# Office Administration Assistant, Certificate of Achievement

## Item 1. Program Goals and Objectives

The Computer Business Technology program offers hands-on training in Microsoft Office applications. Skills learned in this program can be applied to any career field. Emphasis is placed on enhancing computer skills for college success and/or employment in entry-level business office environments.

Program Learning Outcomes

* Identify computer operating systems functions and define key features of different software applications.
* Demonstrate proficiency utilizing the Microsoft Office Suite programs to create office documents, compose professional content and communications, and deliver presentations.
* Employ critical thinking as a basis for continual learning and problem solving.
* Demonstrate interpersonal skills, such as leadership, following directions, accountability, consensus building, communication, conflict resolution, and teambuilding.

### Career Options

Examples of careers in computer business technology include: brokerage clerk, information and record clerk, general office clerk, order clerk, receptionist, entry-level administrative assistant, administrative clerk, cashier receptionist, clerical technician, customer service rep, mortgage receptionist, etc.

## Item 2. Catalog Description

The Office Administration Assistant Certificate of Achievement is designed to prepare students for entry-level office and administrative support in a variety of fields or businesses. The goal of the Office Administration Assistant Certificate of Achievement is to prepare students for entry-level office and administrative support in the following areas: Basic oral and written business communications; basic computer application skills, including beginning Excel and Outlook; the fundamentals of computer systems; and critical thinking and problem solving. This certificate allows students desiring office skills to select courses that best serve their particular interests and meet the ever-changing demands and requirements of the job market.

Award Notes

The Computer Business Technology Department requires students to complete all CBTE requirements for the certificate within five years.

## Item 3. Program Requirements

|  |  |  |
| --- | --- | --- |
| **COURSES REQUIRED FOR THE MAJOR:** | **UNITS** | **RECOMMENDED SEQUENCE\*** |
|  | ACCT 150 | Computer Accounting Applications | 3 | Y2, S2 |
|  | BUSE 101 | Business Mathematics | 3 | Y2, S2 |
|  | BUSE 102 | Introduction to Customer Service | 3 | Y2, S2 |
|  | BUSE 119 | Business Communications | 3 | Y1, S1 |
|  | CBTE 140 | Beginning Microsoft Excel | 2 | Y1, S1 |
| or | CBTE 143 | Intermediate Microsoft Excel | 3 | Y1, S1 |
|  | CBTE 164 | Introduction to Microsoft Outlook | 1 | Y1, S1 |
|  | CBTE 180 | Microsoft Office | 3 | Y1, S1 |
| **Total Units** **18 - 19** |

## *\*Course offerings are subject to change. Please refer to the college class schedule for the most updated course offerings for the semester.*

## Item 4. Master Planning

San Diego City College has as its highest priority student learning and achievement. The College provides lower division and general education courses that lead to certificates, associate degrees or transfer to a four-year college or university; career technical education programs that meet specific industry needs, upgrade the employment skills of students and fulfill licensing requirements of the state of California as well as contribute to the economic development of our region; basic skills instruction to assist all students in meeting their educational goals; and essential student support services for all students.

### Student Selection

The award will observe the open enrollment required for California community college courses (California Code of Regulations, Title 5, § 51006 and §§ 58100-58108).

### Need

The Certificate of Achievement in Office Administration Assistant (previously titled Business Information Worker II) at San Diego City College is well-established and has been serving the region and the local community since its CCCCO approval in 2018. Please see attached COCI approval letter.

This program modification addresses industry and students’ needs and does not affect the current supply and demand for completers in the field. **This is not a new program award; this is a program award modification.**

### Advisory Board Approval

The [10/04/2022 San Diego City College Information Technology Department Advisory Board Meeting](https://drive.google.com/file/d/1ch1JAWIxoFLGlqfV27xBE7Fzpg1AItGZ/view?usp=sharing) unanimously approves the proposed program modification.

### Regional Consortium Approval and Recommendation

The Certificate of Achievement in Office Administration Assistant (previously titled Business Information Worker II) at San Diego City College received its Regional Consortia recommendation in December 2016. [Please see attached Regional Consortia recommendation.](https://drive.google.com/file/d/1stzkHVOHpnUInIxbrV_1ApdIUWArR-4e/view?usp=sharing)

### Labor Market Information

According to the [Centers of Excellence September 2022 Office Assistant Occupations Labor Market Analysis for San Diego County](https://drive.google.com/file/d/1FnMDl75YSx_jWOPyoVq9uA9kd2izZlQJ/view?usp=sharing), Office Assistant Occupations in San Diego County have a labor market demand of 7,368 annual job openings (while average demand for a single occupation in San Diego County is 245 annual job openings), and 23 institutions supply 2,637 awards for these occupations, suggesting that there is a supply gap in the labor market. However, entry-level wages are below the living wage for most occupations, except “Computer User Support Specialists.” **This brief recommends that the colleges proceed with caution when developing a new program for these occupations**, but supports a program modification because 1) there is a supply gap; 2) there is a high number of annual job openings; but 3) entry-level wages are below the living wage for most occupations. The colleges should note that the typical entry-level education for these occupations is a high school education or equivalent.

According to Centers of Excellence, the [2021 Pandemic-Resilient Jobs](https://coeccc.net/san-diego-imperial/2022/02/pandemic-resilient-jobs/) report listed Computer User Support Specialists and Secretaries and Administrative Assistants (except legal, medical, and executive) are two occupations that consistently made the top pandemic-and recession-resilient jobs list.

|  |  |  |
| --- | --- | --- |
|  | [Computer User Support Specialist](https://www.onetonline.org/link/summary/15-1232.00)15-1232.00 | [Secretaries and Administrative Assistants (except legal, medical, and executive)](https://www.onetonline.org/link/summary/43-6014.00) 43-6014.00 |
| **Median wages (2021)** | $23.93 hourly, $49,770 annual | $18.21 hourly, $37,880 annual |
| **Employment (2020)** | 654,800 | 2,053,500 |
| **Projected Growth (2020-2030)** | 5% to 10% | -1% or lower |
| **Projected Job Openings** | 54,800 | 195,100 |

The [May 2021 Centers of Excellence *Office Technology Occupations* Labor Market Analysis for Imperial County](https://coeccc.net/san-diego-imperial/2021/05/office-technology-occupations/) has a labor market demand of 180 annual job openings, while the average demand for single occupation in Imperial County is 14 annual job openings, suggesting that there is a supply gap in the labor market.

Historically, the [April 2019 Centers of Excellence *Computer User Support Specialists* Labor Market Analysis for San Diego County](https://drive.google.com/file/d/17w9PPNxbHSyUut4EDxyatkXyD6OC2dN1/view?usp=sharing) has a labor market demand of 549 annual job openings, while average demand for an occupation in San Diego County is 277 annual job openings.

Currently, according to the State of California Employment Development Department, projections of employment for the 2018 – 2028 for office assistant related occupations are expected to increase by 1,220 by 2028 in the San Diego-Carlsbad area. Annual average openings between 2018 and 2028 are estimated at 54,480 jobs in office assistant related occupations.

Occupational Projection of Employment 2018-2028 for San Diego County

|  |  |  |  |
| --- | --- | --- | --- |
| **Occupation** | **Employment** | **Employment Change** | **Annual Avg Openings** |
| **Estimated** | **Projected** | **Number** | **Percent** |
| [Brokerage Clerks](https://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSDetails.asp?searchCriteria=brokerage&careerID=&menuChoice=&geogArea=0604000073&soccode=434011&search=Explore+Occupation)(SOC Code: 43-4011) | 680 | 790 | 110 | 16.2 | 870 |
| [Information and Record Clerks, All Other](https://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSDetails.asp?searchCriteria=information+and+record+clerk&careerID=&menuChoice=&geogArea=0604000073&soccode=434199&search=Explore+Occupation)(SOC Code: 43-4199) | 1900 | 2030 | 130 | 6.8 | 2400 |
| [Production, Planning, and Expediting Clerks](https://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSDetails.asp?searchCriteria=production%2C+planning&careerID=&menuChoice=&geogArea=0604000073&soccode=435061&search=Explore+Occupation)(SOC Code: 43-5061) | 5150 | 5640 | 490 | 9.5 | 6110 |
| [Secretaries, Except Legal, Medical, and Executive](https://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSDetails.asp?searchCriteria=secretari&careerID=&menuChoice=&geogArea=0604000073&soccode=436014&search=Explore+Occupation)(SOC Code: 43-6014) | 20630 | 19130 | -1500 | -7.3 | 20750 |
| [Stock Clerks and Order Fillers](https://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSDetails.asp?searchCriteria=stock&careerID=&menuChoice=&geogArea=0604000073&soccode=435081&search=Explore+Occupation)(SOC Code: 43-5081) | 17680 | 18170 | 490 | 2.8 | 24350 |

*Source:* [*https://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSSelection.asp?*](https://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSSelection.asp)

## Item 5. Enrollment and Completer Projections

(A) Enrollment Data

|  |  |  |
| --- | --- | --- |
| **Annual Sections (SECT) # and Annual Enrollment (ENROLL) Total** | **2020 – 2021\*** | **2021 - 2022\*** |
| **Course Department Number** | **Course Title** |  **SECT** | **ENROLL** | **SECT** | **ENROLL** |
| ACCT 150 | Computer Accounting Applications | 0 | 0 | 0 | 0 |
| BUSE 101 | Business Mathematics | 5 | 309 | 6 | 227 |
| BUSE 102 | Introduction to Customer Service | 1 | 29 | 1 | 40 |
| BUSE 119 | Business Communications | 6 | 230 | 7 | 192 |
| CBTE 140 | Beginning Microsoft Excel | 1 | 36 | 1 | 29 |
| CBTE 143 | Intermediate Microsoft Excel | 1 | 28 | 1 | 29 |
| CBTE 164 | Introduction to Microsoft Outlook | 0 | 0 | 0 | 0 |
| CBTE 180 | Microsoft Office | 1 | 32 | 2 | 61 |

## *\*Limited enrollment experienced during the 2020-2022 pandemic.*

## *Source:* [*https://www.sdcity.edu/about/institutional-effectiveness/research/enrollment-dashboard.aspx*](https://www.sdcity.edu/about/institutional-effectiveness/research/enrollment-dashboard.aspx)

(B) Completer Projections

Based on enrollment data, the estimated completer projection of students to earn this award annually is 5 students.

## Item 6. Place of Program in Curriculum/Similar Programs

After reviewing San Diego City College’s existing program inventory in the CCC Curriculum Inventory, the following questions have been addressed:

1. Do any active inventory records need to be made inactive or changed in connection with the approval of the proposed program? If yes, please specify.
This is a program revision to an active program at the State Chancellor’s Office. COCI Control# 36567 needs to be edited and/or revised in connection with the approval of this proposed program.

|  |  |
| --- | --- |
| Submission TypeProgram Revision | Projected Start DateFall 2024 |
| Need for ProposalRevise program title, previously titled Business Information Worker II. Revise program description. Revise program career options. Revise award description. Remove from courses required for the major: CBTE 127, CBTE 152, CBTE 205, CBTE 206. Add to courses required for the major: BUSE 101, BUSE 119, CBTE 140 as an or to CBTE 143, CBTE 164, CBTE 180. Revise total units to 18-19 units from 16 units. |

1. Does the program replace any existing program(s) on the college’s inventory? Provide relevant details if this program is related to the termination or scaling down of another program(s).
*This award does not replace any existing program(s) on the college’s inventory at the State Chancellor’s Office.*
2. What related programs are offered by the college?
* Certificate of Achievement
	+ Office Administration Assistant (*previously titled Business Information Worker II)*

## Item 7. Similar Programs at Other Colleges in Service Area

Four colleges provide awards in TOP Code 0702.10 Software Applications in the San Diego County area per the State Chancellor’s Office Curriculum Inventory.

|  |  |  |  |
| --- | --- | --- | --- |
| **College** | **Award Title** | **Award Type** | **COCI CTRL#** |
| **0702.10\* Software Applications *Vocational*** |
| Grossmont College |
| Small Computer Specialist | Associate of Science | 08768 |
| Small Computer Specialist | Certificate of Achievement | 21373 |
| MiraCosta College |
| Business Productivity Software Applications | Associate of Science | 36253 |
| Business Productivity Software Applications | Certificate of Achievement | 35549 |
| Certified Computer Desktop Support Specialist | Certificate of Achievement | 30241 |
| San Diego City College |
| Office Administration Assistant*Previously Business Information Worker II* | Certificate of Achievement | 36567 |
| Southwestern College |
| Business Information Worker | Certificate of Achievement | 35565 |
| CIS: Computer Programming With an Emphasis on Applications---Basic | Certificate of Achievement | 38043 |
| CIS: Computer Programming With an Emphasis on Applications---Advanced | Certificate of Achievement | 38044 |

*Source:* [*https://coci2.ccctechcenter.org/programs*](https://coci2.ccctechcenter.org/programs)