Labor Market Analysis for Program Review: 0514.40/Office Management
(Office Management CA & AA)
Orange County Center of Excellence, December 2024

Program reviews are conducted by individual colleges to periodically review curriculum of their existing programs, and in the case of career technical education programs, ensure continued alignment with regional labor market needs. Because a program review evaluates an existing program, rather than establishing a new program, additional supply will not be added; therefore, the endorsement criteria included in this report is determined slightly differently than it is for a new program that requires regional recommendation.

Summary

Program LMI Endorsement	Endorsed: All LMI Criteria Met ☒	Endorsed: Some LMI Criteria Met ☐	Not LMI Endorsed ☐
Program LMI Endorsement Criteria			
	Yes ☑		**No ☐**
Supply Gap:	*Comments:* there is projected to be **6,974 annual job openings** throughout Los Angeles and Orange counties for these office management occupations, which **is less than the 25,344 awards conferred by educational institutions.** However, these educational programs also prepare students for 62 other related occupations, **which account for 121,786 additional annual job openings.** *Because these programs train for a variety of occupations with high demand, there is most likely an undersupply of labor for these office management occupations.*		
Self-Sufficiency Standard Living Wage[1]:	**Yes ☑**		**No ☐**
	Comments: **all annual job openings** for these office management occupations **have entry-level hourly wages above the OC living wage of $27.13.**		
Education:	**Yes ☑**		**No ☐**
	Comments: though most (84%), annual job openings for these middle-skill office management occupations typically require a high school diploma or equivalent, **between 36% and 40% of workers in the field have completed some college or an associate degree as their highest level of education.**		
Additional Considerations			
Emerging Occupation(s):	Yes ☐	Some ☐	No ☑
	Comments: N/A		
OC Resilient Job(s):	Yes ☐	Some ☑	No ☐
	Comments: See Resilient Jobs and US News & World Report Best Jobs		
U.S. News & World Report 2024 Best Jobs List[2]:	Yes ☐	Some ☐	No ☑
	Comments: See Resilient Jobs and US News & World Report Best Jobs		

---

[1] At the direction of the California Community College Chancellor's Office, the living wage endorsement criteria in this report uses the University of Washington's Center for Women's Welfare Self-Sufficiency Standard, which the COE refers to as a living wage, to determine Orange County's living wage of $27.13, last updated in March 2024.
[2] "100 Best Jobs of 2024," U.S. News & World Report, accessed May 7, 2024, https://money.usnews.com/careers/best-jobs/rankings/the-100-best-jobs.

The Orange County Center of Excellence for Labor Market Research (OC COE) prepared this report to determine whether there is a supply gap in the Los Angeles/Orange County regional labor market related to two middle-skill occupations:

- *Administrative Services Managers (11-3012)*
- *First-Line Supervisors of Office and Administrative Support Workers (43-1011)*

Based on the available data, there appears to be a supply gap for these middle-skill office management occupations. Though the number of awards for these occupations exceeds demand, supply is overstated because the related educational programs train for an additional 62 occupations. When considering the high demand for all 64 occupations, there is most likely an undersupply of labor for the two middle-skill office management occupations. In addition, typical education requirements for these occupations align with a community college education and typical entry-level wages are above the Self-Sufficiency living wage. **Therefore, due to all regional labor market criteria being met, the COE endorses this proposed program.**

Exhibit 1 lists the occupational demand, supply, typical entry-level education, and educational attainment for the occupations included in this report.

Exhibit 1: Labor Market Endorsement Summary

Occupation (SOC)	Demand (Annual Openings)	Supply (CC and Non-CC)	Entry-Level Hourly Earnings (25th Percentile)	Typical Entry-Level Education	Community College Educational Attainment
Administrative Services Managers (11-3012)	LA: 831	LA: 16,076	OC: $45.23	Bachelor's degree	36%
	OC: 308	OC: 7,619			
	TTL: 1,139	*TTL: 23,695*			
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	LA:4,197	LA: 1,100	OC: $28.17	High school diploma or equivalent	40%
	OC: 1,638	OC: 548			
	TTL: 5,835	*TTL: 1,648*			
Total	**6,974**	**25,344**	**N/A**	**N/A**	**N/A**

Demand:

- The number of jobs related to these office management occupations is projected to remain flat through 2028, equating to 6,974 annual job openings.
- Hourly entry-level wages for these office management occupations range from $28.17 to $45.23 in Orange County; all annual job openings have entry-level wages above the living wage.
- There were 15,382 online job postings for these office management occupations over the past 12 months. The highest number of postings were for office managers, office administrators, and dental office managers.
- The typical entry-level education for these office management occupations ranges from a high school diploma or equivalent to a bachelor's degree.
- Between 36% and 40% of workers in the field have completed some college or an associate degree as their highest level of educational attainment.

Supply:

- There was an average of 10,422 awards conferred by 29 community colleges in Los Angeles and Orange Counties from 2020 to 2023.
- Non-community college institutions conferred an average of 14,921 awards from 2019 to 2022.
- Orange County community college students that exited office management programs in the 2020-21 academic year had a median annual wage of $35,720 ($xx per hour) after exiting the program and 30% attained the regional living wage.
- Throughout Orange County, 75% of office management students that exited their program in 2019-20 reported that they are working in a job closely related to their field of study.

Demand

Occupational Projections:

Exhibit 2 shows the annual percent change in jobs for these office management occupations from 2018 through 2028. Though there was a 7% decline across all occupations in Los Angeles and Orange counties from 2019 to 2020 due to the COVID-19 pandemic, employment in these office management occupations decreased 6% during the same period.

In the two years preceding the pandemic, employment in Orange County for these occupations experienced a net increase by remaining flat in 2018 and increasing by 1% in 2019. After fluctuations in employment from 2020 through 2023, when employment dropped by 2%, employment for these two occupations is projected to remain flat through 2028, experiencing a lower change rate relative to all occupations in Los Angeles and Orange counties.

Exhibit 2: Annual Percent Change in Jobs for Office Management Occupations, 2018-2028
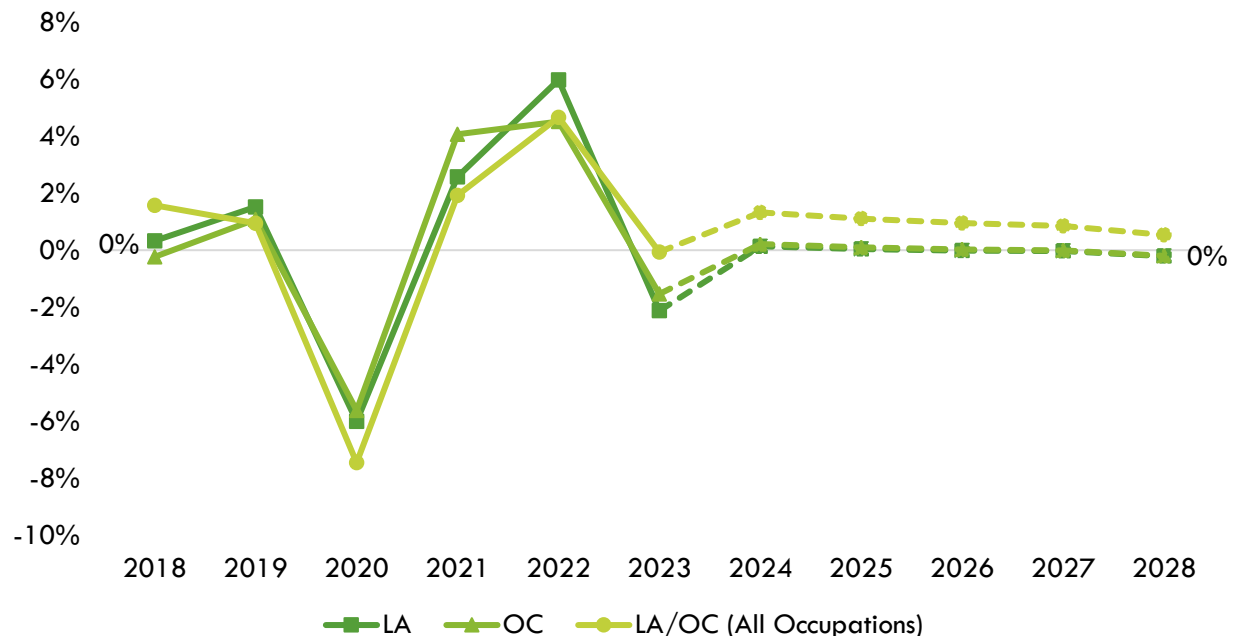
Exhibit 3 shows the five-year occupational demand projections for these office management occupations. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to slightly decrease by 0.02% through 2028. There is projected to be 6,974 jobs available annually.

Exhibit 3: Occupational Demand in Los Angeles and Orange Counties[3]

| Geography	2023 Jobs	2028 Jobs	2023-2028 Change	2023-2028 % Change	Annual Openings
Los Angeles	54,058	54,014	(44)	(0.08%)	5,028
Orange	20,852	20,881	29	0.14%	1,946
Total	**74,910**	**74,895**	**(14)**	**(0.02%)**	**6,974**

Wages:

The labor market endorsement in this report considers the entry-level hourly wages for these office management occupations in Orange County as they relate to the county's living wage. Los Angeles County wages are included below to provide a complete analysis of the LA/OC region.

At the direction of the California Community College Chancellor's Office, the living wage endorsement criteria in this report uses the University of Washington's Center for Women's Welfare Self-Sufficiency Standard, which the COE refers to as a living wage, to determine Orange County's living wage of $27.13, last updated in March 2024. Additionally, data for the MIT Living Wage, updated on February 14, 2024, is provided as a reference. Currently, the MIT Living Wage in Orange County is $30.48. Both figures, which account for geographic-specific costs of necessities such as housing, food, health care, and transportation to assess the cost of living, are notated in the exhibits below.

All annual openings for these office management occupations have entry-level wages above the living wage for one adult ($27.13 in Orange County). Typical entry-level hourly wages range between $28.17 and $45.23. Orange County's average wages of $39.92 are below the average statewide wage of $40.66 for these occupations. Exhibit 4 shows the wage range for each of these office management occupations in Orange County and how they compare to the regional living wage, sorted from lowest to highest entry-level wage.

Exhibit 4: Wages by Occupation in Orange County

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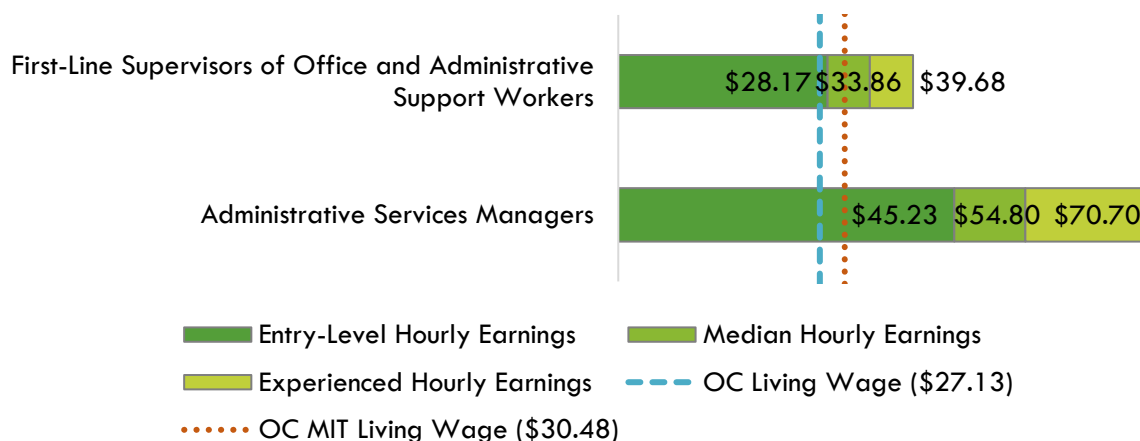
[3] Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

All annual openings for these office management occupations have entry-level wages above the living wage for one adult ($24.03 in Los Angeles County). Typical entry-level hourly wages range between $28.33 and $46.44. Los Angeles County's average wages of $40.58 are slightly below the average statewide wage of $40.66 for these occupations. Exhibit 5 shows the wage range for each of these office management occupations in Los Angeles County and how they compare to the regional living wage, sorted from lowest to highest entry-level wage.
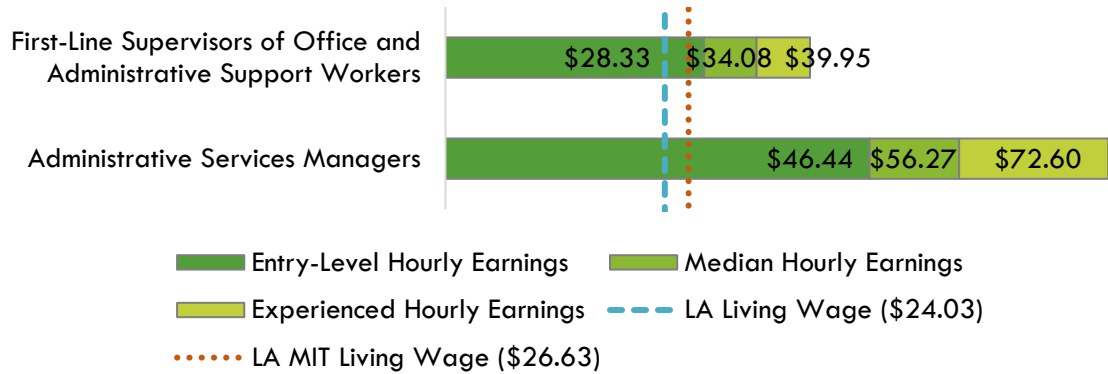
Exhibit 5: Wages by Occupation in Los Angeles County

First-Line Supervisors of Office and Administrative Support Workers
$28.33 $34.08 $39.95

Administrative Services Managers
$46.44 $56.27 $72.60

Legend:
- Entry-Level Hourly Earnings
- Median Hourly Earnings
- Experienced Hourly Earnings
- LA Living Wage ($24.03)
- LA MIT Living Wage ($26.63)

Resilient Jobs and U.S. News & World Report Best Jobs:

Exhibit 6 shows if each occupation is considered an Orange County Great Recession-Resilient, COVID-19 Pandemic Recession-Resilient Job, or a 2024 U.S. News & World Report (USN&WR) Best Job. Only one occupation, *administrative services managers*, met the criteria to be considered both a Great Recession-Resilient Job and a COVID-19 Pandemic Recession-Resilient Job. Nether of the two occupations is a USN&WR Best Job.

Exhibit 6: Resilient Jobs and USN&WR Best Jobs Designations

Occupation	Great Recession-Resilient Job	COVID-19 Pandemic Recession-Resilient Job	2024 USN&WR Best Job
Administrative Services Managers	☑	☑	☐
First-Line Supervisors of Office and Administrative Support Workers	☐	☐	☐

Job Postings:

Important Online Job Postings Data Note: *Online job postings data is sourced from Lightcast, a labor market analytics firm that scrapes, collects, and organizes data from online job boards such as LinkedIn, Indeed, Glassdoor, Monster, GovernmentJobs.com, and thousands more. Lightcast uses natural language processing (NLP) to determine the related company, industry, occupation, and other information for each job posting. However, NLP has limitations that include understanding contextual words of phrases; determining differences in words that can be used as nouns, verbs, and/or adjectives; and misspellings or grammatical errors.[4] For these reasons, job postings could be assigned to the wrong employer, industry, or occupation within Lightcast's database.*

Additionally, there are several limitations when analyzing job postings. A single job posting may not represent a single job opening, as employers may be creating a pool of candidates for future openings or hiring for multiple positions with a single posting. Additionally, not all jobs are posted online, and jobs may be filled through other methods such as internal promotion, word-of-mouth advertising, physical job boards, or a variety of other channels.

There were 15,382 online job postings related to these office management occupations listed in the past 12 months. Exhibit 7 shows the number of job postings by occupation. A large majority of job postings were for *first-line supervisors of office and administrative support workers* (94%).

Exhibit 7: Number of Job Postings by Occupation (n=15,382)

Occupation	Job Postings	Percentage of Job Postings
First-Line Supervisors of Office and Administrative Support Workers	14,521	94%
Administrative Services Managers	861	6%
Total Postings	**15,382**	**100%**

The top employers in the region, by number of job postings, are shown in Exhibit 8.

Exhibit 8: Top Employers by Number of Job Postings (n=15,382)

Employer	Job Postings	Percentage of Job Postings
Public Storage	225	1%
Ross-Shire Engineering	198	1%
University of California	163	1%
Robert Half	144	1%
Banfield Pet Hospital	101	1%
Jack in the Box	98	1%
AppleOne	94	1%
Restaurant Depot	74	0.5%
H&R Block	67	0.4%
West Coast Dental Services	63	0.4%

---

[4] K. R. Chowdhary, Fundamentals of Artificial Intelligence (Basingstoke: Springer Nature, 2020), https://link.springer.com/book/10.1007/978-81-322-3972-7.

The top specialized, soft, and computer skills listed by those most frequently mentioned in job postings (denoted in parentheses) are shown in Exhibit 9.
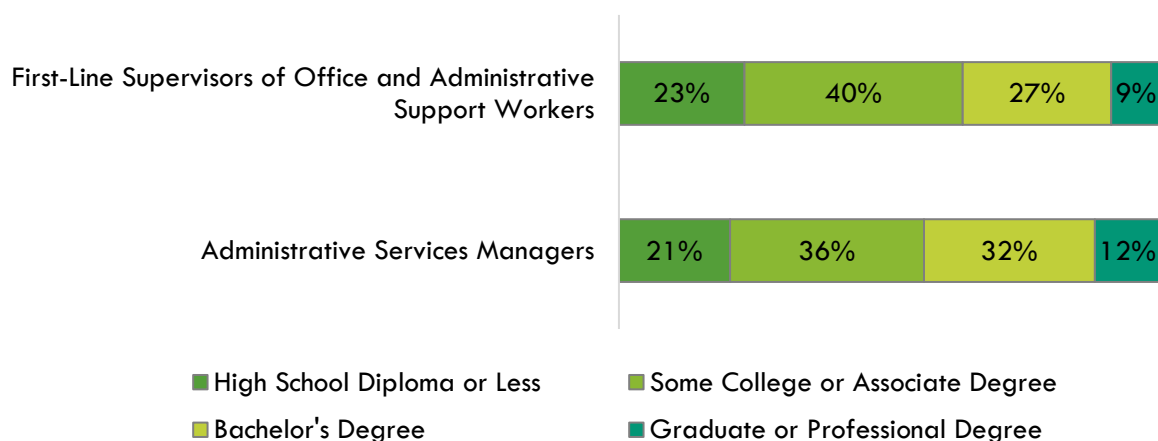
Exhibit 9: Top Skills by Number of Job Postings (n=15,382)

Top Specialized Skills	Top Soft Skills	Top Computer Skills
Office Management (3,262)	Communication (7,686)	Microsoft Excel (2,661)
Accounting (1,806)	Customer Service (7,437)	Microsoft Office (2,632)
Marketing (1,682)	Management (5,843)	Microsoft Outlook (1,580)
Auditing (1,642)	Operations (5,767)	Microsoft PowerPoint (1,230)
Billing (1,573)	Leadership (4,472)	Microsoft Word (953)
Invoicing (1,524)	Sales (3,981)	QuickBooks (Accounting Software) (703)
Project Management (1,186)	Detail Oriented (3,524)	Spreadsheets (427)
Workflow Management (1,105)	Problem Solving (2,881)	Salesforce (377)
Office Supply Management (1,086)	Microsoft Excel (2,661)	Payroll Systems (313)
Customer Relationship Management (1,057)	Microsoft Office (2,632)	Google Workspace (295)

Educational Attainment:

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for *first-line supervisors of office and administrative support workers* and a bachelor's degree for *administrative services managers*. However, the national-level educational attainment data indicates between 36% and 40% of workers in the field have completed some college or an associate degree as their highest level of education. Exhibit 10 shows the educational attainment for each occupation, sorted by highest community college educational attainment to lowest.

Exhibit 10: National-level Educational Attainment for Occupations

First-Line Supervisors of Office and Administrative Support Workers: High School Diploma or Less 23%, Some College or Associate Degree 40%, Bachelor's Degree 27%, Graduate or Professional Degree 9%

Administrative Services Managers: High School Diploma or Less 21%, Some College or Associate Degree 36%, Bachelor's Degree 32%, Graduate or Professional Degree 12%

Legend:
- High School Diploma or Less
- Some College or Associate Degree
- Bachelor's Degree
- Graduate or Professional Degree

Of the 52% of the cumulative job postings for these office management occupations that listed a minimum education requirement in Los Angeles/Orange County, 49% (3,908) requested a bachelor's degree and 48% (3,820) requested a high school diploma or an associate degree.

Educational Supply

Community College Supply:

Exhibit 11 shows the three-year average number of awards conferred by community colleges in the related TOP code):

- Veterinary Technician (Licensed) (0102.10)
- Business and Commerce, General (0501.00)
- Business Administration (0505.00)
- Business Management (0506.00)
- Management Development and Supervision (0506.30)
- E-Commerce (Business emphasis) (0509.70)
- Office Technology/Office Computer Applications (0514.00)
- Medical Office Technology (0514.20)
- Office Management (0514.40)
- E-Commerce (Technology emphasis) (0709.10)
- Administrative Medical Assisting (1208.20)

No awards were conferred under the following related TOP codes: Agriculture Business, Sales and Service (0112.00) and Health Facility Unit Coordinator (1208.30).

The colleges with the most completions in the region are Pasadena, Mt. San Antonio, and Cerritos. Over the past 12 months, there were no related program recommendation requests from regional community colleges.

Exhibit 11: Regional Community College Awards (Certificates and Degrees), 2020-2023

TOP Code	Program	College	2020-2021 Awards	2021-2022 Awards	2022-2023 Awards	3-Year Award Average
0102.10	Veterinary Technician (Licensed)	LA Pierce	25	23	34	27
		Mt San Antonio	11	15	52	26
		LA Subtotal	**36**	**38**	**86**	**53**
		-	-	-	-	-
		OC Subtotal	**-**	**-**	**-**	**-**
		Supply Subtotal/Average	**36**	**38**	**86**	**53**
0501.00	Business and Commerce, General	Cerritos	4	1	2	2
		Glendale	61	73	81	72
		LA City	50	60	57	56
		LA Harbor	12	12	15	13
		LA Mission	0	1	0	0
		LA Pierce	13	24	8	15
		LA Swest	29	24	13	22
		LA Trade	0	0	30	10
		Long Beach	189	195	190	191
		Mt San Antonio	117	136	91	115
		Santa Monica	12	14	15	14
		West LA	67	83	48	66

TOP Code	Program	College	2020-2021 Awards	2021-2022 Awards	2022-2023 Awards	3-Year Award Average
		LA Subtotal	**554**	**623**	**550**	**576**
		Coastline	5	4	1	3
		Saddleback	39	73	49	54
		OC Subtotal	**44**	**77**	**50**	**57**
		Supply Subtotal/Average	**598**	**700**	**600**	**633**
0505.00	Business Administration	Cerritos	222	299	361	294
		Citrus	416	386	351	384
		Compton	31	22	22	25
		East LA	391	309	256	319
		El Camino	342	325	261	309
		Glendale	217	221	186	208
		LA City	151	112	104	122
		LA Harbor	87	68	75	77
		LA Mission	89	89	78	85
		LA Pierce	255	266	216	246
		LA Southwest	45	38	26	36
		LA Trade	28	32	0	20
		LA Valley	172	197	183	184
		Long Beach	319	296	292	302
		Mt San Antonio	337	281	373	330
		Pasadena	1,240	859	753	951
		Rio Hondo	246	254	248	249
		Santa Monica	337	370	301	336
		West LA	134	127	97	119
		LA Subtotal	**5,059**	**4,551**	**4,183**	**4,598**
		Coastline	432	410	381	408
		Cypress	232	206	226	221
		Fullerton	319	367	343	343
		Golden West	194	186	183	188
		Irvine	299	383	292	325
		Orange Coast	368	412	337	372
		Saddleback	315	327	398	347
		Santa Ana	198	187	174	186
		Santiago Canyon	153	143	150	149
		OC Subtotal	**2,510**	**2,621**	**1,181**	**1,071**
		Supply Subtotal/Average	**7,569**	**7,172**	**6,667**	**7,136**
0506.00		Cerritos	387	276	469	377

TOP Code	Program	College	2020-2021 Awards	2021-2022 Awards	2022-2023 Awards	3-Year Award Average
	Business Management	Compton	0	0	1	0
		East LA	17	18	18	18
		El Camino	49	22	40	37
		Glendale	15	28	22	22
		LA City	18	16	40	25
		LA Mission	4	6	3	4
		LA Pierce	7	14	9	10
		LA Valley	30	39	34	34
		Long Beach	44	28	26	33
		Mt San Antonio	150	188	158	165
		Pasadena	0	0	2	1
		LA Subtotal	**721**	**635**	**822**	**726**
		Coastline	307	33	40	127
		Cypress	7	1	5	4
		Fullerton	11	19	20	17
		Golden West	11	13	10	11
		Irvine	5	23	20	16
		North Orange Adult	19	32	27	26
		Orange Coast	19	16	2	12
		Santa Ana	40	39	62	47
		Santiago Canyon	55	25	173	84
		OC Subtotal	**474**	**201**	**359**	**345**
		Supply Subtotal/Average	**1,195**	**836**	**1,181**	**1,071**
0506.30	Management Development and Supervision	Cerritos	50	59	58	56
		LA Pierce	5	11	8	8
		LA Southwest	15	21	10	15
		LA Trade	8	12	7	9
		LA Valley	18	17	18	18
		Pasadena	10	6	21	12
		Rio Hondo	18	16	25	20
		Santa Monica	19	30	20	23
		LA Subtotal	**143**	**172**	**167**	**161**
		Coastline	7	142	78	76
		Cypress	1	11	25	12
		Irvine	3	0	2	2
		Saddleback	53	38	31	41

TOP Code	Program	College	2020-2021 Awards	2021-2022 Awards	2022-2023 Awards	3-Year Award Average
		Santa Ana	9	9	2	7
		Santiago Canyon	1	1	15	6
		OC Subtotal	**74**	**201**	**153**	**143**
	Supply Subtotal/Average		**217**	**373**	**320**	**303**
0509.70	E-Commerce (business emphasis)	LA City	0	0	2	1
		Long Beach	7	5	1	4
		LA Subtotal	**7**	**5**	**3**	**5**
		-	-	-	-	-
		OC Subtotal	**-**	**-**	**-**	**-**
	Supply Subtotal/Average		**7**	**5**	**3**	**5**
0514.00	Office Technology / Office Computer Applications	Cerritos	14	14	20	16
		Citrus	0	3	2	2
		East LA	51	47	17	38
		El Camino	3	1	2	2
		Glendale	30	53	94	59
		LA City	5	35	43	28
		LA Harbor	7	13	0	7
		LA Mission	11	17	16	15
		LA Pierce	75	66	38	60
		LA Southwest	6	9	1	5
		LA Trade	21	24	14	20
		LA Valley	80	65	98	81
		Long Beach	88	92	74	85
		Mt San Antonio	183	233	210	209
		Pasadena	59	43	21	41
		Rio Hondo	16	9	0	8
		Santa Monica	8	11	8	9
		West LA	1	0	19	7
		LA Subtotal	**658**	**735**	**677**	**690**
		Coastline	1	0	0	0
		Cypress	8	5	3	5
		Irvine	9	12	11	11
		North Orange Adult	37	34	54	42
		Orange Coast	0	1	24	8
		Saddleback	7	4	46	19
		Santa Ana	246	130	133	170

TOP Code	Program	College	2020-2021 Awards	2021-2022 Awards	2022-2023 Awards	3-Year Award Average
		Santiago Canyon	71	100	42	71
		OC Subtotal	**379**	**286**	**313**	**326**
		Supply Subtotal/Average	**1,037**	**1,021**	**990**	**1,016**
0514.20	Medical Office Technology	East LA	1	0	0	0
		Glendale	9	27	17	18
		LA Harbor	1	0	0	0
		LA Trade	0	8	11	6
		Santa Monica	17	25	29	24
		LA Subtotal	**28**	**60**	**57**	**48**
		-	-	-	-	-
		OC Subtotal	**-**	**-**	**-**	**-**
		Supply Subtotal/Average	**28**	**60**	**57**	**48**
0514.40	Office Management	El Camino	1	0	0	0
		Santa Monica	1	4	3	3
		LA Subtotal	**2**	**4**	**3**	**3**
		Santa Ana	0	1	2	1
		OC Subtotal	**0**	**1**	**2**	**1**
		Supply Subtotal/Average	**2**	**5**	**5**	**4**
0709.10	E-Commerce (technology emphasis)	East LA	1	2	1	1
		LA Subtotal	**1**	**2**	**1**	**1**
		Saddleback	0	2	2	1
		OC Subtotal	**0**	**2**	**2**	**1**
		Supply Subtotal/Average	**1**	**4**	**3**	**3**
1208.20	Administrative Medical Assisting	Glendale	18	30	38	29
		LA City	0	0	1	0
		Long Beach	0	0	9	3
		Pasadena	0	1	2	1
		Rio Hondo	0	5	49	18
		Santa Monica	4	9	17	10
		West LA	9	12	18	13
		LA Subtotal	**31**	**57**	**134**	**74**
		Saddleback	7	10	3	7
		Santa Ana	0	63	75	46
		Santiago Canyon	18	19	34	24
		OC Subtotal	**25**	**92**	**112**	**76**
		Supply Subtotal/Average	**56**	**149**	**246**	**150**
		Supply Total/Average	**10,746**	**10,363**	**10,158**	**10,422**

Exhibit 12 shows the annual average community college awards by type from 2020-21 to 2022-23. The majority of the awards are for associate for transfer degrees, distantly followed by associate degrees and certificates between 16 and less than 30 semester units.

Exhibit 12: Annual Average Community College Awards by Type, 2020-2023

Award Type	Count
Associate Degree	2,510
Associate for Transfer Degree	5,397
Certificate 30 < 60 semester units	119
Certificate 16 < 30 semester units	1,086
Certificate 8 < 16 semester units	67
Certificate 6 < 18 semester units	558
Credit Award < 6 semester units	57
Noncredit award 960+ hours	3
Noncredit award 480 < 960 hours	44
Noncredit award 288 < 480 hours	96
Noncredit award 192 < 288 hours	152
Noncredit award 144 < 192 hours	80
Noncredit award 96 < 144 hours	111
Noncredit award 48 < 96 hours	95
Noncredit award < 48 hours	46

Community College Student Outcomes:

Exhibit 13 shows the Strong Workforce Program (SWP) metrics for office management programs in Rancho Santiago Community College District (RSCCD), the Orange County Region, and California. Of the 166 Orange County office management students in the 2021-22 academic year, 89% (148) attended an RSCCD college.

RSCCD students that exited office management programs in the 2021-22 academic year had higher median annual earnings ($35,904 or $18.70 per hour) compared to all office management students in Orange County ($35,720 or $17.17 per hour). A slightly higher percentage of RSCCD office management students attained the living wage (31%) when compared to all office management students in Orange County (30%).

Exhibit 13: Office Management (0514.40) Strong Workforce Program Metrics, 2021-22[5]

SWP Metric	RSCCD	OC Region	California
SWP Students	148	166	562
SWP Students Who Earned 9 or More Career Education Units in the District in a Single Year	42%	37%	47%
SWP Students Who Completed a Noncredit CTE or Workforce Preparation Course	Insufficient Data	75%	68%
SWP Students Who Earned a Degree or Certificate or Attained Apprenticeship Journey Status	Insufficient Data	Insufficient Data	59
SWP Students Who Transferred to a Four-Year Postsecondary Institution (2019-20)	Insufficient Data	Insufficient Data	20
SWP Students with a Job Closely Related to Their Field of Study (2019-20)	Insufficient Data	75%	60%
Median Annual Earnings for SWP Exiting Students (2020-21)	$38,904 ($18.70)	$35,720 ($17.17)	$37,304 ($17.93)
Median Change in Earnings for SWP Exiting Students (2020-21)	16%	6%	26%
SWP Exiting Students Who Attained the Living Wage (2020-21)	31%	30%	51%

Non-Community College Supply:

To comprehensively analyze the regional supply, it is crucial to include data from other institutions offering office management training programs. Exhibit 14 displays the annual and three-year average awards granted by these institutions under the related Classification of Instructional Programs (CIP) codes:

- Medical/Health Management and Clinical Assistant/Specialist (51.0711)
- Business/Commerce, General (52.0101)
- Business Administration and Management, General (52.0201)
- E-Commerce/Electronic Commerce (52.0208)
- Administrative Assistant and Secretarial Science, General (52.0401)

No awards were conferred under the following related CIP codes:

- Agricultural Business Technology/Technician (01.0106)
- Veterinary Administrative Services, General (01.8201)
- Veterinary Office Management/Administration (01.8202)
- Veterinary Reception/Receptionist (01.8203)
- Veterinary Administrative/Executive Assistant and Veterinary Secretary (01.8204)
- Medical Reception/Receptionist (51.0712)
- Office Management and Supervision (52.0204)

The available data covers 2019 to 2022. During this period, non-community college institutions in the region conferred an average of 14,921 awards annually in related programs.

---

[5] All SWP metrics are for 2021-22 unless otherwise noted.

Exhibit 14: Regional Non-Community College Awards, 2019-2022

CIP Code	Program	College	2019-2020 Awards	2020-2021 Awards	2021-2022 Awards	3-Year Award Average
51.0711	Medical / Health Management and Clinical Assistant / Specialist	American College of Healthcare and Technology	39	47	0	29
		Casa Loma College-Los Angeles	0	10	0	3
		PCI College	0	1	1	1
	Supply Subtotal/Average		**39**	**58**	**1**	**33**
52.0101	Business / Commerce, General	Azusa Pacific University	86	70	15	57
		Biola University	18	26	32	25
		Fremont University	0	0	11	4
		Loyola Marymount University	55	38	39	44
		Marymount California University	10	33	31	25
		Mount Saint Mary's University	0	0	0	0
		Pacific States University	0	0	8	3
		University of Southern California	1	1	0	1
	Supply Subtotal/Average		**170**	**168**	**136**	**158**
52.0201	Business Administration and Management, General	Abraham Lincoln University	1	1	3	2
		America Evangelical University	1	8	9	6
		American Jewish University	12	5	1	6
		Angeles College	6	10	21	12
		Azusa Pacific University	147	142	182	157
		Bethesda University	47	57	39	48
		Biola University	136	120	106	121
		California Institute of Advanced Management	19	32	62	38
		California Intercontinental University	19	19	45	28
		California State Polytechnic University-Pomona	1,450	1,690	1,678	1,606
		California State University-Dominguez Hills	625	657	599	627

CIP Code	Program	College	2019-2020 Awards	2020-2021 Awards	2021-2022 Awards	3-Year Award Average
		California State University-Fullerton	2,419	2,504	2,289	2,404
		California State University-Long Beach	1,458	1,584	1,688	1,577
		California State University-Los Angeles	1,198	956	854	1,003
		California State University-Northridge	731	825	840	799
		Chapman University	510	535	526	524
		Claremont Graduate University	84	92	41	72
		Concordia University-Irvine	126	122	99	116
		Fremont University	24	15	3	14
		Haven University	0	0	3	1
		Hope International University	72	56	59	62
		InterCoast Colleges-Santa Ana	18	0	0	6
		InterCoast Colleges-West Covina	0	1	2	1
		Learnet Academy Inc	3	10	6	6
		Life Pacific University	15	17	19	17
		Los Angeles Pacific College	7	3	1	4
		Los Angeles Pacific University	0	16	27	14
		Loyola Marymount University	34	71	68	58
		Marymount California University	59	42	45	49
		Mount Saint Mary's University	50	33	21	35
		Pacific College	0	0	0	0
		Pacific Oaks College	19	16	11	15
		Pacific States University	4	6	8	6
		Pathways College	0	2	0	1
		Pepperdine University	641	600	677	639

CIP Code	Program	College	2019-2020 Awards	2020-2021 Awards	2021-2022 Awards	3-Year Award Average
		Platt College-Anaheim	14	9	5	9
		Platt College-Los Angeles	11	4	6	7
		Presbyterian Theological Seminary in America	0	0	0	0
		Saybrook University	0	1	5	2
		The Chicago School of Professional Psychology at Anaheim	0	4	1	2
		The Chicago School of Professional Psychology at Los Angeles	18	24	19	20
		The Master's University and Seminary	45	40	43	43
		Touro University Worldwide	0	0	10	3
		University of Antelope Valley	38	32	26	32
		University of California-Irvine	497	560	528	528
		University of California-Los Angeles	148	42	15	68
		University of La Verne	545	559	465	523
		University of Massachusetts Global	352	433	467	417
		University of Southern California	1,441	1,490	1,258	1,396
		University of the People	564	815	1,365	915
		University of the West	12	21	10	14
		Vanguard University of Southern California	51	66	50	56
		West Coast University-Orange County	0	0	11	4
		Westcliff University	407	574	434	472
		Whittier College	61	62	39	54

CIP Code	Program	College	2019-2020 Awards	2020-2021 Awards	2021-2022 Awards	3-Year Award Average
		Woodbury University	66	70	47	61
		Supply Subtotal/Average	**14,205**	**15,053**	**14,836**	**14,698**
52.0208	E-Commerce / Electronic Commerce	University of La Verne	4	1	0	2
		Westcliff University	0	0	3	1
		Supply Subtotal/Average				
52.0401	Administrative Assistant and Secretarial Science, General	Hacienda La Puente Adult Education	20	23	24	22
		InterCoast Colleges-Santa Ana	0	0	0	0
		InterCoast Colleges-West Covina	0	3	12	5
		Pomona Unified School District Adult and Career Education	3	1	4	3
		Supply Subtotal/Average	**23**	**27**	**40**	**30**
		Supply Total/Average	**14,441**	**15,307**	**15,016**	**14,921**

Regional Demographics

This section examines demographic data for Orange County community college students in office management programs compared to the OC population, along with occupational data, to identify potential diversity and equity issues addressable by community college programs.
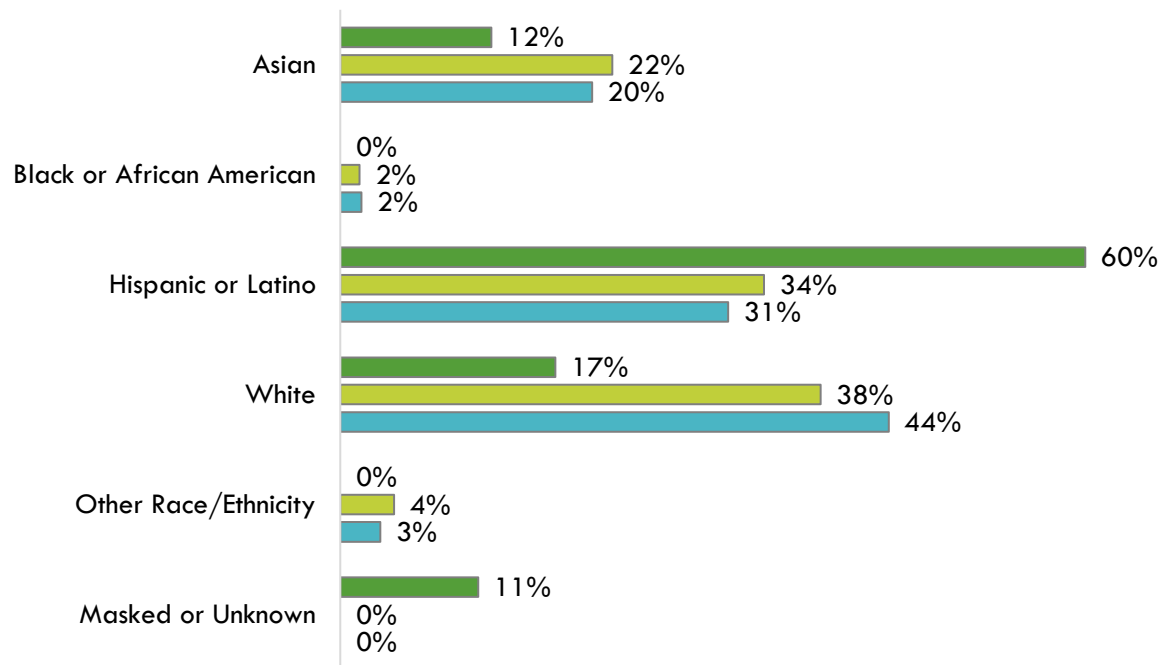
Ethnicity:

Exhibit 15 compares the ethnicity of Orange County community college students enrolled in office management programs, the overall Orange County population, and occupation-specific data for the two office management occupations included in this report.

The plurality, 44%, of workers employed in these office management occupations are white, which is higher than the population (38%) and significantly higher than community college office management students (17%). Conversely, over half of community college office management students are Hispanic or Latino (60%), which is significantly higher than both the population (34%) and workers in these occupations (31%). Note, 11% of community college office management student data is masked or unknown; this may contribute to low percentages of some demographic groups (e.g., Asian, Black or African American, white, or other race/ethnicity) within the community college office management student body when compared to their respective shares in the population and among workers in these occupations.

Examining disaggregated data for each occupation (not shown), white individuals account for the majority of workers across both occupations: *administrative services managers* (57%) and *first-line supervisors of office and administrative support workers* (43%). The occupation with the highest percentage of Asian workers is *administrative services managers* (31%). The occupation with the highest percentages of Black or African American (2%) and Hispanic or Latino (32%) workers, as well as individuals of another race/ethnicity (3%), is *first-line supervisors of office and administrative support workers,* which has the lowest entry-level wages and education requirements of the two occupations.

Exhibit 15: Program and County Demographics by Ethnicity

Asian
- OC Community College Students (0514.40): 12%
- OC Population: 22%
- Office Management Occupations: 20%

Black or African American
- OC Community College Students (0514.40): 0%
- OC Population: 2%
- Office Management Occupations: 2%

Hispanic or Latino
- OC Community College Students (0514.40): 60%
- OC Population: 34%
- Office Management Occupations: 31%

White
- OC Community College Students (0514.40): 17%
- OC Population: 38%
- Office Management Occupations: 44%

Other Race/Ethnicity
- OC Community College Students (0514.40): 0%
- OC Population: 4%
- Office Management Occupations: 3%

Masked or Unknown
- OC Community College Students (0514.40): 11%
- OC Population: 0%
- Office Management Occupations: 0%

■OC Community College Students (0514.40) ■OC Population ■Office Management Occupations
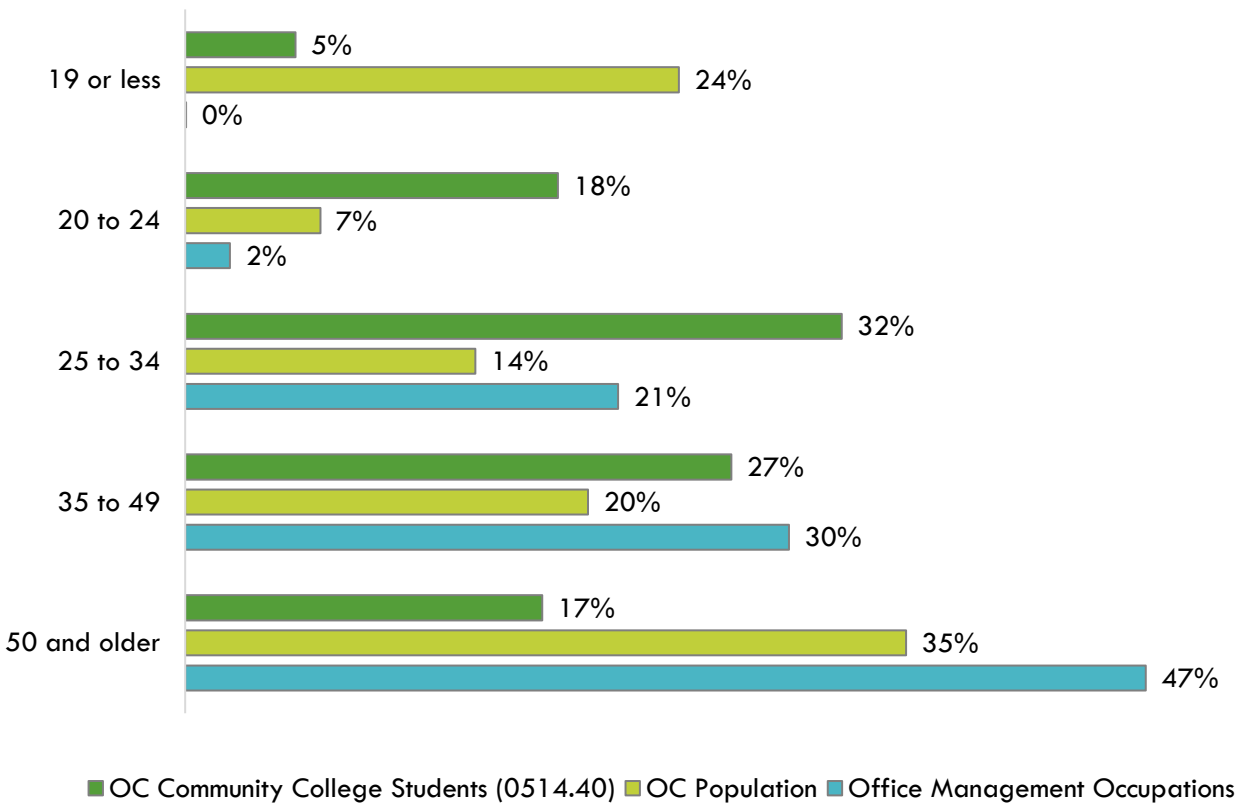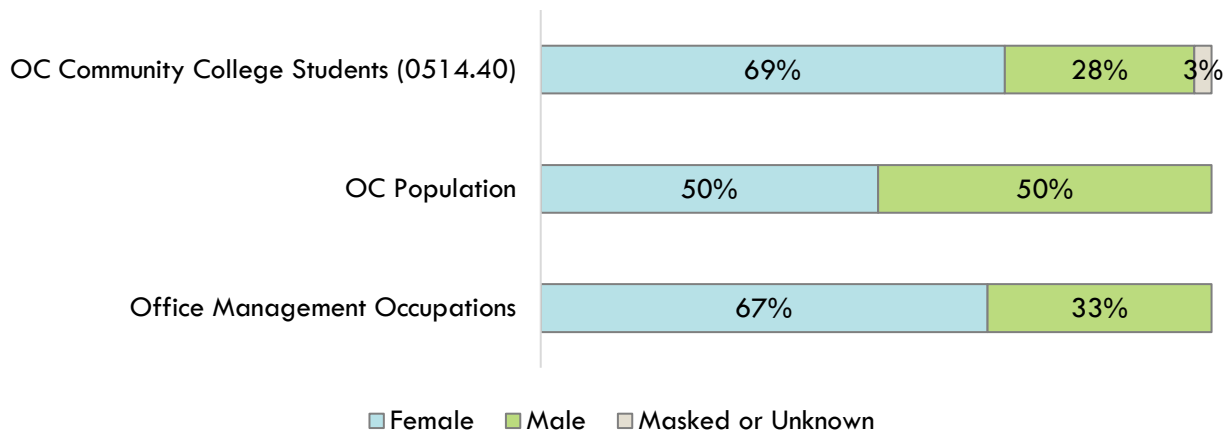
Age:

Exhibit 16 compares the age of Orange County community college students enrolled in office management programs, the overall Orange County population, and occupation-specific data for the two office management occupations included in this report.

Nearly half (47%) of workers in these office management occupations are age 50 and older, which is significantly higher than the population (35%) and community college office management students (17%). The plurality (32%) of community college office management students is 25 to 34, representing a higher percentage relative to this age group's share in the population (14%) and among workers in the field (21%).

Examining disaggregated data for each occupation (not shown), individuals 50 and older account for approximately half (47%) of *first-line supervisors of office and administrative support workers*. Individuals 35 to 49 and 50 and older each account for 41% of workers in the *administrative services managers* occupation, which has the highest entry-level wages and education requirements of the two office management occupations.

Exhibit 16: Program and County Demographics by Age

19 or less
- 5%
- 24%
- 0%

20 to 24
- 18%
- 7%
- 2%

25 to 34
- 32%
- 14%
- 21%

35 to 49
- 27%
- 20%
- 30%

50 and older
- 17%
- 35%
- 47%

■ OC Community College Students (0514.40) ■ OC Population ■ Office Management Occupations

Sex:

Exhibit 17 compares the sex of Orange County community college students enrolled in office management programs, the overall Orange County population, and occupation-specific data for these office management occupations.

Though the population is split evenly between women and men, only 28% of community college office management students and 33% of workers in these occupations are men.

Examining disaggregated data for each occupation (not shown), women account for the majority of workers across both occupations: *administrative services managers* (72%) and *first-line supervisors of office and administrative support workers* (66%). *First-line supervisors of office and administrative support workers* has the highest percentage of men (34%). This occupation has the lowest entry-level wages and education requirements of the two office management occupations.

Exhibit 17: Program and County Demographics by Sex

Category	Female	Male	Masked or Unknown
OC Community College Students (0514.40)	69%	28%	3%
OC Population	50%	50%	
Office Management Occupations	67%	33%	

Legend: ■ Female ■ Male ■ Masked or Unknown

Appendix A: Methodology

The OC COE prepared this report by analyzing data from occupations and education programs. Occupational data is derived from Lightcast, a labor market analytics firm that consolidates data from the California Employment Development Department (EDD), U.S. Bureau of Labor Statistics (BLS) and other government agencies. Program supply data is drawn from two systems: Taxonomy of Programs (TOP) and Classification of Instructional Programs (CIP).

Using a TOP-SOC crosswalk, the OC COE identified middle-skill jobs for which programs within these TOP codes train. Middle-skill jobs include:

- 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.

The OC COE determined labor market supply for an occupation or SOC code by analyzing the number of program completers or awards in a related TOP or CIP code. The COE developed a "supply table" with this information, which is the source of the program supply data for this report. TOP code data comes from the California Community Colleges Chancellor's Office MIS Data Mart (datamart.cccco.edu) and CIP code data comes from the Integrated Postsecondary Education Data System (nces.ed.gov/ipeds/use-the-data), also known as IPEDS. TOP is a system of numerical codes used at the state level to collect and report information on California community college programs and courses throughout the state that have similar outcomes. CIP codes are a taxonomy of academic disciplines at institutions of higher education in the United States and Canada. Institutions outside of the California Community College system do not use TOP codes in their reporting systems.

Data included in this analysis represent the labor market demand for relevant positions most closely related to the proposed program as expressed by the requesting college in consultation with the OC COE. Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information captures job post advertisements for occupations relevant to the field of study which can signal demand and show what employers are looking for in potential employees but is not a perfect measure of the quantity of open positions.

All representations have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. The most recent data available at the time of the analysis was examined; however, data sets are updated regularly and may not be consistent with previous reports. Efforts have been made to qualify and validate the accuracy of the data and findings; however, neither the Centers of Excellence for Labor Market Research (COE), COE host district, nor California Community Colleges Chancellor's Office are responsible for the applications or decisions made by individuals and/or organizations based on this study or its recommendations.

Appendix B: Data Sources

Data Type	Source
Occupational Projections, Wages, and Job Postings	Traditional labor market information data is sourced from Lightcast, a labor market analytics firm. Lightcast occupational employment data are based on final Lightcast industry data and final Lightcast staffing patterns. Wage estimates are based on Occupational Employment Statistics and the American Community Survey. For more information, see https://lightcast.io/
Living Wage	"Living Wage" measures the income necessary for an individual or family to afford basic expenses by assessing the costs such as housing, food, child care, health care, transportation, and taxes. Per the CCCCCO's this report's endorsement criteria uses the University of Washington's Center for Women's Welfare Self-Sufficiency Standard last updated in March 2024, which is $27.13 per hour ($56,451 annually) in Orange County. For more information, see: http://www.selfsufficiencystandard.org/California The MIT Living Wage, updated on February 14, 2024, is a nationally recognized living wage metric and is provided for reference. The current MIT Living Wage in Orange County is $30.48. For more information, see: https://livingwage.mit.edu/counties/06059
Typical Education and Training Requirements, and Educational Attainment	The Bureau of Labor Statistics (BLS) provides information about education and training requirements for hundreds of occupations. BLS uses a system to assign categories for entry-level education, work experience in a related occupation, and typical on-the-job training to each occupation for which BLS publishes projections data. For more information, see https://www.bls.gov/emp/documentation/education/tech.htm
Emerging Occupation Descriptions, Additional Education Requirements, and Employer Preferences	The O*NET database includes information on skills, abilities, knowledges, work activities, and interests associated with occupations. For more information, see https://www.onetonline.org/help/online/
Educational Supply	The CCCCO Data Mart provides information about students, courses, student services, outcomes and faculty and staff. For more information, see: https://datamart.cccco.edu The National Center for Education Statistics (NCES) Integrated Postsecondary Integrated Data System (IPEDS) collects data on the number of postsecondary awards earned (completions). For more information, see https://nces.ed.gov/ipeds/use-the-data/survey-components/7/completions
Student Metrics and Demographics	LaunchBoard, a statewide data system supported by the California Community Colleges Chancellor's Office and hosted by Cal-PASS Plus, provides data on progress, success, employment, and earnings outcomes for California community college students. For more information, see: https://www.calpassplus.org/LaunchBoard/Home.aspx

Data Type	Source
Population and Occupation Demographics	The Census Bureau's American Community Survey (ACS) is the premier source for detailed population and housing information. For more information, see: https://www.census.gov/programs-surveys/acs Data is sourced from IPUMS USA, a database providing access to ACS and other Census Bureau data products. For more information, see: https://usa.ipums.org/usa/about.shtml

For more information, please contact the Orange County Center of Excellence:

Jesse Crete, Ed. D., Director
crete_jesse@rsccd.edu

Diego Mosquera, Interim Research Coordinator
mosquera_diego@rsccd.edu

December 2024