



# north star computing

COMPUTER RESOURCE CENTER



# Services Catalog



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

**north star computing, inc.**

816 28<sup>th</sup> Avenue, Suite 100  
Fairbanks, AK 99701

Phone: (907) 452-7325  
E-mail: [lisa@nsctraining.com](mailto:lisa@nsctraining.com)  
Web site: [www.nsctraining.com](http://www.nsctraining.com)

Business Hours: M-F 8:00-5:00

*Jun 2025*

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

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





**Training • Consulting • Rentals • Testing Center**

816 28th Avenue, Suite 100, Fairbanks, AK 99701  
E-mail: [lisa@nsctraining.com](mailto:lisa@nsctraining.com) • [www.nsctraining.com](http://www.nsctraining.com)



## Welcome to North Star Computing, Inc.

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

### **Training:**

Our focus is to provide hands-on training for computer software 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, Microsoft Access, Excel, Outlook, PowerPoint, Project, Publisher, SharePoint, Word, and more. Medical Office Practice will introduce the student to the front desk operations of a medical office. 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 13 for more information.

### **Equipment Rental:**

We rent laptops, desktop computers, printers, projectors, tables and more. Please refer to page 25 for pricing information.

### **Holidays:**

We operate year-round but are closed some months. Visit our website to get a copy of our current schedule at [www.nsctraining.com](http://www.nsctraining.com) which is updated quarterly. We are closed for the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's.

### **Staff:**

Lisa Shaffer – President and Instructor

### **Absences, Records, Testing, Grades, and Conduct:**

The classes are not graded and attendance of at least 95% is required to receive a Certificate of Completion. You are expected to conduct yourself respectfully otherwise you may be asked to leave. All records are kept onsite and can be requested via email or in writing at the addresses listed below.

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## Accounting Courses

### QuickBooks Online (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540

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

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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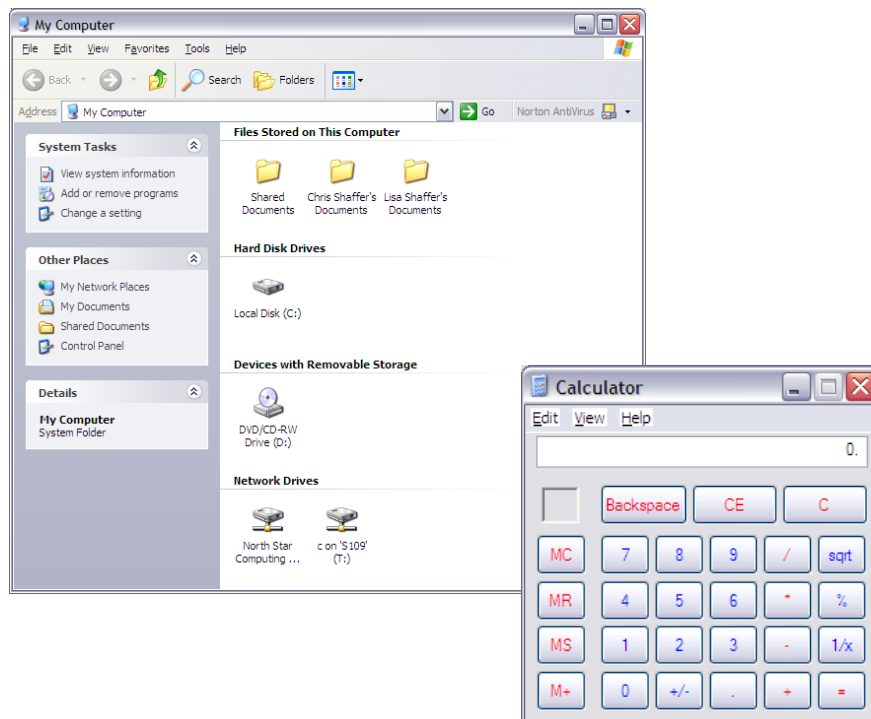


# Beginners

## **Computer Basics (up to 6 Hours)**

Price: \$215

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

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

### **Publisher (up to 7 Hours)**

Recommended Prerequisite: Computer Basics, Word Basic

Price: \$540

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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## Human Resource Courses

### The Basics in Human Resources (up to 18 Hours)

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

Price: \$960

**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

**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

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

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 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



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

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

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

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

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

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

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

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

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

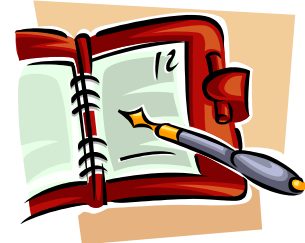
This course will show you how to effectively utilize Outlook in your workplace. Understand the fundamentals; opening and exiting Outlook, the program screen, items, message windows, commands, shortcuts, the navigation pane, reading pane, to-do bar, and using help. Learn how to compose and send emails; 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

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

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.

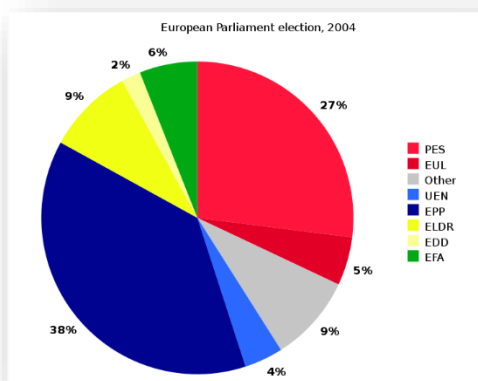
You will learn to create, edit, add, remove, change layouts, labels, gridlines, and using charts. Learn how to create headers and footers and know how to print certain areas or certain pages. Learn all about intermediate formulas and functions; absolute references, and conditional formatting. You will 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

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.



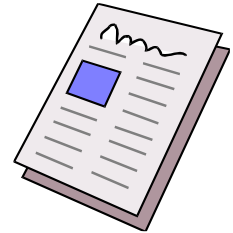
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# Word Processing Courses



## Word Basic & Intermediate (up to 9 Hours)

Recommended Prerequisite: Computer Basics

Price: \$540

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 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 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 22). 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](http://www.nsctraining.com)

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## Specialized Skills Training Options

<p><b><u>Make Your Own Small Package</u></b> Price: Class cost minus 10% discount</p> <ul style="list-style-type: none"> <li>◆ Pick any 4-7 Classes</li> <li>◆ Make your own package and take a 10% Discount. Offer applies if you prepay in full for all classes and there is no refund.</li> </ul>		<p><b><u>Make Your Own Large Package</u></b> Price: Class cost minus 15% discount</p> <ul style="list-style-type: none"> <li>◆ Pick any 8 or more Classes</li> <li>◆ Make your own package and take a 15% Discount. Offer applies if you prepay in full for all classes and there is no refund.</li> </ul>		<p><b><u>Job Readiness Skills</u></b> Up to 30 Hrs. Price: \$1,090 Ideal for all positions</p> <ul style="list-style-type: none"> <li>◆ Computer Basics</li> <li>◆ Job Skills</li> <li>◆ Typing Fundamentals</li> <li>◆ Outlook</li> </ul>
<p><b><u>Accounting, Computer, &amp; Office Skills</u></b> Up to 51 Hrs. Price: \$2,560</p> <ul style="list-style-type: none"> <li>◆ Computer Basics</li> <li>◆ Excel Basic/Intermediate</li> <li>◆ Job Skills</li> <li>◆ Outlook</li> <li>◆ QuickBooks</li> <li>◆ Typing Fundamentals</li> <li>◆ Word Basic/Intermediate</li> </ul>	<p><b><u>Basic Computer &amp; Office Skills</u></b> Up to 42 Hrs. Price: \$2,100 Ideal for all positions; fundamental computer and office skills.</p> <ul style="list-style-type: none"> <li>◆ Computer Basics</li> <li>◆ Excel Basic/Intermediate</li> <li>◆ Job Skills</li> <li>◆ Outlook</li> <li>◆ Typing Fundamentals</li> <li>◆ Word Basic/Intermediate</li> </ul>	<p><b><u>Intermediate Computer &amp; Office Skills</u></b> Up to 51 Hrs. Price: \$2,560</p> <ul style="list-style-type: none"> <li>◆ Access Complete</li> <li>◆ Computer Basics</li> <li>◆ Excel Basic/Intermediate</li> <li>◆ Job Skills</li> <li>◆ Outlook</li> <li>◆ Typing Fundamentals</li> <li>◆ Word Basic/Intermediate</li> </ul>	<p><b><u>Secretarial Computer &amp; Office Skills</u></b> Up to 59 Hrs. Price: \$2,560</p> <ul style="list-style-type: none"> <li>◆ Computer Basics</li> <li>◆ Job Skills</li> <li>◆ Medical Office Practice</li> <li>◆ Outlook</li> <li>◆ Typing Fundamentals</li> <li>◆ Word Basic/Intermediate</li> </ul>	
<p><b><u>Medical Codes &amp; Terminology</u></b> Up to 58 Hrs. Price: \$2,650 (includes coding books) Ideal for entry-level Medical Office Assistant</p> <ul style="list-style-type: none"> <li>◆ Computer Basics</li> <li>◆ Medical Office Practice</li> <li>◆ Step-by-Step Medical Coding with Coding Books</li> </ul>		<p><b><u>Hospitality</u></b> Up to 68 Hrs. Price: \$2,680 Ideal for all positions involving customer service</p> <ul style="list-style-type: none"> <li>◆ Computer Basics</li> <li>◆ Outlook</li> <li>◆ Job Skills</li> <li>◆ Typing Fundamentals</li> <li>◆ Word Basic/Intermediate</li> <li>◆ Hospitality Service Principles</li> </ul>		
<p><b><u>Human Resource Skills</u></b> Up to 57 Hrs. Price: \$2,900</p> <ul style="list-style-type: none"> <li>◆ Excel Basic/Intermediate</li> <li>◆ Outlook</li> <li>◆ QuickBooks</li> <li>◆ Basics of Human Resources</li> <li>◆ Job Skills</li> <li>◆ Word Basic/Intermediate</li> </ul>				

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**north star computing**

COMPUTER RESOURCE CENTER



### **Training at your location**

<b>16 Students maximum</b>	\$215 class	20 % Discount	\$2,750
	\$320 class	25 % Discount	\$3,840
	\$430 class	25 % Discount	\$5,150
	\$540 class	30 % Discount	\$6,050
<b>12 Students maximum</b>	\$215 class	15 % Discount	\$2,190
	\$320 class	20 % Discount	\$3,070
	\$430 class	20 % Discount	\$4,125
	\$540 class	25 % Discount	\$4,860
<b>8 Students maximum</b>	\$215 class	10 % Discount	\$1,545
	\$320 class	20 % Discount	\$2,045
	\$430 class	20 % Discount	\$2,750
	\$540 class	25 % Discount	\$3,240

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. Due to our limited classroom spacing, our 90-day free retake policy is not included. 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 along with a nonrefundable \$500 last minute cancellation fee. We offer computer rentals to ensure each student has a computer available, call for rates.

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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 (not legal advice). QuickBooks telephone support is strictly software related (not accounting principles). Email support is available when possible.

### **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, retakes are not guaranteed).

For Regularly Scheduled classes, 90-day free retake policy is included for classes priced \$540 or less, if space is available.

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 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 Classes longer than 15 hours as well as SHRM, and medical coding classes, you will be notified approximately 10 plus 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, Complaints, 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 SHRM and medical coding classes, you will be notified approximately 10 plus business days prior to class start for confirmation, which is when payment is required unless other billing arrangements are made. Complaints can be made by emailing or calling Lisa Shaffer at the information listed below. Grievances may be appealed by contacting the Alaska Commission on Postsecondary Education. Full refunds are only available if withdrawn prior to 24 hours of the first day of class except networking, SHRM and medical coding classes (Basic SHRM Skills, Step by Step Medical Coding, etc). For SHRM and medical coding classes, you will be notified approximately 10 plus days prior to class start for confirmation, which is when manuals are ordered. No refund after confirmation!

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north star computing

COMPUTER RESOURCE CENTER



## Equipment Rental Prices

<u>Item</u>	<u>Unit</u>	<u>Amount</u>
<b>Laptop Rental</b>	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
<b>Monitor Only</b>	Minimum Daily	\$33
<b>12 Port Hub with cables</b> (call for other options)	7 days	\$90
<b>5 Port Hub with cables</b>	Minimum Daily	\$17
	7 days	\$80
<b>InFocus High-Performance Projector</b> (LP 540 w/remote, 1700 Lumens, XGA 1024x768)	Minimum Daily	LP540 \$210
	5 days	LP540 \$635
	7 days	LP540 \$850
<b>Laptop Rental w/ rental of Projector or LCD panel</b>	Minimum Daily	\$17
<b>Projector Screen with stand (60"x60")</b>	Minimum Daily	\$15
<b>HP Laser Printer</b>	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
<b>Brother Laser Printer/Fax/Copier/Scanner</b>	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
<b>HP Laserjet Pro Printer/Fax/Copier/Scanner</b>	30 days	\$665
<b>Table 8 foot</b>	Minimum Daily	\$10
	7 days	\$38
<b>Table 6 foot</b>	Minimum Daily	\$8
	7 days	\$28
<b>Delivery and Pickup Fee</b>	Per 3 items	\$65

\*NOTE: Prices are effective Jun 2025 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 24 for exceptions.



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

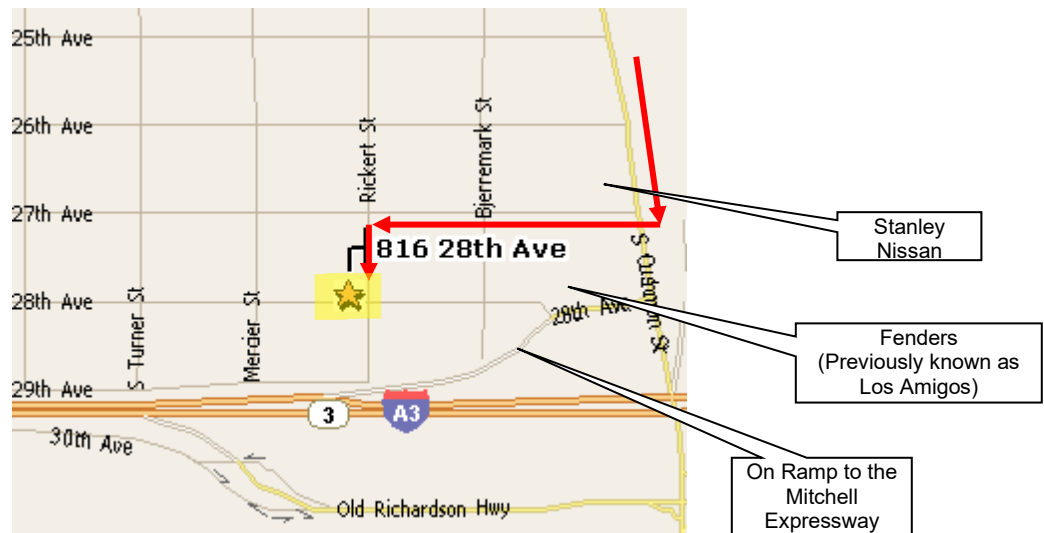
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## Directions and Map to Our Location

From Fairbanks International Airport: (approximately 8 minutes)

<b>Directions:</b>
<b>1. Depart</b> Fairbanks International Airport keeping to the right and exit through the "Archway."
<b>2.</b> Stay on <b>Airport Way</b> heading ( <b>East</b> ) Approximately <b>4 miles</b> .
<b>3.</b> Turn <b>Right/South</b> onto <b>South Cushman Street</b> .
<b>4.</b> Go approximately <b>1½ mile</b> down South Cushman Street.
<b>5.</b> Turn <b>Right/West</b> onto <b>27<sup>th</sup> Avenue</b> (Nissan Dealership on right).
<b>6.</b> Turn <b>Left/South</b> onto <b>Rickert Street</b> .
<b>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.</b>
<b>816 28<sup>th</sup> Ave, Suite 100, Fairbanks, AK, 99701</b> <b>(907) 452-7325</b>



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