

Memorandum

To: David Pai, Faculty, Computer Science Department, Mendocino College

CC: Dennis Aseltyne, Dean of Applied Academics, Mendocino College
Angela Cordell, Regional Director for Employer Engagement, Business and Entrepreneurship, North/Far North Region

From: Sara Phillips, Director, Center of Excellence (COE), Far North region

Date: January 14, 2020

Re: Program Endorsement, Business Information Worker

Background

The COE prepared a program endorsement brief for a program opportunity for Business Information Workers in December, 2018. The following occupations were studied:

- Customer Service Representatives
- Receptionists and Information Clerks
- Executive Secretaries and Executive Administrative Assistants
- Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

This memo provides updated LMI and awards data related to Business Information Worker jobs in the Far North Region. Mendocino College should include the Program Endorsement Brief from December, 2018 along with the present memo for the Regional Consortium application.

Findings

- Five-year projected growth for Business Information Worker jobs is 1% between 2018 and 2023.¹
- More than 1,500 annual job openings for this occupation in the Far North region are projected over the next five years.²
- There were 1,480 job postings for Business Information Workers in the Far North region for the twelve month period between December, 2018 and December, 2019.³
- Median wages for all but one occupation, Executive Secretaries and Executive Administrative Assistants, are below the average regional living wage.⁴
- From 2016-19, colleges in the Far North conferred a total of 337 awards for TOP codes related to Business Information Workers.⁵

¹ Emsi 2019.4; QCEW Employees, Non-QCEW Employees and Self-Employed. The 15-county Far North region includes Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Sierra, Siskiyou, Tehama and Trinity counties.

² Ibid.

³ Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool," <http://www.burning-glass.com>, 2020.

⁴ Living Wage Calculator: Counties and Metropolitan Statistical Areas in California, <http://livingwage.mit.edu/>

⁵ California Community Colleges Chancellor's Office Data Mart, 1/14/2020.

Recommendations

- The COE recommends that Mendocino College move forward with the proposed program due to the apparent supply gap (1,518 annual projected openings, 337 awards conferred in Far North over past 3 years).
- Due to low median annual wages, the COE suggests program development with a focus on pathways for students to advance into higher-earning potential programs.

COE Recommendation	
<input checked="" type="checkbox"/>	Move forward with program
<input type="checkbox"/>	Program is not recommended
<input type="checkbox"/>	Additional information needed

Please contact Sara Phillips, COE director, for further information at sphillips@shastacollege.edu or 530-242-7635.