

# Office Technology/Office Computer Applications

*Inland Empire/Desert Region (Riverside and San Bernardino counties)*

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*This workforce demand report uses state and federal job projection data developed before the economic impact of COVID-19. The COE is monitoring the situation and will provide more information as it becomes available. Please consult with local employers to understand their current employment needs.*

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## Summary

- This analysis assesses two community college programs that provide the skills that lead to three community college-level application and information systems jobs.
- Application and information systems jobs are projected to have 4,144 combined annual job openings, mostly replacement jobs. Combined new job growth for these jobs will be flat.
- The 50<sup>th</sup> percentile hourly wages for this occupational group are between \$19.56 and \$28.92 per hour. Wages for two of the three applications and information systems jobs are above the regional \$21.78 per hour self-sustainable wage standard for a single adult with one child.
- In the region, eight community colleges conferred an annual average of 207 awards in programs related to office technology/office computer applications over the last three academic years. Other post-secondary institutions issued 236 awards on-average in related training programs.

## Introduction

This analysis provides an employment demand and educational supply assessment of community college-level occupations requiring more than a high school diploma but less than a bachelor's degree. The California Community College office technology/office computer applications (TOP 0514.00) program prepares students for employment through instruction related to the recording and disseminating of information, by manual and electronic means, including administrative office practices (keyboarding, computer literacy/applications, internet usage, e-mailing, and scheduling), global concepts, and office management skills (problem-solving, critical thinking, and interpersonal relations). The office management (TOP 0514.40) program is also included in this analysis due to the overlap in potential occupational outcomes. The office management program provides preparation to supervise and manage operations and personnel of business offices, including supervision, budgeting, scheduling, office systems, and records (Taxonomy of Programs, 2012). The knowledge, skills, and abilities trained in these programs lead to the following community college-level occupations, collectively referred to as application and information systems jobs in this report:

1. Executive Secretaries and Executive Administrative Assistants (SOC 43-6011)
2. First-Line Supervisors of Office and Administrative Support Workers (43-1011)
3. Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)

## Job Counts and Projections

In 2019, there were 40,911 application and information systems jobs in the Inland Empire/Desert Region. Employment in this occupational group is expected to decrease by 139 jobs over the next five years; growth will be flat. However, employers in the region will need to add 4,144 workers annually over the next five years to fill new jobs and backfill jobs that workers are permanently vacating (includes retirements).

Secretaries and administrative assistants, except legal, medical, and executive will have the most annual job openings, 2,198. The executive secretaries and executive assistants will have the fewest annual job openings, 405. Demand for each of these occupations will be for replacement jobs; overall employment for these occupations is expected to contract over the next five years. The first-line supervisors of office and administrative support occupation will have 1,541 annual job openings and is the only occupation in the only job in this group expected to have new job growth. Exhibit 1 displays job counts, five-year projected job growth, job openings, and the share of incumbent workers age 55 years and greater working in this occupational group.

*Exhibit 1: Application and information systems jobs five-year projections, 2019-2024*

Occupation	2019 Jobs	2024 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	21,451	21,154	(1%)	13,187	2,198	34%
First-Line Supervisors of Office and Administrative Support Workers	15,344	15,755	3%	9,248	1,541	25%
Executive Secretaries and Executive Administrative Assistants	4,116	3,862	(6%)	2,429	405	34%
<b>Total</b>	<b>40,911</b>	<b>40,772</b>	<b>(0%)</b>	<b>24,864</b>	<b>4,144</b>	<b>31%</b>

Source: Emsi 2021.1

Exhibit 2 shows the number of job ads posted during the last 12 months and the average time to fill each occupation in the local region and statewide. On average, regional employers fill online job postings for the application and information systems jobs within 42 days, one day shorter than the statewide average of 43 days, indicating that local employers may face similar hiring challenges as other employers in California.

*Exhibit 2: Application and information systems jobs job ad count and time to fill*

Occupation	Job Ads	Regional Average Time to Fill (Days)	Statewide Average Time to Fill (Days)
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	2,262	41	41
First-Line Supervisors of Office and Administrative Support Workers	662	41	49
Executive Secretaries and Executive Administrative Assistants	241	48	44
<b>TOTAL</b>	<b>3,165</b>	<b>42</b>	<b>43</b>

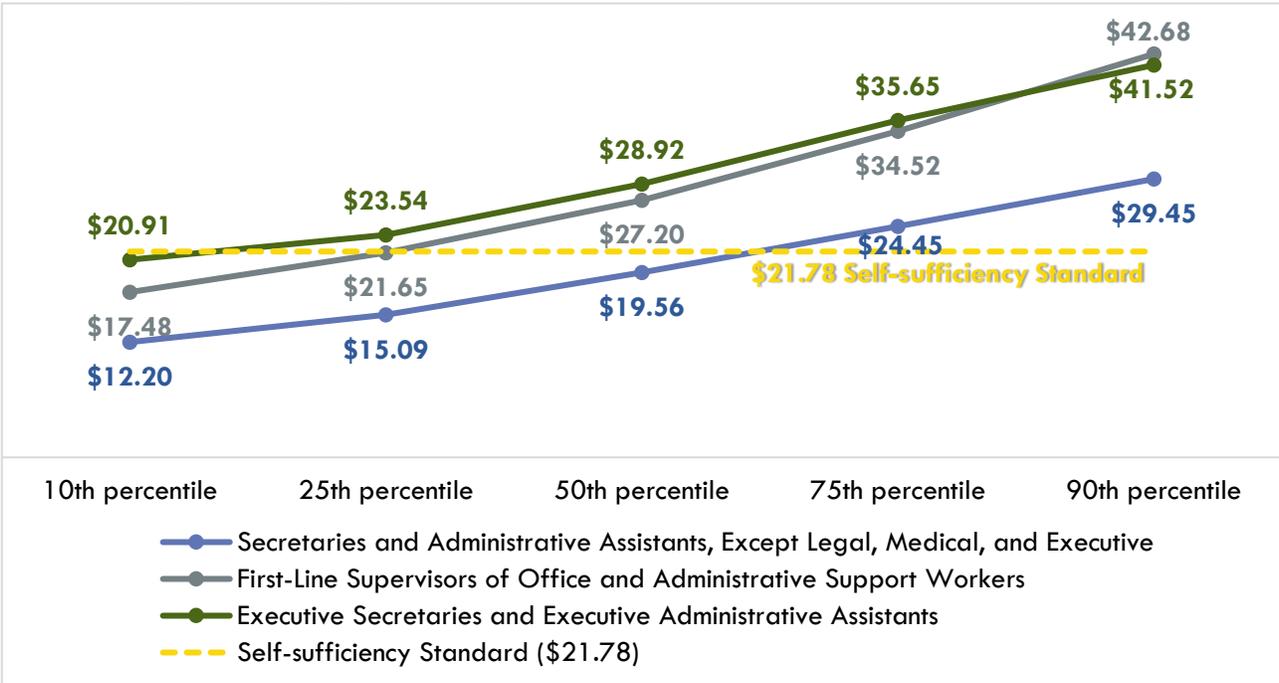
Source: Burning Glass – Labor Insights

### Earnings and Benefits

Community colleges should ensure their training programs lead to employment opportunities that provide self-sustainable income. The University of Washington estimates that a self-sufficient hourly rate for a single adult with one school-age child is \$21.78 per hour or \$45,992 annually in Riverside County; \$21.24 per hour or \$44,867 annually in San Bernardino County (Pearce, 2020). For this study, the higher hourly earnings requirement in Riverside County is adopted as the self-sufficiency standard for the two-county region.

The 25<sup>th</sup> percentile hourly earnings for executive secretaries and executive administrative assistants is above the self-sustainability rate. The 50<sup>th</sup> percentile hourly wage for first-line supervisors of office and administrative support workers exceeds the self-sufficiency standard, indicating that the top 50% of workers earn a self-sustainable wage. The hourly earnings for secretaries and administrative assistants, except legal, medical, and executive do not surpass the self-sustainability rate until the 75<sup>th</sup> percentile, indicating that the hourly earnings of the top 25% of workers in the occupation meet the self-sustainability standard. Exhibit 3 displays the hourly earnings for the application and information systems occupational group.

Exhibit 3: Hourly earnings by percentile



Source: Emsi 2021.1

According to the occupational guides developed by the California Labor Market Information Division, most employers offer workers in the application and information systems occupational group benefits packages that include medical and dental insurance (Detailed Occupational Guides, 2020).

### Advertised Salary from Online Job Ads

Exhibit 4 displays online job ad salary data for the application and information systems occupational group over the last 12 months. Online job ad salary information reveals that employers are willing to pay the application and information systems occupational group between \$39,000 and \$51,000 annually. Advertised wages for secretaries and administrative assistants, except legal, medical, and executive are below the \$45,992 annual (\$21.78 hourly) self-sufficiency standard for the region. Consider online job ad salary with caution since only 56% (1,781 out of 3,165) of results for these occupations provided information. The salary figures are prorated to reflect full-time, annual salary status.

Exhibit 4: Advertised salary information

Occupations	Real-Time Salary Information					Average Annual Salary
	Number of job postings	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$74,999	More than \$75,000	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,285	52%	37%	8%	3%	\$39,000
First-Line Supervisors of Office and Administrative Support Workers	333	19%	49%	21%	11%	\$51,000
Executive Secretaries and Executive Administrative Assistants	163	25%	39%	31%	5%	\$47,000

Source: Burning Glass – Labor Insights

### Employers, Skills, Education, and Work Experience

Exhibit 5 displays the employers posting the most job ads during the last 12 months. Displaying employer names provides some insight into where students may find employment after completing a program.

Exhibit 5: Employers posting the most job ads for the application and information systems occupational group

Occupation	Top Employers	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (n=2,265)	<ul style="list-style-type: none"> <li>California State University, San Bernardino</li> <li>Riverside County</li> <li>Edison International</li> </ul>	<ul style="list-style-type: none"> <li>United Parcel Service, Inc.</li> <li>Hesperia Unified School District</li> </ul>
First-Line Supervisors of Office and Administrative Support Workers (n=663)	<ul style="list-style-type: none"> <li>Marriott International Incorporated</li> <li>Chino Valley Unified School District</li> <li>NFI Industries Incorporated</li> </ul>	<ul style="list-style-type: none"> <li>Riverside County</li> <li>California State University, San Bernardino</li> </ul>
Executive Secretaries and Executive Administrative Assistants (n=241)	<ul style="list-style-type: none"> <li>University of California, Riverside</li> <li>San Manuel Band of Mission Indians</li> </ul>	<ul style="list-style-type: none"> <li>California State University, San Bernardino</li> </ul>

Source: Burning Glass – Labor Insights

Exhibit 6 lists a sample of specialized and employability skills employers seek when looking for workers to fill application and information systems positions. Specialized skills are occupation-specific skills that employers request for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is often referred to as "soft skills." The skills requested in job postings may be utilized to guide curriculum development.

Exhibit 6: Sample of in-demand skills from employer job ads

Occupation	Specialized skills	Employability skills
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (n=2,135)	<ul style="list-style-type: none"> <li>• Administrative Support</li> <li>• Scheduling</li> <li>• Data Entry</li> <li>• Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Organizational Skills</li> <li>• Detail-Oriented</li> <li>• Typing</li> </ul>
First-Line Supervisors of Office and Administrative Support Workers (n=610)	<ul style="list-style-type: none"> <li>• Office Management</li> <li>• Scheduling</li> <li>• Customer Service</li> <li>• Staff Management</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Organizational Skills</li> <li>• Problem Solving</li> <li>• Detail-Oriented</li> </ul>
Executive Secretaries and Executive Administrative Assistants (n=235)	<ul style="list-style-type: none"> <li>• Administrative Support</li> <li>• Scheduling</li> <li>• Expense Reports</li> <li>• Staff Management</li> </ul>	<ul style="list-style-type: none"> <li>• Organizational Skills</li> <li>• Communication Skills</li> <li>• Detail-Oriented</li> <li>• Research</li> </ul>

Source: Burning Glass – Labor Insights

The typical entry-level education required to enter each occupation in the group is a high school diploma or equivalent. According to the Bureau of Labor Statistics, more than a third (41%-46%) of incumbent workers in this field hold a community college-level of educational attainment; "some college, no degree" and an "associate degree." Online job ads indicate that the minimum advertised education requirement requested by employers the majority of *secretaries and administrative assistants, except legal, medical, and executive* (81%) and *first-line supervisors of office and administrative support workers* (58%) is a high school diploma or vocational training. Most *executive secretaries and executive administrative assistants* require an associate degree or higher.

Exhibit 7: Typical entry-level education, educational attainment, and minimum advertised education requirements

Occupation	Typical Entry-Level Education Requirement	CC-Level Educational Attainment*	Real-Time Minimum Advertised Education Requirement			
			Number of Job Ads	High school or vocational training	Associate degree	Bachelor's degree or higher
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	46%	1,478	81%	8%	11%
First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	41%	430	58%	6%	36%
Executive Secretaries and Executive Administrative Assistants	High school diploma or equivalent	41%	170	49%	15%	36%

Source: Emsi 2021.1, Burning Glass – Labor Insights

\*Percentage of incumbent workers with a Community College Award or Some Post-secondary Coursework

Exhibit 8 displays the work experience typically required to enter each occupation and the real-time work experience requirements from employer job ads.

Exhibit 8: Work experience required and real-time work experience requirements

Occupation	Work Experience Typically Required	Real-Time Work Experience			
		Number of job postings	0 – 2 years	3 – 5 years	6+ years
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	None	1,180	68%	30%	2%
First-Line Supervisors of Office and Administrative Support Workers	Less than 5 years	383	38%	56%	6%
Executive Secretaries and Executive Administrative Assistants	Less than 5 years	155	33%	57%	10%

Source: Emsi 2021.1, Burning Glass – Labor Insights

### Student Completions for Application and information systems Programs

Exhibits 9 & 11 display completion data for the California Community College office technology/office computer applications (TOP 0514.00) program and the office management (0514.40) program between 2016 and 2019. These programs have collectively awarded an annual average of 207 associate degrees and certificates over the last three academic years. The student completion and outcome methodology are available on page 15.

#### Application and Information Systems Programs:

- TOP 0514.00 – Office Technology/Office Computer Applications: 180 avg. awards
- TOP 0514.40 – Office Management: 27 avg. awards
- CIP 52.0401 – Administrative Assistant and Secretarial Science, General: 61 avg. annual awards
- CIP 52.407 – Business/Office Automation/Technology/Data Entry: 60 avg. annual awards
- CIP 52.408 – General Office Occupations and Clerical Services: 115 avg. annual awards

*Exhibit 9: 2016-19, Annual average community college awards for the office technology/office computer applications programs in the Inland Empire/Desert Region*

TOP 0514.00 – Office Technology/Office Computer Applications	Associate degree	Certificate requiring 30 to <60 semester units	Certificate requiring 18 to <30 semester units	Certificate requiring 12 to <18 semester units	Certificate requiring 6 to <18 semester units	Total CC Annual Average Awards, Academic Years 2016-19
Barstow	-	-	0	-	-	0
Chaffey	9	6	30	3	1	50
Desert	-	-	11	-	-	11
Mt. San Jacinto	17	13	-	-	-	30
Palo Verde	-	-	-	-	28	28
Riverside	-	4	5	-	13	21
San Bernardino	4	8	-	-	0	12
Victor Valley	18	5	6	-	-	28
<b>Total</b>	<b>48</b>	<b>36</b>	<b>52</b>	<b>3</b>	<b>42</b>	<b>180</b>

Source: MIS Data Mart

California program outcome data may provide a useful insight into the likelihood of success for the proposed program. Community college student outcome information based on the Office Technology/Office Computer Application (TOP 0514.00) program is provided in Exhibit 10. The outcome methodology is available in the appendix section of this report.

*Exhibit 10: 0514.00 – Office technology/office computer applications strong workforce program outcomes*

<b>Strong Workforce Program Metrics: 0514.00 – Office Technology/Office Computer Applications Academic Year 2017-18, unless noted otherwise</b>	<b>Inland Empire/Desert Region</b>	<b>California</b>
Unduplicated count of enrolled students (2018-19)	3,412	46,325
Completed 9+ career education units in one year (2018-19)	29%	23%
Perkins Economically disadvantaged students (2018-19)	89%	75%
Students who attained a noncredit workforce milestone in a year (2018-19)	16%	62%
Students who earned a degree, certificate, or attained apprenticeship (2018-19)	97	1,490
Transferred to a four-year institution (transfers)	137	1,876
Job closely related to the field of study (2016-17)	54%	63%
Median annual earnings (all exiters)	\$27,342	\$30,140
Median change in earnings (all exiters)	22%	21%

<b>Strong Workforce Program Metrics: 0514.00 – Office Technology/Office Computer Applications Academic Year 2017-18, unless noted otherwise</b>	<b>Inland Empire/Desert Region</b>	<b>California</b>
Attained a living wage (completers and skills-builders)	56%	46%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

*Exhibit 11: 2016-19, Annual average community college awards for the office management programs in the Inland Empire/Desert Region*

<b>TOP 0514.40 – Office Management</b>	<b>Associate degree</b>	<b>Certificate requiring 30 to &lt;60 semester units</b>	<b>Certificate requiring 6 to &lt;18 semester units</b>	<b>Total CC Annual Average Awards, Academic Years 2016-19</b>
Chaffey	12	7	-	19
Mt. San Jacinto	-	-	0	0
Riverside	4	-	3	7
<b>Total</b>	<b>16</b>	<b>7</b>	<b>4</b>	<b>27</b>

Source: MIS Data Mart

Community college student outcome information based on the Office Management (TOP 0514.40) program is provided in Exhibit 12.

*Exhibit 12: 0514.40 – Office management strong workforce program outcomes*

<b>Strong Workforce Program Metrics: 0514.40 – Office Management Academic Year 2017-18, unless noted otherwise</b>	<b>Inland Empire/Desert Region</b>	<b>California</b>
Unduplicated count of enrolled students (2018-19)	182	718
Completed 9+ career education units in one year (2018-19)	50%	40%
Perkins Economically disadvantaged students (2018-19)	95%	88%
Students who attained a noncredit workforce milestone in a year (2018-19)	-	57%
Students who earned a degree, certificate, or attained apprenticeship (2018-19)	22	41
Transferred to a four-year institution (transfers)	-	-
Job closely related to the field of study (2016-17)	-	53%
Median annual earnings (all exiters)	\$23,804	\$24,906
Median change in earnings (all exiters)	-	26%
Attained a living wage (completers and skills-builders)	-	40%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

Exhibits 13 – 15 display awards conferred outside the community college system. Completion data is compiled from the Integrated Postsecondary Education Data System (IPEDS) for the most recent three years available. These programs awarded 236 annual average awards. Due to IPEDS reporting limitations, it is assumed that each award represents a qualified worker since it is unknown if students are earning multiple awards from this program.

*Exhibit 13: Annual average other educational program student completions for administrative assistant and secretarial science, general programs in the Inland Empire/Desert Region*

52.0401 Administrative Assistant and Secretarial Science, General (CIP Program)	Award < 1 academic year	Other Educational Institutions Annual Average Certificates or Other Credit Awards (2014-17)
California Technical Academy	47	47
Riverside County Office of Education-School of Career Education	13	13
<b>Total annual average other awards</b>	<b>61</b>	<b>61</b>

Source: IPEDS

*Exhibit 14: Annual average other educational program student completions for business/office automation/technology/data entry programs in the Inland Empire/Desert Region*

52.407 Business/Office Automation/Technology/Data Entry (CIP Program)	Award < 1 academic year	Award 1 < 2 academic years	Other Educational Institutions Annual Average Certificates or Other Credit Awards (2014-17)
California Technical Academy	15	-	15
CET - Coachella	-	44	44
<b>Total annual average other awards</b>	<b>15</b>	<b>44</b>	<b>60</b>

Source: IPEDS

*Exhibit 15: Annual average other educational program student completions for general office occupations and clerical services programs in the Inland Empire/Desert Region*

52.408 General Office Occupations and Clerical Services (CIP Program)	Award 1 < 2 academic years	Other Educational Institutions Annual Average Certificates or Other Credit Awards (2014-17)
United Education Institute (UEI)-Riverside	61	61
United Education Institute (UEI)-Ontario	54	54
<b>Total annual average other awards</b>	<b>115</b>	<b>115</b>

Source: IPEDS

### Recommendation for Application and Information Systems Programs

Application and information systems occupations are expected to have 4,144 combined annual job openings over the next five years. Secretaries and administrative assistants, except legal, medical, and executive will have the most annual job openings, 2,198. The executive secretaries and executive assistants will have the fewest annual job openings, 405. First-line supervisors of office and administrative support workers and

executive secretaries and executive assistants each offer a median wage that exceeds the self-sustainability standard.

Office technology/office computer applications (TOP 0514.00) and the office management (0514.40) programs were offered at eight community colleges. These programs have collectively awarded an annual average of 207 associate degrees and certificates over the last three academic years. Private institutions awarded an annual average of 236 awards.

The Centers of Excellence recommends expanding application and information systems programs to meet the demand for workers in the region. Colleges should partner with relevant employers and concentrate on the skills and certifications that lead to first-line supervisors of office and administrative support workers and executive secretaries and executive assistants occupations and ensure students earn a self-sustainable level of income shortly after exiting these programs. Training for the secretaries and administrative assistants, except legal, medical, and executive occupation is cautiously recommended due to the low median hourly earnings reported for this occupation.

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## Appendix: Occupation definitions, sample job titles, five-year projections, and earnings for application and information systems worker occupations

### **Occupation Definitions (SOC code), Education and Training Requirement, Community College Education Attainment**

#### **First-Line Supervisors of Office and Administrative Support Workers (43-1011)**

Directly supervise and coordinate the activities of clerical and administrative support workers.

**Sample job titles:** Accounting Manager, Accounts Payable Supervisor, Accounts Receivable Manager, Administrative Supervisor, Customer Service Manager, Customer Service Supervisor, Office Coordinator, Office Manager, Office Supervisor, Staff Services Manager

*Entry-Level Educational Requirement: High school diploma or equivalent*

*Training Requirement: None*

*Percentage of incumbent workers with a Community College Award or Some Post-secondary Coursework: 41%*

#### **Executive Secretaries and Executive Administrative Assistants (43-6011)**

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

**Sample job titles:** Administrative Aide, Administrative Assistant, Administrative Associate, Administrative Coordinator, Administrative Secretary, Administrative Specialist, Executive Administrative Assistant, Executive Assistant, Executive Secretary, Office Assistant

*Entry-Level Educational Requirement: High school diploma or equivalent*

*Training Requirement: None*

*Percentage of incumbent workers with a Community College Award or Some Post-secondary Coursework: 41%*

**Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)**

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

**Sample job titles:** Administrative Assistant, Administrative Associate, Administrative Secretary, Administrative Specialist, Administrative Technician, Clerk Typist, Department Secretary, Office Assistant, Secretary, Staff Assistant

*Entry-Level Educational Requirement: High school diploma or equivalent*

*Training Requirement: Less than one-month on-the-job training*

*Percentage of incumbent workers with a Community College Award or Some Post-secondary Coursework: 46%*

## Appendix: Student Completions and Program Outcome Methodology

Exhibits 9 and 11 display the average annual California Community College (CCC) awards conferred during the three academic years between 2016 and 2019, from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total of associate degrees and certificates issued during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variation that might be present in a single year.

Community college student outcome information is from LaunchBoard and based on the selected TOP code and region. These metrics are based on records submitted to the California Community Colleges Chancellor's Office Management Information Systems (MIS) by community colleges, which come from self-reported student information from CCC Apply and the National Student Clearinghouse. Employment and earnings metrics are sourced from records provided by California's Employment Development Department's Unemployment Insurance database. When available, outcomes for completers are reported to demonstrate the impact that earning a degree or certificate can have on employment and earnings. For more information on the types of students included for each metric, please see the web link for LaunchBoard's Strong Workforce Program Metrics Data Element Dictionary in the References section (LaunchBoard, 2021 a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Employment Outcomes Survey (CTEOS), administered by Santa Rosa Junior College (LaunchBoard, 2021 a).

Job advertisement data is limited to the information provided by employers and the ability of artificial intelligence search engines to identify this information. Additionally, preliminary calculations by Georgetown Center on Education and the Workforce found that "just 30 to 40 percent of openings for candidates with some college or an associate degree, and only 40 to 60 percent of openings for high school diploma holders appear online" (Carnevale et al., 2014). Online job advertisements often do not reveal the hiring intentions of employers; it is unknown if employers plan to hire one or multiple workers from a single online job ad, or if they are collecting resumes for future hiring needs. A closed job ad may not be the result of a hired worker.

Table 1. 2019 to 2024 job growth, wages, entry-level education, training, and work experience required for the applications and information systems occupational group

Occupation (SOC)	2019 Jobs	5-Year Change (New Jobs)	5-Year % Change (New Jobs)	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (10 <sup>th</sup> to 90 <sup>th</sup> percentile)	Median Hourly Wage (50 <sup>th</sup> percentile)	Average Annual Earnings	Entry-Level Education & On-The-Job-Training	Work Experience Required
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	21,451	(296)	(1%)	2,198	\$12.20 to \$29.45	\$19.56	\$42,200	High school diploma or equivalent & 1 month	None
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	15,344	411	3%	1,541	\$17.48 to \$42.68	\$27.20	\$59,700	High school diploma or equivalent & None	Less than 5 years
Executive Secretaries and Executive Administrative Assistants (43-6011)	4,116	(253)	(6%)	405	\$20.91 to \$41.52	\$28.92	\$62,900	High school diploma or equivalent & None	Less than 5 years
<b>Total</b>	<b>40,911</b>	<b>(139)</b>	<b>(0%)</b>	<b>4,144</b>	-	-	-	-	-

Source: Emsi 2021.1