



MSETS

Midnight Sun Education & Training Solutions

2024 PROGRAM CATALOG



January – December 2024

Table of Contents

Cover Page	1
Table of Contents	2
About Us	3
Our Mission & Values	4
Our Staff	4
Equal Opportunity Statement	4
Location / Class Days & Times	5
Admissions	6
Class Structure	6
Student Records	7
Fees	7
Refund Policy	8
Grievance Policy	8
Observed Holidays	9
Course Information	10
Course Descriptions	11-15

About Us

Welcome to Midnight Sun Education & Training Solutions LLC (MSETS)! We are an Alaskan owned and operated, small business, with locations in Anchorage and Wasilla.

We began as a one-person business, helping people with disabilities referred by the Division of Vocational Rehabilitation (DVR), to obtain meaningful employment. It all started with a client who needed some refresher skills in Word and Excel before getting back into the office environment.

After assisting this particular client, and then a few more individual clients, it grew into a mini classroom session a couple of days a week for several DVR clients. We did this for a short while and had a waiting list of clients wanting to join the small-sized computer classes. It turns out there is a huge need for this, as so many people aren't able to *thrive* in a typical college classroom setting and we strive to help our students thrive! We will always keep our classroom size small, as we'd rather have multiple locations than one big location that resembles a college.

We have found that the smaller groups encourage people to ask questions, encourages student interaction, and takes away the scariness/anxiety/fear that traditional colleges can evoke for those who might have some degree of a disability or just prefer to learn in smaller groups. Come strive to thrive with us!

Sincerely,

Misty M. Dennis

Managing Director / Founder / Instructor / Lifelong Learner

msetsllc@gmail.com

January 1, 2024

Our Mission & Values

Midnight Sun Education & Training Solutions' (MSETS) mission is to provide a small learning environment where individuals feel welcome to come and learn.

We have a soft spot for those who may often feel like they have fallen through the cracks of life; like veterans, foster kids, or those struggling with a disability of some sort that makes learning a bit more challenging. We teach at YOUR pace and have ridiculous amounts of patience to help get you there!

Our Staff

Cayla Yount has been with MSETS from the very beginning. She instructs students in our Wasilla location and facilitates our online classes. She is also the Office Manager for MSETS, keeping track of all student records and MSETS files.

Audrey Cain joined us recently and has been a great addition to the team. She instructs students in our Anchorage location.

Equal Opportunity Statement

MSETS strongly believes in equal education and employment. We do not discriminate based upon race, color, religion, national origin, sex, age, disability, veteran status, or any other status protected under federal, state, or local law.

Locations/Class Days & Times



ANCHORAGE

1577 C Street, Suite 201
Anchorage, AK 99501
(907) 414-9697

anchorage@msets.net

Mon., Wed., Fri. 10:00 am to 1:00 pm
Mon., Wed., Fri. 3:00 pm to 6:00 pm



WASILLA

165 E. Parks Hwy., Suite 103
Wasilla, AK 99654
(907) 414-9893

wasilla@msets.net

Mon., Wed., Fri. 1:30 pm to 4:30 pm



ONLINE

(907) 414-9893

wasilla@msets.net

Mon., Wed., Fri. 10:00 am to 1:00 pm

Admissions

At MSETS, the admissions process is easy! There are no admissions fees, lengthy admissions processes, interviews, or deadlines to have your information submitted by.

Simply fill out our short Admissions Form (or Referral Form for referring agencies), make (or arrange for*) your payment, and come to class ready to learn!

Please note: Due to keeping our classrooms smaller in size, we sometimes do fill up and have a waiting list. We strive to offer multiple class times to alleviate this issue, but sometimes this is beyond our control. In the event the classroom is full, you will have the option of being put on the waitlist.

Class Structure

Classes at MSETS are on a continual basis. There are no start dates or end dates; you learn at YOUR pace.

You can complete a course as quickly as you would like to, or are able to, based on your specific situation; such as, if you have access to a computer at home and can log in and work on your coursework on non-class days, etc. You can also take more time if needed, due to a busy personal life, a medical condition, a disability, or just a desire to learn at a more chill pace. You can start on the next class day after payment is made*, as long as there is availability.

*Fees / PO's / AFP's are due before you start class. Once payment is made, class can begin on the next scheduled class day, as long as there is availability. Fees will be pro-rated for mid-month start dates, by the number of actual class days scheduled in that month. See refund policy for details on refunds.

Student Records

MSETS maintains all student records, in the Wasilla location, for 3 years from the date of last attendance. While copies of your certifications are always available in your own personal Certiport account, we will maintain copies of all other certifications and paperwork in our Wasilla location. To request records, please fill out a Records Request Form and email it to msetsllc@gmail.com.

Fees

Fees work a little different at MSETS because our classes are on a continual basis and we teach at *your* pace. Your fee pays for a month of time in our classroom and includes the computer, printer, office supplies, curriculum, books, binders, test prep access codes, certification vouchers, etc.—everything that you will need for your chosen course.

We DO NOT charge an application fee, technology fee, or a supply fee and we also DO NOT charge for additional access codes & vouchers should you not pass the first time, or the second, or the third.

In-person classes: \$1152/month per person

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Online classes: \$1080/month per person

*Fees / PO's / AFP's are due on or before the first day of class and again at the beginning of each month thereafter. Once payment is made, you can begin class on the next scheduled class day. Fees will be pro-rated for mid-month start dates by the number of actual class days in that month. See refund policy for details on refunds.

Refund Policy

We understand that circumstances can change quickly. 100% of fees paid will be refunded, back to whomever paid the fees, if the cancellation notice is given via email to msetsllc@gmail.com, or via phone to (907) 841-4437; and is given prior to the agreed upon start date of class, whether it is the first Monday, Wednesday or Friday of the month, or a mid-month start date. Refunds will be issued within 30 days of receipt of cancellation.

Once you start your first day of class for any given month, fees for that month are not refundable, as MSETS reserved that spot for you and has procured and/or assigned curriculum to you.

Grievance Policy

While we hope you never have to worry about this, grievances can happen. If a grievance does occur, our policy is for you to first speak to the instructor and try to resolve it at that level. If you feel your concern is not being adequately resolved, you can send an email to the Managing Director at msetsllc@gmail.com, outlining your concern, what steps you have taken and what the outcome so far has been. She will reach out to you and work to resolve your grievance.

If you and the Managing Director are not able to resolve your grievance, you may file a complaint with the Alaska Commission on Postsecondary Education (ACPE) by emailing them at EED.ACPE-IA@alaska.gov to request a complaint form. You can also visit their website at <https://acpe.alaska.gov/ConsumerProtection> to learn more.

Observed Holidays

MSETS follows the Municipality of Anchorage's People Mover holiday schedule, as many of our students use the bus system to get to and from class. We add a day or two to the big holidays, for our staff and students to enjoy a longer holiday.

MSETS will be closed for the following 2024 holidays:

- New Year's Day January 1st
- Martin Luther King Jr. Day January 15th
- President's Day February 19th
- Seward's Day March 25th
- Memorial Day May 27th
- Juneteenth June 19th
- Independence Day July 4th-5th
- Labor Day September 2nd
- Indigenous Peoples' Day October 14th
- Veterans Day November 11th
- Thanksgiving Holiday November 27th-29th
- Christmas Holiday December 24th-26th
- New Year's Eve December 31st

Course Information

COURSE CURRICULUM

MSETS utilizes Certiport endorsed curriculum that has been mapped to the objectives in the various certifications. To learn more about Certiport's endorsed curriculum for a particular course, visit or click <https://certiport.pearsonvue.com/Educator-resources/Learning-products.aspx>

The practice tests and certification vouchers MSETS utilizes, are also obtained through Certiport, a Pearson Vue Business. Certiport is “the leading provider of certification exam development, delivery and program management services.” To learn more about Certiport, visit or click <https://certiport.pearsonvue.com/About/What-we-do>.

COURSE CERTIFICATION SCORING

“Most Certiport certification exam scores are reported on a scale of 1 to 1000, with a few using 1 to 100. The passing score for our [their] certification exams is 700...” “Any score of 700 or greater is a “pass.” Any score below 700 is a “fail.” (Exams scaled from 1 to 100 with passing score scaled to 70.)” To learn more about this, visit or click the link below and scroll down to the “Scoring” section, then down to “What score do I need to pass an exam?”

<https://certiport.pearsonvue.com/About/Developing-a-certification-examination/Certification-examination-FAQs>.

COURSE HOURS

MSETS courses are designed to be completed in 120 class hours or less. As MSETS class schedule provides students with 9 class hours a week (approx. 36 hours a month) of hands-on class time, on average depending on holidays, etc., it is crucial that you work on your studies at home when you are not in class. This can include reading through the books or materials, and/or working through the curriculum on a computer, if you have access to one.

Course Descriptions

Using the computer to effectively function in the workplace, and navigate the digital world, is a must in today's world.

The IC3 Digital Literacy course series is a necessity for individuals changing careers, who haven't been exposed to computers, or for stay-at-home moms and dads, or anyone who hasn't been around computers and/or needs a thorough refresher.

Computer experience is needed for just about every type of job in today's technological world, from janitorial to retail to medical to trucking to repair, and the list goes on.

If this sounds like you, you may want to start with the IC3 Digital Literacy course. We recommend Level 1 and 2.

- **IC3 Digital Literacy Level 1 & 2**

This course series will prepare students to test for the IC3 Digital Literacy certification offered for each Level. If certification is not a goal, or not necessary, a Certificate of Completion is generated upon successful completion of the course. For the curriculum we primarily use, successful completion would be 80%.

This course covers basic introductions to Word and PowerPoint (and Excel in Level 2 & 3), as well as a deep dive on basic computer skills, online environments, emailing, printing, safety and security, etc.—

Course Descriptions

continued

essentially teaching students how to use the computer to effectively function in the workplace and navigate the digital world. Level 1 and 2 are the most essential to bridging the knowledge gap if trying to be competitive in securing employment. Level 3 would be most beneficial to those seeking employment where there will be a lot of computer interaction on the job, such as an office job.

IC3 DIGITAL LITERACY IS THE FOUNDATION FOR INFORMATION TECHNOLOGY

IC3 Digital Literacy Certification program is dedicated to ensuring learners of all ages can not only navigate our digital world but thrive in it. It not only validates a learners' ability to do more than simply consume technology, it enables them to comprehend the possibilities and form the foundational set of skills necessary to support our modern digital economy. The path to information and communication technology starts with IC3 Digital Literacy.

Learn More at www.certiport.com/ic3

GLOBAL STANDARD SIX

Technology Basics

Digital Citizenship

Information Management

Content Creation

Communication

Collaboration

Safety and Security



LEVEL 1

Know: The Level 1 exam certifies that candidates have the foundational knowledge and basic competencies of Digital Literacy across seven competency domain



LEVEL 2

Do: The Level 2 exam certifies a candidate's ability to do essential tasks in an online environment and within core applications across the seven objective domains



LEVEL 3

Lead: The Level 3 exam certifies a candidate's mastery of digital literacy and their ability to manage systems, collaborate, and troubleshoot while providing guidance to others.



When a candidate successfully passes all three certification exams, they earn a master certificate and badge to display a successful completion of the IC3 Digital Literacy Program Global Standard Six.

<https://certiport.pearsonvue.com/Certifications/IC3/Digital-Literacy-Certification/Overview.aspx> → click on "IC3 Digital Literacy Overview Brochure"

Course Descriptions

continued

▪ Microsoft Office Specialist (MOS)

This course series will prepare students to test for the Microsoft Office Specialist certification offered for each subject below. If certification is not a goal, or not necessary, a Certificate of Completion is generated upon successful completion of the course. For the curriculum we primarily use, successful completion would be 80%.

- **Word 2019:** Become proficient in, and/or get certified in, managing documents, formatting text, managing tables, creating and managing references, inserting and formatting graphics, and managing document collaboration.
- **Excel 2019:** Become proficient in, and/or get certified in, managing worksheets and workbooks, managing data cells & tables, using formulas and functions, and managing charts.
- **PowerPoint 2019:** Become proficient in, and/or get certified in, managing presentations and slides, formatting text, shapes and images, inserting tables and charts, and applying transitions and animations.
- **Outlook 2019:** Become proficient in, and/or get certified in, customizing outlook settings, configuring mail settings, performing search operations, printing and saving, and managing messages, schedules, contacts, and tasks.

Course Descriptions

continued

- **Intuit**

As the creator of QuickBooks and the Certified Bookkeeping Professional program, among many other programs, Intuit serves over 100 million customers worldwide. The two courses listed below are courses that they have partnered with Certiport to bring certification to their customer base as well.

- **QuickBooks Desktop & Online**

QuickBooks is one of the top bookkeeping software programs used by small to medium sized businesses. Become proficient in, and/or get certified in, properly using the QuickBooks Desktop and QuickBooks Online platforms.

- **Certified Bookkeeping Professional**

Want to learn about bookkeeping and how to properly categorize transactions for a company? This is one of the fields that has great job security—as long as there are businesses, there will need to be people to keep track of the money in and money out. Become proficient in, and/or get certified in this great profession!

- **Entrepreneurship & Small Business**

Want to run your own business but aren't sure of all of the ins and outs of how to do it? If so, this Certiport course is for you! Become proficient in, and/or get certified in entrepreneurial and small business concepts, marketing and sales skills, production and distribution, and business financials.

Course Descriptions

continued

Last, but not least...

- **Communication Skills for Business – Professional Communication**

This is one of the newest certifications offered through Certiport. Become proficient in, and/or get certified in professional communication skills; effective verbal, nonverbal and listening skills; creating business deliverables; effectively delivering a message; receiving communications; and analyzing communication scenarios.

Questions / Comments / Concerns?

Email the Managing Director at

msetsllc@gmail.com

or

call her at (907) 841-4437

Thank you! 😊