

# MEMORANDUM

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To: Elizabeth Swithenbank, Professor and Department Chair, Business Technology, Folsom Lake College

From: Ebony J. Benzing, Research Manager, North/Far North Center of Excellence

Date: Monday, October 10, 2022

Re: Program endorsement request for Business Information Professional II certificate

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## Background

Folsom Lake College contacted the North (Greater Sacramento) Center of Excellence to request labor market information for a new certificate program: Business Information Professional II. This memo aims to support the college's application to the North/Far North Regional Consortium for program approval.

In March 2022, the North (Greater Sacramento) Center of Excellence authored a new program endorsement report, "Business Information Professionals in the Greater Sacramento Region." This report provides the base for the data included in this memo and should be included in any program application package to the Regional Consortium or Chancellor's Office.

This memo provides a brief analysis of occupational demand and program supply data to assess labor market gaps. Data is provided for the seven-county North subregion and comes from EMSI. Occupations are aligned to career education programs using the Center of Excellence TOP-to-CIP-to-SOC crosswalk and the ONet OnLine education crosswalk.

## Summary of Findings

- The "Business Information Professionals in the Greater Sacramento Region" report focuses on five occupations: first-line supervisors of office and administrative support workers (43-1011), customer service representatives (43-4051), executive secretaries and executive administrative assistants (43-6011), secretaries and administrative assistants, except legal, medical, and executive (43-6014), and receptionists and information clerks (43-4171).
- The North (Greater Sacramento) subregion held 48,134 business information professional jobs in 2020. These jobs are projected to increase by 2% over the next five years, adding 5,746 new jobs to the subregion by 2025.

- Jobs for business information professionals are projected to have 5,746 annual openings in the North (Greater Sacramento) subregion between 2020 and 2025.
- Analysis of wage data shows that business information professionals typically earn more than the subregion's living wage of \$14.53 per hour. Entry-level wages for receptionists and information clerks are below the average living wage.
- Seven North (Greater Sacramento) community colleges offer degrees and certificates in programs related to business information professionals. These programs conferred an average of 84 awards (certificates and associate degrees) in business information professional programs over the last three academic years (2018-19 through 2020-21).

### Recommendations

- Based on a three-year average of annual awards in the Greater Sacramento subregion business information professional programs and projected yearly openings, the supply gap analysis shows that the region seems to have room for additional training.
- The North/Far North Center of Excellence recommends moving forward with the program.

New Program Recommendation		
<b>Move forward with the new program</b>	<b>Proceed with caution</b>	<b>New Program is not recommended</b>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please contact Ebony Benzing, COE Research Manager, for further information at [Ebony.Benzing@losrios.edu](mailto:Ebony.Benzing@losrios.edu) or 916-563-3215.