

**Program Endorsement Brief: 0514.00/ Office Technology/Office Computer Applications
Business Information Worker, I - Part I
Business Information Worker, I - Part II**
Orange County Center of Excellence, April 2022

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 checked="" type="checkbox"/>	No	<input type="checkbox"/>		
Living Wage: (Entry-Level, 25 th)	Yes	<input type="checkbox"/>	No	<input checked="" 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: *executive secretaries and executive administrative assistants* (43-6011), *secretaries and administrative assistants, except legal, medical, and executive* (43-6014), and *office clerks, general* (43-9061). Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.¹ 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.

Based on the available data there appears to be a supply gap for these business information worker occupations in the region. Furthermore, while the majority of annual openings for the occupations in this report typically require a high school diploma or equivalent, more than one-third of workers in the field have completed some college or an associate degree as their highest level of education. However, the majority of annual job openings for these occupations have entry-level wages that are lower than the living wage in both Los Angeles and Orange counties, including wages that are below California's current minimum wage. **Therefore, due to some of the criteria being met, the COE endorses this proposed program.** Detailed reasons include:

Demand:

- **Supply Gap Criteria** – Over the next five years, there is projected to **26,257 jobs available annually** in the region due to retirements and workers leaving the field, **which is more than the 1,276 awards conferred annually** by educational institutions in the region.

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.

- **Living Wage Criteria** –Within Orange County, *the majority (92%) of annual job openings* for these business information occupations *have entry-level wages below the county's living wage (\$20.63/hour).*²
 - Furthermore, the occupation *office clerks, general* has *entry-level wages that are below both Orange County's living wage and California's current minimum wage.*
- **Educational Criteria** –Within the LA/OC region, *all annual job openings* for occupations related to business information workers *typically require a high school diploma or equivalent.*
 - However, the national-level educational attainment data indicates **between 42% and 46% of workers in the field have completed some college or an associate degree** as their highest level of education.

Supply:

- There are **26 community colleges** in the LA/OC region that issue awards related to business information workers, conferring an average of **944 awards annually** between 2017 and 2020.
- Between 2016 and 2019, there was an average of **332 awards conferred annually** in related training programs by non-community college institutions, all of which were generated by **14 individual non-community college institutions throughout** the region.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for these business information worker occupations. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to decrease by 4% through 2025. However, there will be more than 26,250 job openings per year through 2025 due to retirements and workers leaving the field.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties³

Geography	2020 Jobs	2025 Jobs	2020-2025 Change	2020-2025 % Change	Annual Openings
Los Angeles	176,373	168,145	(8,228)	(5%)	19,133
Orange	65,196	63,059	(2,137)	(3%)	7,124
Total	241,568	231,204	(10,364)	(4%)	26,257

Wages

The labor market endorsement in this report considers the entry-level hourly wages for these business information worker 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.

² Living wage data was pulled from California Family Needs Calculator on 4/19/2022. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/family-needs-calculator/>.

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.

Orange County: The majority (92%) of annual openings for these business information worker occupations have entry-level wages below the living wage for one adult (\$20.63 in Orange County). Typical entry-level hourly wages are in a range between \$14.54 and \$27.59. The occupation *office clerks, general* has entry-level wages below both the living wage estimate and California's current minimum wage (\$14.00/hour for employers with 25 employers or less; \$15.00/hour for employers with 26 or more employees).⁴ Experienced workers can expect to earn wages between \$23.13 and \$29.26, which are higher than the living wage estimate. Orange County's average wages are below the average statewide wage of \$22.73 for these occupations.

Los Angeles County: The majority (91%) of annual openings for these business information worker occupations have entry-level wages below the living wage for one adult (\$18.10 in Los Angeles County). Typical entry-level hourly wages are in a range between \$14.58 and \$28.62. The occupation *office clerks, general* has entry-level wages below both the living wage estimate and California's current minimum wage (\$14.00/hour for employers with 25 employers or less; \$15.00/hour for employers with 26 or more employees). Experienced workers can expect to earn wages between \$23.20 and \$40.74, which are higher than the living wage estimate. Los Angeles County's average wages are below the average statewide wage of \$22.73 for these occupations.

Job Postings

There were 50,567 online job postings related to these business information worker occupations listed in the past 12 months. The highest number of job postings were for administrative assistants, executive assistants, office assistants, office administrators, and personal assistants. The top skills were administrative support, scheduling, customer service, data entry, and appointment setting. The top three employers, by number of job postings, in the region were the University of California, California State University, and Ultimate.

Educational Attainment

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for these business information worker occupations. In the LA/OC region, all annual job openings typically require a high school diploma or equivalent. However, the national-level educational attainment data indicates between 42% and 46% of workers in the field have completed some college or an associate degree as their highest level of education. Of the 58% of business information worker job postings listing a minimum education requirement in Los Angeles/Orange County, 64.4% (18,866) requested high school or vocational training, 8.1% (2,362) requested an associate degree, and 27.5% (8,058) requested a bachelor's degree or higher.

Educational Supply

Community College Supply—Exhibit 2 shows the three-year average number of awards conferred by community colleges in the related TOP code: Office Technology/Office Computer Applications (0514.00). The colleges with the most completions in the region are: Santa Ana,

⁴Wage data is based on data collected over the previous three years. This historical data is a "point-in-time" estimate and does not reflect recent changes in minimum wage laws. For more information regarding current minimum wage laws, see: https://www.dir.ca.gov/dlse/FAQ_MinimumWage.htm

Santiago Canyon, LA Valley, and Mt. San Antonio. Over the past 12 months, there were six other related program recommendation requests from regional community colleges.

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
0514.00	Office Technology/ Office Computer Applications	Cerritos	11	14	10	12
		Citrus	16	23	3	14
		Compton	2	-	-	1
		East LA	110	54	34	66
		El Camino	-	2	2	1
		Glendale	66	44	25	45
		LA City	4	1	6	4
		LA Harbor	7	5	11	8
		LA Mission	35	23	12	23
		LA Pierce	35	54	44	44
		LA Southwest	2	2	-	1
		LA Trade	39	31	22	31
		LA Valley	91	119	107	106
		Long Beach	27	33	57	39
		Mt San Antonio	34	75	228	112
		Pasadena	11	38	13	21
		Santa Monica	3	7	12	7
		West LA	2	1	1	1
		LA Subtotal	495	526	587	536
		Coastline	21	12	9	14
		Cypress	10	17	16	14
		Golden West	3	8	1	4
		Irvine	12	18	16	15
		North Orange Adult	97	70	33	67
		Saddleback	9	11	8	9
		Santa Ana	153	138	223	171
		Santiago Canyon	137	106	97	113
		OC Subtotal	442	380	403	408
Supply Subtotal/Average			937	906	990	944
Supply Total/Average			937	906	990	944

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 business information. 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: Administrative Assistant and Secretarial Science, General (52.0401) and General Office Occupations and Clerical Services (52.0408). Due to different data collection periods, the most recent three-year period of available data is from 2016 to 2019. Between 2016 and 2019, non-community college institutions in the region conferred an average of 332 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
52.0401	Administrative Assistant and Secretarial Science, General	ABCO Technology	11	4	11	9
		GDS Institute	32	24	-	19
		Hacienda La Puente Adult Education	65	30	25	40
		InterCoast Colleges-Santa Ana	8	4	3	5
		Los Angeles ORT College-Los Angeles Campus	26	23	12	20
		Pomona Unified School District Adult and Career Education	-	6	2	3
Supply Subtotal/Average			142	91	53	95
52.0408	General Office Occupations and Clerical Services	ABC Adult School	-	21	6	9
		CES College	2	6	7	5
		Glendale Career College	-	-	-	-
		Hacienda La Puente Adult Education	52	48	36	45
		UEI College-Gardena	30	29	32	30
		United Education Institute-Anaheim	40	46	41	42
		United Education Institute-Encino	38	33	28	33
		United Education Institute-Huntington Park Campus	36	42	38	39
		United Education Institute-West Covina	41	29	29	33
Supply Subtotal/Average			239	254	217	237

CIP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
Supply Total/Average			381	345	270	332

Appendix A: Occupational demand and wage data by county

Exhibit 4. Orange County

Occupation (SOC)	2020 Jobs	2025 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)
Executive Secretaries and Executive Administrative Assistants (43-6011)	5,829	5,276	(553)	(9%)	598	\$27.59	\$33.74	\$39.26
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	23,610	22,631	(980)	(4%)	2,479	\$16.72	\$21.22	\$26.47
Office Clerks, General (43-9061)	35,756	35,153	(603)	(2%)	4,047	\$14.54	\$18.07	\$23.13
Total	65,196	63,059	(2,137)	(3%)	7,124			

Exhibit 5. Los Angeles County

Occupation (SOC)	2020 Jobs	2025 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)
Executive Secretaries and Executive Administrative Assistants (43-6011)	16,317	14,702	(1,615)	(10%)	1,671	\$28.62	\$35.02	\$40.74
Secretaries and Administrative Assistants, Except	66,334	62,782	(3,552)	(5%)	6,923	\$16.93	\$21.50	\$26.84

Occupation (SOC)	2029 Jobs	2025 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)
Legal, Medical, and Executive (43-6014)								
Office Clerks, General (43-9061)	93,722	90,661	(3,061)	(3%)	10,539	\$14.58	\$18.12	\$23.20
Total	176,373	168,145	(8,228)	(5%)	19,133			

Exhibit 6. Los Angeles and Orange Counties

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings
Executive Secretaries and Executive Administrative Assistants (43-6011)	22,146	19,978	(2,168)	(10%)	2,269
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	89,944	85,412	(4,532)	(5%)	9,401
Office Clerks, General (43-9061)	129,478	125,814	(3,664)	(3%)	14,587
Total	241,568	231,204	(10,364)	(4%)	26,257

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:

Jesse Crete, Ed. D., Director
Center of Excellence, Orange County
crete_jesse@rsccd.edu

April 2022

