

**Program Endorsement Brief: 0514.00/Office Technology/Office Computer Applications
Computer Fundamentals for Business
Office Management**

Orange County Center of Excellence, September 2020

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"/>		
Meets Living Wage: (Entry-Level, 25th)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>		
Educational Attainment:	HS Diploma or Less	Some College/ Cert./AA	Bachelor's Degree	Graduate Degree		
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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: First-Line Supervisors of Office and Administrative Support Workers (43-1011), Executive Secretaries and Executive Administrative Assistants (43-6011), and Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014). 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 middle-skill office technology occupations in the region. However, the majority of annual openings for the occupations in this report have typical entry-level wages below the living wage in Orange County. **Therefore, due to some of the criteria being met, the COE endorses this proposed program.** Reasons include:

Demand:

- Over the next five years, there is projected to be **22,583 jobs available annually** in the LA/OC region due to retirements and workers leaving the field, **which is more than the 1,328 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.

- The Bureau of Labor Statistics (BLS) lists a **high school diploma as the typical entry-level education** for these office technology occupations.
 - However, the national-level educational attainment data indicates **between 38.9% and 46.9% of workers in the field have completed some college or an associate degree.**
- Within Orange County, **53% of the annual job openings** for these middle-skill office technology occupations have **entry-level wages below the county's living wage** (\$17.36).²

Supply:

- There are **26 community colleges** in the region that issue awards related to office technology and/or office management, conferring an average of **873 awards annually** between 2016 and 2019.
- Between 2014 and 2017, there was an average of **455 awards conferred annually** in related training programs by **15 non-community college institutions** throughout the region.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for these middle-skill office technology occupations. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to decrease by 2% through 2024. However, there will be more than 22,500 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. 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	150,170	147,287	(2,883)	(2%)	16,486
Orange	54,937	54,425	(512)	(1%)	6,097
Total	205,107	201,712	(3,395)	(2%)	22,583

² Living wage data was pulled from California Family Needs Calculator on 9/14/2020. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/2018-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.

Wages

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill office technology 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—The majority (53%) of annual openings for these middle-skill office technology occupations have entry-level wages below the California Family Needs Calculator hourly wage (living wage) for one adult (\$17.36 in Orange County).⁴ Typical entry-level hourly wages are in a range between \$15.80 and \$26.69. Entry-level wages for two of these occupations (First-Line Supervisors of Office and Administrative Support Workers; and Executive Secretaries and Executive Administrative Assistants) are higher than the living wage for one adult in Orange County, while Secretaries and Administrative Assistants earn entry-level hourly wages of \$15.80, which is below the county's living wage. Experienced workers can expect to earn wages between \$25.09 and \$38.29, which are higher than the living wage estimate. Orange County's average wages nearly meet the average statewide wage of \$25.83 for these occupations.

Los Angeles County—All of the annual openings for these office technology 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 \$15.91 and \$27.69. Experienced workers can expect to earn wages between \$25.27 and \$39.71, which are higher than the living wage estimate. Los Angeles County's average wages are slightly above the average statewide wage of \$25.83 for these occupations.

Job Postings—There were 31,970 online job postings related to middle-skill office technology occupations listed in the past 12 months. The job titles with the most postings were administrative assistants, executive assistants, office managers, personal assistants, and customer service managers. 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: UCLA, Marriott International, and The Home Depot.

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 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 high school diploma as the typical entry-level education for these middle-skill office technology occupations. The national-level educational attainment data indicates between 38.9% and 46.9% of workers in the field have completed some college or an associate degree. Of the 40% of middle-skill office technology job postings listing a minimum education requirement in Los Angeles/Orange County, 86% (10,920) requested a high school diploma and 14% (1,811) requested an associate degree.

⁴ Living wage data was pulled from California Family Needs Calculator on 9/14/2020. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/2018-family-needs-calculator/>.

Educational Supply

Community College Supply—Exhibit 2, on the following page, shows the three-year average number of awards conferred by community colleges in the related TOP codes: Office Technology/Office Computer Applications (0514.00), and Office Management (0514.40). The colleges with the most completions in the region are: Santa Ana, Santiago Canyon, and LA Valley. 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), 2016-2019

TOP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average		
0514.00	Office Technology/ Office Computer Applications	Cerritos	16	11	14	14		
		Citrus	19	16	23	19		
		Compton	4	2	-	2		
		East LA	43	110	54	69		
		El Camino	-	-	2	1		
		Glendale	77	66	44	62		
		LA City	26	4	1	10		
		LA Harbor	24	7	5	12		
		LA Mission	32	35	23	30		
		LA Pierce	40	35	54	43		
		LA Southwest	1	2	2	2		
		LA Trade	37	39	31	36		
		LA Valley	84	91	119	98		
		Long Beach	20	27	33	27		
		Mt San Antonio	16	34	75	42		
		Pasadena	13	11	38	21		
		Santa Monica	-	3	7	3		
		West LA	1	2	1	1		
		LA Subtotal			453	495	526	491
		Coastline	40	21	12	24		
		Cypress	9	10	17	12		
		Golden West	4	3	8	5		
		Irvine	4	12	18	11		
		North Orange Adult	88	97	70	85		
		Saddleback	9	9	11	10		
		Santa Ana	67	153	138	119		
		Santiago Canyon	99	137	106	114		
		OC Subtotal			320	442	380	381

TOP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
Supply Subtotal/Average			773	937	906	872
0514.40	Office Management	El Camino	-	1	-	0
		LA Subtotal	0	1	0	0
		Cypress	-	1	1	1
		OC Subtotal	0	1	1	1
Supply Subtotal/Average			0	2	1	1
Supply Total/Average			773	939	907	873

Non-Community College Supply—It is important to consider the supply from four-year and other institutions in the region that provide training programs for these middle-skill office technology 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: Office Management and Supervision (52.0204), Administrative Assistant and Secretarial Science, General (52.0401), Business/Office Automation/Technology/Data Entry (52.0407), and General Office and Occupations and Clerical Services (52.0408). Due to different data collection periods, the most recent three-year period of available data is from 2014 to 2017. Between 2014 and 2017, other educational institutions in the region conferred an average of 455 awards annually in related training programs.

Exhibit 3: Regional non-community college awards, 2014-2017

CIP Code	Program	College	2014-2015 Awards	2015-2016 Awards	2016-2017 Awards	3-Year Award Average
52.0204	Office Management and Supervision	California Intercontinental University	3	-	-	1
		Eagle Rock College	2	-	-	1
		ABCO Technology	4	3	11	6
		GDS Institute	115	57	32	68
52.0401	Administrative Assistant and Secretarial Science, General	Hacienda La Puente Adult Education	57	61	65	61
		InterCoast Colleges- Anaheim	-	3	8	4
		Los Angeles ORT College- Los Angeles Campus	22	5	26	18
		Los Angeles ORT College- Van Nuys Campus	10	6	6	7
52.0407	Business/ Office Automation/ Technology/ Data Entry	Learnet Academy	2	7	27	12
		CES College	9	2	2	4
		Hacienda La Puente Adult Education	66	63	52	60
		UEI College-Gardena	34	32	30	32
52.0408	General Office Occupations and Clerical Services	United Education Institute- Anaheim	60	36	40	45
		United Education Institute- Encino	40	36	38	38
		United Education Institute- Huntington Park Campus	96	60	36	64
		United Education Institute- West Covina	31	30	41	34
Supply Total/Average			551	401	414	455

Appendix A: Occupational demand and wage data by county
Exhibit 5. 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)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	18,869	19,070	201	1%	2,047	\$22.09	\$28.35	\$36.07
Executive Secretaries and Executive Administrative Assistants (43-6011)	7,438	6,936	(502)	(7%)	813	\$26.69	\$33.13	\$38.29
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	28,629	28,420	(209)	(1%)	3,237	\$15.80	\$20.16	\$25.09
Total	54,937	54,425	(512)	(1%)	6,097			

Exhibit 6. Los Angeles 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)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	49,296	49,207	(89)	(0%)	5,223	\$22.25	\$28.56	\$36.34
Executive Secretaries and Executive Administrative Assistants (43-6011)	20,597	18,892	(1,705)	(8%)	2,233	\$27.69	\$34.37	\$39.71
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	80,278	79,188	(1,090)	(1%)	9,030	\$15.91	\$20.30	\$25.27
Total	150,170	147,287	(2,883)	(2%)	16,486			

Exhibit 7. Los Angeles and Orange Counties

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	68,164	68,277	113	0%	7,269
Executive Secretaries and Executive Administrative Assistants (43-6011)	28,036	25,828	(2,208)	(8%)	3,047
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	108,907	107,608	(1,299)	(1%)	12,267
Total	205,107	201,712	(3,395)	(2%)	22,583

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)

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