

**Program Endorsement Brief: 0506.00/Business Management
Management Certificate
Supervision Certificate**

Los Angeles/Orange County Center of Excellence, June 2021

Summary Analysis

Program Endorsement:	Endorsed: All Criteria Met <input type="checkbox"/>	Endorsed: Some Criteria Met <input checked="" type="checkbox"/>	Not Endorsed <input type="checkbox"/>
Program Endorsement Criteria			
Supply Gap:	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/> (See comments below)	
Living Wage: (Entry-Level, 25th)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Education:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Emerging Occupation(s)			
Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>	

The Orange County Center of Excellence for Labor Market Research (COE) prepared this report to provide Los Angeles/Orange County regional labor market supply and demand data related to three middle-skill occupations: *administrative services and facilities managers* (11-3011), *cost estimators* (13-1051), and *first-line supervisors of office and administrative support workers* (43-1011). Middle-skill occupations typically require some postsecondary education, but less than a bachelor’s degree.¹ Although *administrative services and facilities managers* (11-3011) and *cost estimators* (13-1051) typically require a bachelor’s degree, they are considered middle-skill because approximately one-third of workers in the field have completed some college or an associate degree. This report is intended to help determine whether there is demand in the local labor market that is not being met by the supply from community college programs that align with the relevant occupations.

While based on the available data there does not appear to be a supply gap for these middle-skill management and supervision occupations in the region, the COE recognizes that the supply data is overstated when considering only the three middle-skill occupations related to these proposed programs because the related TOP codes train for multiple occupations. However, more than one-third of current workers in the field have completed some college or an associate degree, and entry-level wages exceed the living wage in both Los Angeles and Orange counties. **Therefore, due to some of the criteria being met, the COE endorses this proposed program.** Detailed reasons include:

¹ The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor’s degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

Demand:

- **Supply Gap Criteria** – Over the next five years, there is projected to be **8,148 jobs available annually** in the region due to retirements and workers leaving the field, **which is less than the 21,507 awards conferred annually** by educational institutions in the region.
 - However, **supply for the three middle-skill occupations in this report is overstated** because the related TOP codes train for six additional middle-skill occupations that are not included in this report. These occupations account for more than 12,300 annual openings in the LA/OC region.
 - Over the past 12 months, there were **15,341 online job postings related to these middle-skill management and supervision occupations**. The highest number of job postings were for office managers, estimators, dental office managers, customer service managers, and payroll managers.
- **Living Wage Criteria** – Within Orange County, all of the annual job openings for these middle-skill management and supervision occupations have entry-level wages above the county’s living wage (\$17.36/hour).²
- **Educational Criteria** – Within the LA/OC region, **75% of the annual job openings** for occupations related to middle-skill supervision management and supervision **typically require a high school diploma**.
 - However, the national-level educational attainment data indicates **between 37.1% and 40.2% of workers in the field have completed some college or an associate degree**.

Supply:

- There are **29 community colleges** in the LA/OC region that issue awards related to management and supervision, conferring an average of **9,191 awards annually** between 2017 and 2020.
- Between 2016 and 2019, there was an average of **12,316 awards conferred annually** in related training programs by non-community college institutions throughout the region.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for these middle-skill management and supervision occupations. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to decrease by 3% through 2024. However, there will be more than 8,100 job openings per year through 2024 due to retirements and workers leaving the field.

This report includes employment projection data by Emsi which uses EDD information. Emsi’s projections are modeled on recorded (historical) employment figures and incorporate several underlying assumptions, including the assumption that the economy, during the projection period, will be at approximately full employment. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, it may impact the projections.

² Living wage data was pulled from California Family Needs Calculator on 6/30/2021. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/2018-family-needs-calculator/>.

At this time, it is not possible to quantify the impact of COVID-19 on projections of industry and occupational employment. Therefore, the projections included in this report do not take the impacts of COVID-19 into account.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties³

Geography	2019 Jobs	2024 Jobs	2019-2024 Change	2019-2024 % Change	Annual Openings
Los Angeles	66,716	64,530	(2,185)	(3%)	5,845
Orange	26,264	25,519	(745)	(3%)	2,303
Total	92,980	90,049	(2,931)	(3%)	8,148

Wages

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill management and supervision occupations in Orange County as they relate to the county’s living wage. Los Angeles County wages are included below in order to provide a complete analysis of the LA/OC region. Detailed wage information, by county, is included in Appendix A.

Orange County— All of the annual openings for these middle-skill management and supervision occupations have entry-level wages above the living wage for one adult (\$17.36 in Orange County). Typical entry-level hourly wages are in a range between \$22.77 and \$35.64. Experienced workers can expect to earn wages between \$36.78 and \$64.84, which are higher than the living wage estimate. Orange County’s average wages are slightly below the average statewide wage of \$35.89 for these occupations.

Los Angeles County—All of annual openings for these middle-skill management and supervision occupations have entry-level wages above the living wage for one adult (\$15.04 in Los Angeles County). Typical entry-level hourly wages are in a range between \$22.88 and \$36.66. Experienced workers can expect to earn wages between \$36.98 and \$66.71, which are higher than the living wage estimate. Los Angeles County’s average wages are slightly below the average statewide wage of \$35.89 for these occupations.

Job Postings

There were 15,341 online job postings related to these middle-skill management and supervision occupations listed in the past 12 months. The highest number of job postings were for office managers, estimators, dental office managers, customer service managers, and payroll managers. The top skills were: customer service, scheduling, budgeting, office management, and staff management. The top three employers, by number of job postings, in the region were: Anthem Blue Cross, University of California, and The Home Depot Incorporated.

It is important to note that the job postings data included in this section reflects online job postings listed in the past 12 months and does not yet demonstrate the impact of COVID-19. While employers

³ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

have generally posted fewer online job postings since the beginning of the pandemic, the long-term effects are currently unknown.

Educational Attainment

The Bureau of Labor Statistics (BLS) lists a bachelor’s degree as the typical entry-level education for *administrative services and facilities managers*, and *cost estimators*, and a high school diploma for *first-line supervisors of office and administrative support workers*. In the LA/OC region, the majority of annual job openings (75%) typically require a high school diploma. However, the national-level educational attainment data indicates between 37.1% and 40.2% of workers in the field have completed some college or an associate degree. Of the 63% of middle-skill management and supervision job postings listing a minimum education requirement in Los Angeles/Orange County, 63% (6,053) requested a bachelor’s degree, 31% (2,972) requested a high school diploma and 6% (600) requested an associate degree.

Educational Supply

Community College Supply—Exhibit 2 shows the three-year average number of awards conferred by community colleges in the related TOP codes: Business and Commerce, General (0501.00), Business Administration (0505.00), Business Management (0506.00), Management Development and Supervision (0506.30), and Office Management (0514.40). The colleges with the most completions in the region are: Coastline, Pasadena, and Cerritos. Over the past 12 months, there were 12 other related program recommendation requests from regional community colleges.

It is important to note that the five TOP codes included in this section train for six additional middle-skill occupations in addition to the management and supervision occupations included in the demand section of this report. The combined annual openings for these six occupations in the LA/OC region are more than 12,300. Since the related TOP codes train for numerous occupations, it is not feasible to determine the supply for singular occupations from the award totals for a specific TOP code. For those reasons, the supply data included in Exhibit 2 is overstated for the middle-skill management and supervision occupations included in this report.

Exhibit 2: Regional community college awards (certificates and degrees), 2017-2020

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average
0501.00	Business and Commerce, General	Cerritos	39	41	5	28
		Compton	1	-	-	0
		Glendale	48	40	46	45
		LA City	113	157	116	129
		LA Harbor	8	13	10	10
		LA Mission	29	9	-	13
		LA Pierce	-	5	17	7
		LA Swest	20	30	29	26
		Long Beach	93	130	237	153

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average		
		Mt San Antonio	161	209	117	162		
		Santa Monica	-	1	5	2		
		West LA	8	5	44	19		
		LA Subtotal	520	640	626	595		
		Coastline	5	5	6	5		
		Saddleback	8	14	19	14		
		OC Subtotal	13	19	25	19		
Supply Subtotal/Average			533	659	651	614		
0505.00	Business Administration	Cerritos	181	206	250	212		
		Citrus	434	349	398	394		
		Compton	44	49	28	40		
		East LA	159	227	247	211		
		El Camino	310	295	306	304		
		Glendale	246	216	241	234		
		LA City	85	84	91	87		
		LA Harbor	90	83	83	85		
		LA Mission	60	51	88	66		
		LA Pierce	181	211	208	200		
		LA Swest	22	35	56	38		
		LA Trade	-	-	7	2		
		LA Valley	99	131	147	126		
		Long Beach	273	375	293	314		
		Mt San Antonio	135	248	269	217		
		Pasadena	847	909	1,191	982		
		Rio Hondo	216	241	276	244		
		Santa Monica	335	297	334	322		
		West LA	135	120	156	137		
				LA Subtotal	3,852	4,127	4,669	4,216
				Coastline	681	763	592	679
				Cypress	213	228	244	228
				Fullerton	358	374	373	368
				Golden West	126	187	166	160
				Irvine	233	306	349	296
				Orange Coast	393	381	443	406
				Saddleback	278	297	382	319

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average
		Santa Ana	216	217	220	218
		Santiago Canyon	152	159	157	156
		OC Subtotal	2,650	2,912	2,926	2,829
Supply Subtotal/Average			6,502	7,039	7,595	7,045
0506.00	Business Management	Cerritos	405	456	516	459
		Citrus	1	2	-	1
		Compton	2	3	-	2
		East LA	26	29	18	24
		El Camino	23	23	33	26
		Glendale	10	9	13	11
		LA City	15	18	39	24
		LA Mission	4	3	1	3
		LA Pierce	-	3	2	2
		LA Valley	30	33	36	33
		Long Beach	22	21	29	24
		Mt San Antonio	161	202	145	169
		Santa Monica	18	23	-	14
		LA Subtotal	717	825	832	791
		Coastline	71	84	72	76
		Cypress	6	6	3	5
		Fullerton	11	11	12	11
		Golden West	8	20	8	12
		Irvine	9	3	14	9
		North Orange Adult	24	27	36	29
		Orange Coast	51	40	16	36
		Santa Ana	81	64	71	72
		Santiago Canyon	42	17	24	28
OC Subtotal	303	272	256	277		
Supply Subtotal/Average			1,020	1,097	1,088	1,068
0506.30	Management Development and Supervision	Cerritos	8	14	32	18
		LA Pierce	6	4	4	5
		LA Swest	16	12	9	12
		LA Trade	18	5	4	9
		LA Valley	18	23	20	20

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average
		Pasadena	7	3	3	4
		Rio Hondo	63	20	23	35
		Santa Monica	17	6	19	14
		LA Subtotal	153	87	114	118
		Coastline	312	355	247	305
		Saddleback	23	34	27	28
		Santa Ana	13	4	11	9
		Santiago Canyon	2	-	2	1
		OC Subtotal	350	393	287	343
		Supply Subtotal/Average	503	480	401	461
0514.40	Office Management	El Camino	1	-	1	1
		LA Subtotal	1	-	1	1
		Cypress	1	1	1	1
		OC Subtotal	13	19	25	19
		Supply Subtotal/Average	2	1	2	2
		Supply Total/Average	8,560	9,276	9,737	9,191

Non-Community College Supply—For a comprehensive regional supply analysis, it is also important to consider the supply from other institutions in the region that provide training programs for middle-skill management and supervision occupations. Exhibit 3 shows the annual and three-year average number of awards conferred by these institutions in the related Classification of Instructional Programs (CIP) Codes: Business/Commerce, General (52.0101), Business Administration and Management, General (52.0201), and Project Management (52.0211). Due to different data collection periods, the most recent three-year period of available data is from 2016 to 2019. Between 2016 and 2019, four-year colleges in the region conferred an average of 12,316 awards annually in related training programs.

Exhibit 3: Regional non-community college awards, 2016-2019

CIP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
52.0101	Business/Commerce, General	Azusa Pacific Univ.	24	10	13	16
		DeVry University-CA	19	15	17	17
		Loyola Marymount Univ.	5	3	-	3
		Abraham Lincoln Univ.	-	1	4	2
52.0201	Business Administration and	Advanced College	1	-	-	0
		Azusa Pacific University	111	113	123	116
		Bethesda University	8	22	24	18

CIP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
	Management, General	Biola University	116	87	113	105
		Brandman University	143	152	121	139
		California Intercontinental Univ.	5	5	3	4
		California State Polytechnic Univ.-Pomona	1,312	1,469	1,192	1,324
		CSU-Dominguez Hills	505	571	561	546
		CSU-Fullerton	2,155	2,306	2,462	2,308
		CSU-Long Beach	1,275	1,437	1,447	1,386
		CSU-Los Angeles	812	1,039	1,078	976
		CSU-Northridge	604	695	717	672
		California Univ. of Management & Sciences	-	-	1	0
		Chapman University	381	366	376	374
		Claremont Graduate University	44	46	39	43
		Concordia Univ.-Irvine	97	95	98	97
		DeVry Univ.-California	192	144	105	147
		Hope International Univ.	20	31	52	34
		Learnet Academy	4	17	-	7
		Life Pacific University	5	15	11	10
		Los Angeles ORT College (CLOSED)	32	24	32	29
		Los Angeles Pacific College	-	-	3	1
		Los Angeles Pacific Univ.	-	-	1	0
		Loyola Marymount Univ.	-	-	32	11
		Marymount California University	57	67	65	63
		Mount Saint Mary's Univ.	48	41	40	43
		Mt Sierra College	10	10	-	7
		Pacific States University	-	2	2	1
		Pepperdine University	200	191	255	215
		Platt College-Anaheim	-	2	8	3
		Platt College-Los Angeles	9	8	6	8
		The Master's Univ. & Seminary	45	71	64	60
		Trident Univ. International	407	339	293	346
UC-Irvine	159	205	260	208		

CIP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
52.0211	Project Management	University of La Verne	303	349	314	322
		University of Phoenix-CA	1,214	1,309	1,161	1,228
		University of Southern CA	1,023	993	1,022	1,013
		University of the People	41	67	75	61
		University of the West	6	15	6	9
		Vanguard Univ. of Southern California	83	78	71	77
		Westcliff University	148	83	97	109
		Whittier College	81	57	73	70
		Woodbury University	44	40	23	36
		University of Phoenix-CA	8	11	13	11
		University of Phoenix-CA	18	53	48	40
Supply Total/Average			11,774	12,654	12,521	12,316

Appendix A: Occupational demand and wage data by county

Exhibit 4. Orange County

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)
Administrative Services and Facilities Managers (11-3011)	4,561	4,602	41	1%	363	\$35.64	\$50.04	\$64.84
Cost Estimators (13-1051)	3,103	3,045	(57)	(2%)	261	\$25.02	\$33.66	\$47.09
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	18,600	17,871	(729)	(4%)	1,679	\$22.77	\$28.94	\$36.78
Total	26,264	25,519	(745)	(3%)	2,303			

Exhibit 5. Los Angeles County

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
Administrative Services and Facilities Managers (11-3011)	12,587	12,682	95	1%	997	\$36.66	\$51.49	\$66.71
Cost Estimators (13-1051)	5,507	5,307	(200)	(4%)	455	\$23.09	\$31.20	\$43.78
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	48,622	46,541	(2,081)	(4%)	4,393	\$22.88	\$29.08	\$36.98
Total	66,716	64,530	(2,185)	(3%)	5,845			

Exhibit 6. Los Angeles and Orange Counties

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings
Administrative Services and Facilities Managers (11-3011)	17,148	17,284	137	1%	1,360
Cost Estimators (13-1051)	8,610	8,352	(258)	(3%)	716
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	67,222	64,413	(2,810)	(4%)	6,072
Total	92,980	90,049	(2,931)	(3%)	8,148

Appendix B: Sources

- O*NET Online
- Labor Insight/Jobs (Burning Glass)
- Economic Modeling Specialists, International (Emsi)
- Bureau of Labor Statistics (BLS)
- Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- California Family Needs Calculator, Insight Center for Community Economic Development
- Chancellor's Office Curriculum Inventory (COCI 2.0)

For more information, please contact:

Jacob Poore, Interim Director
Center of Excellence, Orange County
poore_jacob@rsccd.edu

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