

**Labor Market Assessment: 0514.00 – Office Technology/Office Computer Applications
Computer Applications and Office Technologies (CAOT)**
Los Angeles Center of Excellence, March 2022

Summary

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, 25th)	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 Los Angeles Center of Excellence for Labor Market Research (LA COE) prepared this report to provide regional labor market supply and demand data related to four middle-skill occupations:

- *First-line supervisors of office and administrative support workers (43-1011);*
- *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 in the region for the four occupations of interest. Although the majority of job openings have entry-level wages **below** the self-sufficiency standard wage for one adult in Los Angeles County, more than one-third of incumbent workers have completed some college or an associate degree. **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 be **32,394 jobs available annually** in the region due to retirements and workers leaving the field, **which is more than the 1,295 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** – In Los Angeles County, the majority (74%) of annual job openings for the occupations of interest have entry-level wages **below** the self-sufficiency standard wage (\$18.10/hour).²
- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for the occupations studied in this report.
 - National-level educational attainment data indicates that between 40% and 46% of workers in the field have completed some college or an associate degree.

Supply:

- Between 2017 and 2020, **26 community colleges** in the LA/OC region issued awards in office technology/office computer applications programs, conferring an average of **944 awards**.
- Between 2016 and 2019, non-community college institutions in the LA/OC region conferred an average of **351 awards in relevant programs**.

² Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California. For more information, visit: <http://selfsufficiencystandard.org/california>.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for the four occupations of interest. In the Los Angeles/Orange County region, the number of jobs related to these occupations is projected to decrease by 4% through 2025. However, there will be more than 32,000 job openings per year through 2025 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. At this time, it is not possible to quantify the full impact of COVID-19 on projections of industry and occupational employment. Therefore, the projections included in this report do not take the full impacts of COVID-19 into account.

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	221,840	213,353	(8,487)	(4%)	23,598
Orange	82,444	79,709	(2,735)	(3%)	8,794
Total	304,284	293,062	(11,222)	(4%)	32,394

Wages

The labor market endorsement in this report considers the hourly wages for the four occupations in Los Angeles County, as they relate to the county's self-sufficiency standard wage. Orange 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.

Los Angeles County – The majority (74%) of annual openings for the occupations of interest have entry-level wages below the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County). Typical entry-level hourly wages are in a range between \$14.51 and \$28.44. Two occupations have typical entry-level wages above the county's self-sufficiency standard wage: *first-line supervisors of office and administrative support workers* (\$22.91); and *executive secretaries and executive administrative assistants* (\$28.44). Experienced workers can expect to earn wages between \$23.09 and \$40.52, which are above the self-sufficiency standard wage estimate.

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.

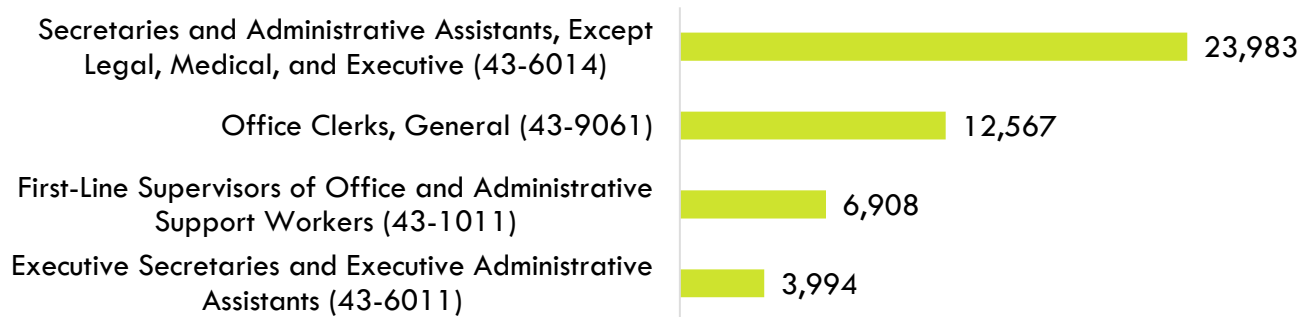
Orange County – The majority (74%) of annual openings for the occupations of interest have entry-level wages **below** the self-sufficiency standard wage for one adult (\$20.63 in Orange County). Typical entry-level hourly wages are in a range between \$14.65 and \$27.78. Two occupations have typical entry-level wages above the county’s self-sufficiency standard wage: *first-line supervisors of office and administrative support workers* (\$23.01); and *executive secretaries and executive administrative assistants* (\$27.78). Experienced workers can expect to earn wages between \$23.32 and \$39.62, which are above the self-sufficiency standard wage estimate.

Job Postings

Over the past 12 months, there have been 47,452 online job postings related to the four occupations of interest. Exhibit 2 displays the number of job postings by occupation. The majority of job postings (51%) were for *secretaries and administrative assistants, except legal, medical, and executive*. The highest number of job postings were for administrative assistants, office assistants, executive assistants, office managers, and office administrators. The top skills were administrative support, scheduling, customer service, data entry, appointment setting, and office management. The top employers, by number of job postings, in the region were University of California, Marriott International, and Ultimate Staffing Services.

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 full impact of COVID-19. While employers have generally posted fewer online job postings since the beginning of the pandemic, the long-term effects are currently unknown.

Exhibit 2: Job postings by occupation (last 12 months)



Educational Attainment

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for all four occupations studied in this report. National-level educational attainment data indicates that between 40% and 46% of workers in the field have completed some college or an associate degree.

Educational Supply

Community College Supply – Exhibit 3 shows the annual and three-year average number of awards conferred by community colleges in Office Technology/Office Computer Applications (TOP 0514.00). The colleges with the most completions in the region are Santa Ana, Santiago Canyon, and Mt. San Antonio.

Exhibit 3: Regional community college awards (certificates and degrees), 2017-2020

TOP Code	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year 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-Tech	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 Valley	12	18	16	15		

TOP Code	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
		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 Total/Average			937	906	990	944

Non-Community College Supply – For a comprehensive regional supply analysis, it is important to consider the supply from other institutions in the region that may provide training programs for the occupations of interest. Exhibit 4 shows the annual and three-year average number of awards conferred by these institutions in relevant programs. 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 351 awards.

Exhibit 4: Regional non-community college awards, 2016-2019

CIP Code	Program	Institution	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year 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-LA Campus	26	23	12	20
		Pomona Unified School District Adult and Career Education	-	6	2	3
52.0402	Executive Assistant/ Executive Secretary	Pomona Unified School District Adult and Career Education	3	-	-	1
52.0407	Business/ Office Automation/ Technology/ Data Entry	Learnet Academy Inc.	27	28	-	18
52.0408	General Office Occupations and Clerical Services	ABC Adult School	-	21	6	9
		CES College	2	6	7	5
		Hacienda La Puente Adult Education	52	48	36	45
		UEI College-Gardena	30	29	32	30

CIP Code	Program	Institution	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
		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 Total/Average			411	373	270	351

Appendix A: Occupational demand and wage data by county

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)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	45,450	43,799	(1,651)	(4%)	4,383	\$22.91	\$29.14	\$37.08
Executive Secretaries and Executive Administrative Assistants (43-6011)	16,294	14,805	(1,489)	(9%)	1,675	\$28.44	\$34.78	\$40.52
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	66,203	63,401	(2,802)	(4%)	6,957	\$16.80	\$21.33	\$26.62
Office Clerks, General (43-9061)	93,893	91,349	(2,544)	(3%)	10,583	\$14.51	\$18.03	\$23.09
Total	221,840	213,353	(8,487)	(4%)	23,598	-	-	-

Exhibit 6. Orange County

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry- Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	17,389	16,784	(605)	(3%)	1,678	\$23.01	\$29.26	\$37.24
Executive Secretaries and Executive Administrative Assistants (43-6011)	5,811	5,272	(539)	(9%)	598	\$27.78	\$33.97	\$39.62
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	23,498	22,526	(972)	(4%)	2,471	\$16.90	\$21.45	\$26.77
Office Clerks, General (43-9061)	35,747	35,126	(621)	(2%)	4,047	\$14.65	\$18.20	\$23.32
Total	82,444	79,709	(2,735)	(3%)	8,794	-	-	-

Exhibit 7. Los Angeles and Orange Counties

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Typical Entry-Level Education
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	62,839	60,583	(2,256)	(4%)	6,062	HS diploma or equivalent
Executive Secretaries and Executive Administrative Assistants (43-6011)	22,105	20,077	(2,028)	(9%)	2,273	HS diploma or equivalent
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	89,701	85,927	(3,774)	(4%)	9,429	HS diploma or equivalent
Office Clerks, General (43-9061)	129,639	126,475	(3,164)	(2%)	14,630	HS diploma or equivalent
Total	304,284	293,062	(11,222)	(4%)	32,394	-

Appendix B: Sources

- O*NET Online
- Labor Insight/Jobs (Burning Glass)
- Economic Modeling Specialists, International (Emsi)
- Bureau of Labor Statistics (BLS)
- California Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington
- Chancellor's Office Curriculum Inventory (COCI 2.0)

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