and filter either by colors, icons or columns, learn how to create a custom auto filter, and know how to use an advanced filter. Using Tables; learn to create a table and add or remove data from it, sort, filter, format, and use Data Validation. You will learn how to protect cells and workbooks.

Excel Advanced (up to 6 Hours)

Recommended Prerequisite: **Computer Basics, Excel Basic & Intermediate**

Price: \$430 or 4 vouchers

This is designed to teach you the advanced features of Excel. Understand how to create, use and change PivotTables; insert a PivotTable, filter and sort a PivotTable, add grouping, update, and format a PivotTable. Learn how to customize themes. You will learn to turn on the developer tab and insert a form control. Learn to troubleshoot formulas and how to customize conditional formatting and how to manage it. You will learn some advanced formulas; IF functions, Nested functions, SUMIF functions and more. Analyze Data using goal seek and consolidate data. Understand how to record, play, edit, and delete a macro.



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Web Site Design Courses

Adobe Dreamweaver CS6 (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

In this course we will discuss basic internet, HTML, and XHTML concepts along with learning the components of Dreamweaver CS6 workspace. Learn how to plan, create, and set-up web pages and sites. Understand how to manage your website and website files. Learn how to edit your site; inserting and importing texts, using special characters, adding structure, and creating lists. Understand the basics of CSS (*cascade style sheets*); know how to create external style sheets, define and apply element styles to texts as well as use class styles. Learn how to work with images, multimedia, and links; like adding graphics, placeholders, rollovers, and defining image attributes. Learn to edit images in Dreamweaver, and in an external image editor. Learn how to add multimedia to a webpage using Flash SWF and FLV files. Be able to use hyperlinks and connect webpages by creating internal and external links. Understand and work with basic codes like HMTL, XHTML, and HTML5. Define a website's keywords and description in the <head> section. Learn to use the Code Navigator and tag selector to select code elements. Add and modify code in Code View by using the Code Toolbar. Understand how to add and edit HTML tags with the Quick Tag Editor. Learn about performing pre-publishing checks and finalizing a website to be published by checking downloading time, spelling, and links as well as cloaking files. Learn how to transfer files to a remote server.

Expression Web (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

Discuss basic Internet and Web concepts, plan the design and structure of a site, create a new one-page site and add folders and pages, create templates, and apply a template to pages. Import content into a page, convert line breaks to paragraph breaks, insert non-breaking spaces and symbols, apply structural tags, create lists, create an external style sheet, and establish element and class styles. Define content sections; create and apply ID styles; apply margins, padding, and borders to an element; create a two-column layout; and control wrapping. Discuss image file formats, adjust image properties, apply alternate text, and arrange images. Create links, navigation bars, e-mail links, and bookmarks, customize link styles, create image maps, and link hotspots. Insert and format tables, rows and columns, create table captions, and work with nested tables in a table. Check for spelling errors and broken hyperlinks in a site, identify publishing options, and publish a website. Students will learn to author compliant webpages and choose the right XHTML doctype for your websites. Understand how to use code snippets; correct code and errors, and use IntelliSense to prevent code errors. Create rollovers and apply behaviors. Work with layers and create dynamic layers. Create layout tables and layout cells to build a page layout and apply basic formatting options to layout tables and cells. Create forms and insert and modify a variety of input fields, create a basic ASP.NET form, and apply ASP.NET input validation controls. Discuss the basics of dynamic websites; the database connectivity, creating master pages, attaching content pages to a master, and inserting an XML Data View in a webpage. Apply basic search engine optimization; check for browser compatibility problems, unused and undefined CSS styles, redirecting a browser to an alternate version of a page, optimize a site using Reports, and locate, understand, and fix accessibility problems.

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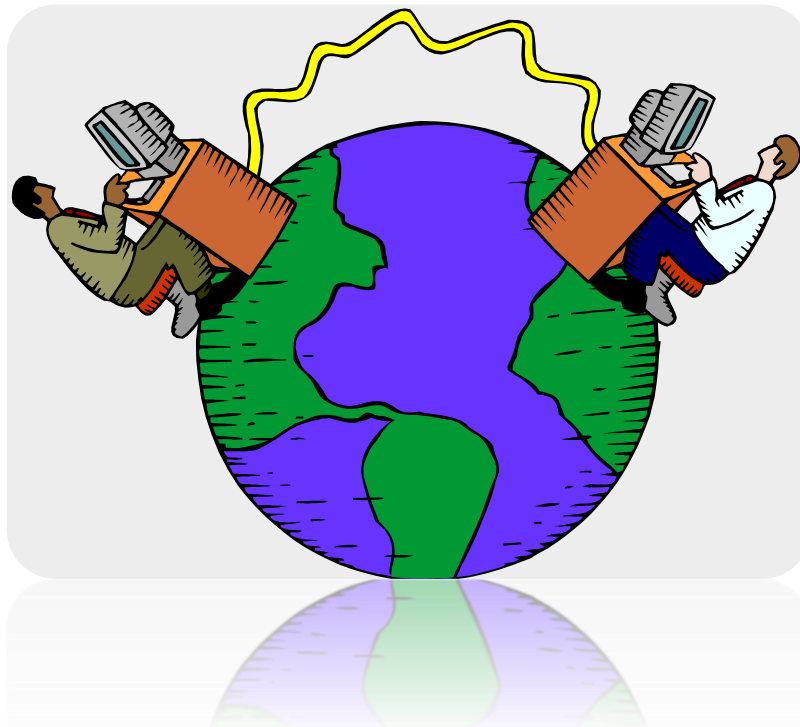


Flash (up to 12 Hours)

Recommended Prerequisite: Computer Basics

Price: \$430 or 4 vouchers

In this course students will learn the fundamentals of Flash, its interface, and be able to identify the components and capabilities of Flash CS3 and the files it generates with an application. Learn how to work with basic objects: creating new files from a template, set stage properties, import images into a Flash file, create, format, and manipulate drawing objects and shapes. Work with the Timeline; adding frames, keyframes, and using layers to manage content in a Flash application. Learn to format objects and create the Soften Fill Edges command to create custom colors and gradients and use a filter to create soft edges for objects. Use the Timeline animation to create simple frame-by-frame animations, motion tweened animations, and looping animations. Understand how to use the interactive components to create static, rollover, and invisible buttons. Learn how to use the ActionScript code and ActionScript buttons to control music in an application. Understand how to publish a Flash application as a SWF file or insert it into a webpage. Create content that is accessible to screen readers. Test Flash applications to verify that they load in a browser within a reasonable timeframe.



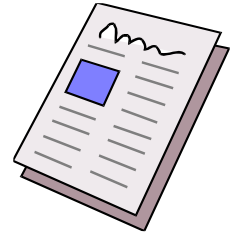
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Word Processing Courses



Word Basic & Intermediate (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540 or 5 vouchers

In this course, you will learn how to navigate documents, enter text, and save files. We will show you shortcuts to select text, work with toolbars and menus, use the Office Clipboard, and learn features such as drag-and-drop, find and replace, spell and grammar check. Learn to change fonts, font attributes, align text, and apply character effects. Add pizzazz to your document by using borders and shading, bullets and numbering, and by adding graphics to your page. Learn to use headers and footers and date and time placeholders. Learn about format painter, a quick technique for copying formatting. See how to work with multiple views of your document. To make sure everything is aligned properly, learn how to set margins, indents, print settings, and view non-printing characters. We will work with page setup, borders and shading, and symbols. Save time by using AutoText and AutoCorrect. We'll set up tabs, automatic page numbering, and styles. Learn how to insert text from another file, work with breaks and spacing, indents, columns, sections, and outline numbered lists. Use and modify graphics, set graphics options, and work with the drawing toolbar and text boxes.

You will insert tables into our document, work with the cells, and change formatting. Prepare and print letters, envelopes, and labels individually or from lists using mail merge. Prepare documents for the Web and create hyperlinks. Learn how to work with different footer sections and explore styles. We will utilize footnotes and endnotes, fields and cross-references, and build an index and table of contents. Discover how to modify paragraphs, change headers and footers, work with text and columns, and use graphics. Learn to use master documents, work with expanded and locked documents, rearrange subdocuments, and split and merge subdocuments. Insert page breaks and set paragraph formatting. Use revision tools, collaborating with work groups, and using the track changes feature. Work with forms and set form options. We'll show you how to create and run macros.



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Specialized Skills Training

The **Business Office Specialist** is the information center of every office. For years the office professional's title was confined to secretary, receptionist, and such specialized titles as legal and medical secretaries. Today, the emerging titles reflect the shifting roles in the duties of the office professional. A few of these titles are administrative assistant, executive assistant, payroll assistant, and human resources assistant.

If the office professional is to succeed in a world of technology and rapid change, certain skills and qualities are needed. North Star Computing, Inc. is here to help you develop the skills and qualities you will need.

PROGRAM OBJECTIVES

While graduating students are prepared for entry-level positions in a wide variety of businesses, the professional and technical skills students acquire upon completing a Specialized Skills program through North Star Computing enable rapid progress to more advanced career opportunities.

The Specialized Skills program is a comprehensive combination of practical hands-on training. Emphasis on business and technical skills such as the Microsoft Office Suite Software, Office Procedures, Interviewing, Typing, Organizational Skills and Professionalism.

Students are given the option to choose the area(s) they would like to specialize in based on the type of position they would like to acquire. Several different program options are available (see page 26). Lab Cards enable students to use our computer labs to practice their computer skills. The lab time includes the use of our Microsoft Office tutorials, typing tutors, test prep software and printers.



Register Online!
www.nsctraining.com

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Specialized Skills Training Options

<p><u>Make Your Own Small Package</u> Price: Class cost minus 10% discount</p> <ul style="list-style-type: none"> ◆ Pick any 4-7 Classes ◆ Make your own package and take a 10% Discount. Offer applies if you prepay in full for all classes and there is no refund. 		<p><u>Make Your Own Large Package</u> Price: Class cost minus 15% discount</p> <ul style="list-style-type: none"> ◆ Pick any 8 or more Classes ◆ Make your own package and take a 15% Discount. Offer applies if you prepay in full for all classes and there is no refund. 		<p><u>Job Readiness Skills</u> Up to 30 Hrs. Price: \$1,020 Ideal for all positions</p> <ul style="list-style-type: none"> ◆ Computer Basics ◆ Job Skills ◆ Typing Fundamentals ◆ Lab Time (12 Hours)
<p><u>Accounting, Computer, & Office Skills</u> Up to 51 Hrs. Price: \$2,560</p> <ul style="list-style-type: none"> ◆ Computer Basics ◆ Excel Basic/Intermediate ◆ Job Skills ◆ Outlook ◆ QuickBooks ◆ Typing Fundamentals ◆ Word Basic/Intermediate 	<p><u>Basic Computer & Office Skills</u> Up to 42 Hrs. Price: \$2,100 Ideal for all positions; fundamental computer and office skills.</p> <ul style="list-style-type: none"> ◆ Computer Basics ◆ Excel Basic/Intermediate ◆ Job Skills ◆ Outlook ◆ Typing Fundamentals ◆ Word Basic/Intermediate 	<p><u>Intermediate Computer & Office Skills</u> Up to 51 Hrs. Price: \$2,560</p> <ul style="list-style-type: none"> ◆ Access Complete ◆ Computer Basics ◆ Excel Basic/Intermediate ◆ Job Skills ◆ Outlook ◆ Typing Fundamentals ◆ Word Basic/Intermediate 	<p><u>Secretarial Computer & Office Skills</u> Up to 59 Hrs. Price: \$2,560</p> <ul style="list-style-type: none"> ◆ Computer Basics ◆ Job Skills ◆ Medical Office Practice ◆ Outlook ◆ Typing Fundamentals ◆ Word Basic/Intermediate 	
<p><u>Medical Codes & Terminology</u> Up to 58 Hrs. Price: \$2,650 (includes coding books) Ideal for entry-level Medical Office Assistant</p> <ul style="list-style-type: none"> ◆ Computer Basics ◆ Medical Office Practice ◆ Step-by-Step Medical Coding with Coding Books ◆ Lab Time (8 Hours) 		<p><u>Hospitality</u> Up to 68 Hrs. Price: \$2,680 Ideal for all positions involving customer service</p> <ul style="list-style-type: none"> ◆ Computer Basics ◆ Outlook ◆ Job Skills ◆ Typing Fundamentals ◆ Word Basic/Intermediate ◆ Hospitality Service Principles 		
<p><u>Human Resource Skills</u> Up to 57 Hrs. Price: \$2,900</p> <ul style="list-style-type: none"> ◆ Excel Basic/Intermediate ◆ Outlook ◆ QuickBooks ◆ Basics of Human Resources ◆ Job Skills ◆ Word Basic/Intermediate 				

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COMPUTER RESOURCE CENTER



Classroom Rental & Customized Training

Classroom Rental WITHOUT Instructor

Classroom Rental (max 8)	Minimum Daily (8am-5pm)	\$500
	5 days	\$2,100

The price above includes coffee, tea, hot chocolate, and water - free of charge. We require a 10-working day cancellation notice, or you will be billed in full for the training. Any costs incurred for prior setup that have already been made and cannot be cancelled will be billed in full.

Classroom Rental WITH an Instructor

Classroom Rental (max 8)	3 hour class	10% Discount	\$755
	6 hour class	15% Discount	\$1,460
	9 hour class	20% Discount	\$2,050
	12 hour class	20% Discount	\$2,685
	15 hour class	25% Discount	\$3,240

Example: You schedule a Computer Basics Class for 8 students on Oct 1&2 from 8:30-11:30. Your cost would be \$1,460 regardless of actual attendance.

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Training at your location

16 Students maximum	3 hour class	25 % Discount	\$1,260
	6 hour class	30 % Discount	\$2,410
	9 hour class	35 % Discount	\$3,330
	12 hour class	35 % Discount	\$4,470
	15 hour class	40 % Discount	\$5,185
12 Students maximum	3 hour class	20 % Discount	\$1,010
	6 hour class	25 % Discount	\$1,935
	9 hour class	30 % Discount	\$2,690
	12 hour class	30 % Discount	\$3,610
	15 hour class	35 % Discount	\$4,210
8 Students maximum	3 hour class	15 % Discount	\$715
	6 hour class	20 % Discount	\$1,375
	9 hour class	25 % Discount	\$1,920
	12 hour class	25 % Discount	\$2,580
	15 hour class	30 % Discount	\$3,025

An instructor can be contracted to perform training classes at your location (pricing above is for the Fairbanks area, for outside local area call for quote). This includes training for up to a specified number of students and course materials for each. If the training is not customized and on our regular schedule, our 90-day free retake policy applies. Retakes must be done at our location. We require a 10-working day cancellation, or you will be billed in full for the training. Any costs incurred for travel and lodging arrangements that have already been made and cannot be cancelled will be billed in full.

We can come to you

Unable to come to us? Our instructors can travel to your location! We also have computers available to rent if needed for the class. You can choose from any of the classes on our schedule, and if you don't see what you need, just ask! We have several 5-day training packages available. Call or email us for details. *Since travel arrangements must be made ahead of time, we require confirmation 10 business days in advance, and a down payment may be needed to make the reservation.*

Specialized or Customized Training at your location

0-16 hours of group training	Per hour for the first 6 students	\$275
17+ hours of group training	Per hour for the first 6 students	\$248
Individual Tutoring or Training and Prep time	Per hour 1 on 1 only	\$125

An instructor can be contracted to perform specialized computer training classes at your location. Training and prep time will be billed at \$125.00 per hour. Class size should be limited to 15 students and the training site should have at least one computer per student. Instructor cost will depend on the number of guaranteed hours at the time of signup. Class Manuals are not included in the price. We require a 10-working day cancellation notice, or you will be billed in full for the training. Any costs incurred for travel and lodging arrangements that are already made and cannot be cancelled will be billed in full. We offer computer rentals to ensure each student has a computer available, call for rates.

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Training Vouchers

Training vouchers enable you to save money with volume discounts and the flexibility of training different employees in various subjects using our regular class schedule. Each voucher is redeemable towards \$100 for a class and forget the change. You turn in enough vouchers to total the hundreds only! Example: If you would like to take the Outlook class listed as \$320, you would turn in 3 vouchers and the class is paid for. Vouchers are good for one year from the date of purchase and are nonrefundable. The total number of vouchers are due the first day of class. To be eligible for vouchers, the cost of a class cannot exceed \$540. Vouchers are good for one year from the date of purchase and are nonrefundable. There will be a fee of \$25.00 to replace lost vouchers. *Vouchers can only be used for classes on our regular training schedule and cannot be used for custom training or training by request.*

Vouchers Per Booklet	Booklet Cost	Discount
20	\$1,815 each	13%
30	\$2,655 each	17%
50	\$4,270 each	20%
70	\$5,600 each	25%
100	\$7,470 each	30%



Lab Cards

Lab Cards enable you to use our computer labs to practice your computer skills. Each time you use the lab you must have your lab card punched prior to use. The lab time includes the use of our class files, MS Office tutorials, typing tutors, and printers. Lab Cards are good for 2 months from the date of purchase and are nonrefundable. Lab Cards are transferable. *Lab time does not include an instructor.*

Replacement: There will be a fee of \$25.00 to replace lost cards.

Lab Availability: Lab time can be reserved or is available on a first come first served basis. Call for lab schedule and to reserve time. Reservations have priority!

Lab time per hour	\$15
8 Hour Lab Card	\$100



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Policies

Most of our classes include a 90 Day Free Retake Policy and 90 days of telephone support (exceptions below). Course manuals provided for students (manuals charged separately when instructor is contracted hourly).

90 Days of Telephone Support Policy

The 90 days of telephone support gives the students the opportunity to call if they need help on material covered in class (except A+ Certification Prep and networking classes - ask for list). QuickBooks telephone support is strictly software related (not accounting principles). Email support is also available.

90 Day Free Retake Policy

The 90-day free retake policy allows the students the opportunity to retake the class if they feel the need at no additional charge (provided space is available and the class is on our regular schedule).

For Classroom Rental, the 90-day free retake policy is included if the class is not customized and is on our regular schedule (except A+ Certification Prep and networking classes - ask for list). This retake policy will not be available to those who do not show up for the original class and the retake is at our location.

For Regularly Scheduled classes or Vouchers, the 90-day free retake policy is included for all classes priced \$540 or less.

For Customized classes, the student may retake the class only if the business has scheduled several of the same customized classes and space is available.

Cancellation Policy

For Classroom Rental, Customized classes and Onsite Training, we require a 10-working day cancellation notice, or you will be billed in full for the rental. Any costs incurred for travel and lodging arrangements that are already made and cannot be cancelled will be billed in full.

For Regularly Scheduled classes, we require a 24-hour (workday) cancellation notice. If we do not receive notice, you will be billed in full for the course. The student will fall under our 90-day retake policy as mentioned above.

For Equipment Rental, we require a 5 working day cancellation notice or you will be billed in full for rental.

For Vouchers, students using vouchers who do not give at least a 24-hour (workday) notice of cancellation, will turn in the vouchers for payment and fall under our 90-day retake policy. If the voucher is not turned in within 5 working days from class start date the company will be billed in full.

For Classes longer than 15 hours as well as networking and medical coding classes, you will be notified approximately 10 business days prior to class start for confirmation, which is when manuals are ordered and when payment is required unless other billing arrangements are made. No refund after this confirmation!

Registration, Payment, and Refunds

Registration is required prior to the first day of class. Last-minute registration may result in a delay in the student receiving a manual. Registration may be done at our location, via phone, or via email. Payment is required prior to class start unless other billing arrangements are made. For networking and medical coding classes, you will be notified approximately 10 business days prior to class start for confirmation, which is when payment is required unless other billing arrangements are made. Full refunds are only available if withdrawn prior to 24 hours of the first day of class except networking and medical coding classes (Step by Step Medical Coding, A+, Net +, MCSE+ etc). For networking and medical coding classes, you will be notified approximately 2 weeks prior to class start for confirmation, which is when manuals are ordered. No refund after confirmation!

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E-mail: lisa@nsctraining.com • www.nsctraining.com • Fax: (907) 452-6717



north star computing

COMPUTER RESOURCE CENTER



Equipment Rental Prices

<u>Item</u>	<u>Unit</u>	<u>Amount</u>
Laptop Rental	Minimum 7 days	\$85
*Please note laptop batteries are not guaranteed to function due to lack of control during rental periods.	30 days	\$275
	Each add'l day after min or 30 days	\$17
	Minimum Daily	\$11
Monitor Only	Minimum Daily	\$33
17 Port Hub with cables (call for other options)	7 days	\$190
5 Port Hub with cables	Minimum Daily	\$17
	7 days	\$100
InFocus High-Performance Projector (LP 425 or 425z w/remote, 900 Lumens, SVGA 800x600) (LP 540 w/remote, 1700 Lumens, XGA 1024x768)	Minimum Daily	LP540 \$210 LP 425 \$175
	5 days	LP540 \$735 LP 425 \$610
	7 days	LP540 \$1,150 LP 425 \$965
Laptop Rental w/ rental of Projector or LCD panel	Minimum Daily	\$17
Projector Screen with stand (60"x60")	Minimum Daily	\$15
HP Laser Printer	Minimum Daily	\$28
*Please note since there is no per page charge, toner is not guaranteed and is available for purchase	7 days	\$168
	30 days	\$476
	Minimum Daily	\$39
Brother Laser Printer/Fax/Copier/Scanner	7 days	\$234
*Please note since there is no per page charge, ink is not guaranteed and is available for purchase	30 days	\$665
	Minimum Daily	\$39
	7 days	\$234
HP Laserjet Pro Printer/Fax/Copier/Scanner	30 days	\$665
Table 8 foot	Minimum Daily	\$10
	7 days	\$38
Table 6 foot	Minimum Daily	\$8
	7 days	\$28
Delivery and Pickup Fee	Per 3 items	\$65

*NOTE: Prices are effective Mar 2024 and are subject to change, call for more information. For Equipment Rental, we require a 5 working day cancellation notice or you will be billed in full for the rental.

Payment Methods:

Cash, Check, Money Order



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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 Basic course or take Intermediate right away?

Even though you've used the software before, or have taken a class in an older version, taking the Basic course is highly recommended. We demonstrate a lot of keyboard shortcuts and extra tips you may not already know. The Intermediate class builds on the Basic class.

3. What should I bring to class with me?

We provide you with a course manual, pens, pencils, and highlighters. We also provide water, coffee, tea, and hot chocolate.

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 30 for exceptions.



Get the skills you need to get the job!
We offer Specialized Skills Training!
Call for more information!

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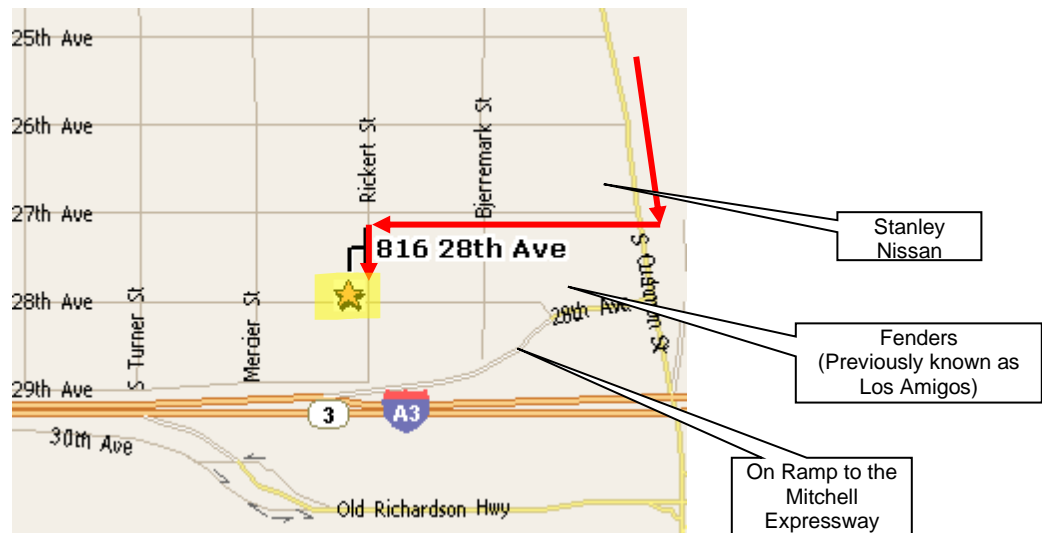
COMPUTER RESOURCE CENTER



Directions and Map to Our Location

From Fairbanks International Airport: (approximately 8 minutes)

Directions:
1. Depart Fairbanks International Airport keeping to the right and exit through the "Archway."
2. Stay on Airport Way heading (East) Approximately 4 miles .
3. Turn Right/South onto South Cushman Street .
4. Go approximately 1½ mile down South Cushman Street.
5. Turn Right/West onto 27th Avenue (Nissan Dealership on right).
6. Turn Left/South onto Rickert Street .
7. Arrive: North Star Computing, <u>Second building</u> on Right - Tan with Green Awnings. Enter through the side door next to the large Overhead Door.
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