



Central Ohio Technical College – Ohio University Plan

Bachelor of Applied Human and Consumer Sciences in Customer Service Leadership Pathway

The Customer Service Leadership major leads to a Bachelor of Applied Human and Consumer Sciences. This is an ideal degree to help further advance your education and advance your career. This degree can provide advancement opportunities in many different fields such as hospitality, human services, law enforcement, utilities, nursing, health care administration, and computer technology. Students have also used this degree as a stepping-stone into graduate programs. This degree focuses on employer-to-customer and employee-to-employee relationships. The key customer service leadership concepts such as empathy, emotional intelligence, communication, and awareness are applied in a variety of industries.

Online Convenience. Ohio University Quality.

- A flexible degree that allows students to attend full-time or part-time.
 - Competitively priced OHIO Online rates.
 - Quality online courses with concepts that can be applied to diverse work settings.
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Admission Requirements

- No additional requirements beyond University admission requirements for freshman or transfer admission.
- Transfer applicants must have a cumulative grade-point average of 2.0 or higher from all institutions previously attended to be considered for admission.
- Official transcripts sent directly to Ohio University from all colleges and universities you have attended. If you have completed fewer than 20 semester hours or 30 quarter hours of university or college coursework, you must also submit your high school transcript for evaluation.

Application Information

[Apply online](#) (\$25 non-refundable application fee due at application)

Submit all college-level transcripts to:

Undergraduate Admissions
Ohio University
Chubb Hall 120
1 Ohio University Drive
Athens, OH 45701

Ohio University Contact Information

Undergraduate Admissions

740.593.4100

E-mail general questions to

transfer@ohio.edu

For more information on the partnership with Central Ohio Technical College, visit www.ohio.edu/cotc



OHIO
UNIVERSITY

Undergraduate Admissions
Chubb Hall 120
1 Ohio University Drive
Athens OH 45701-2979

T: 740.593.4100
www.ohio.edu

Degree Requirements

To qualify for the Bachelor of Applied Human and Consumer Sciences in Customer Service Leadership degree, a student must have completed all Ohio University graduation requirements: general education, College, major, minor, and residency. Students must earn a minimum of 30 semester hours of Ohio University credit, complete a minimum of 50% of the major course requirements at Ohio University, and complete a minimum of 120 total semester hours for graduation with a 2.0 GPA (elective hours may be required).

Ohio University BRICKS General Education Requirements

BRICKS is Ohio University's general education program, and requirements must be fulfilled by all baccalaureate degree students. BRICKS includes a minimum of 38 credit hours across five categories: Foundations, Pillars, Arches, Bridges, and Capstone. Courses used to satisfy BRICKS requirements may be completed through Central Ohio Technical or OHIO Online. The table below lists Central Ohio Technical College courses that have direct course equivalencies at Ohio University which meet BRICKS requirements. General education courses that may also satisfy program requirements are inside brackets[]. HIST courses marked with an asterisk (*) will automatically equate to fill Pillars Humanities Texts and Contexts, but may alternately equate to fill Pillars Social and Behavioral Sciences. Work with your academic advisor to make adjustments.

OHIO BRICKS Requirement	COTC Course Numbers
FOUNDATIONS - Take one course from each listed category	
Written Communication	ENGL 112, ENGL 112C
Advanced Writing	BUS 207; ENGL 113, ENGL 216
Quantitative Reasoning	MATH 110, MATH 120, MATH 123, MATH 130, MATH 130C, MATH 140, MATH 140C, MATH 150, MATH 210
Intercultural Explorations	No current equivalencies
PILLARS - Take one course from each listed category (minimum 3 credits each)	
Humanities: Texts and Contexts	ENGL 211, ENGL 212, ENGL 221, ENGL 222; PHIL 150, PHIL 200
Humanities: Arts	No current equivalencies
Natural Sciences	BIO 120, BIO 121, BIO 130, BIO 160, BIO 161, BIO 200; CHEM 102, CHEM 110; PHYS 110, PHYS 112
Social or Behavioral Sciences	ECON 105, ECON 110; HIST 100; HIST 150, HIST 151; PSY 100; SOC 100
ARCHES - Take one course from each listed category (minimum 3 credits each)	
Constructed World	MATH 200, MATH 200HC
Natural World	BIO 131; CHEM 111; PHYS 105, PHYS 111
Connected World	ECE 141; LET 100; PSY 200, PSY 210, PSY 220; SWA 200, SWA 230
BRIDGES - Take one course from each listed category (minimum 1 credit each)	
Speaking and Listening	SPCH 100, SPCH 205
Ethics and Reasoning	BUS 106; SPCH 100, SPCH 205
Diversity and Practice	SOC 110; SPCH 100, SPCH 205
Learning and Doing	SWA 150
CAPSTONE - Minimum 2 credits (no current equivalencies)	

BRICKS and the Ohio Transfer 36

Students who complete the minimum requirements of the Ohio Transfer 36 (OT36, formerly the Ohio Transfer Module) at another college or university prior to enrollment in a degree-seeking program at Ohio University will receive transfer credit equivalent to fulfilling Ohio University's BRICKS general education requirements in Foundations (excluding the Advanced Writing component, which requires completion of TME 002 Second Writing), Pillars, and Arches. If you have not completed the OT36, your courses will be evaluated on a course-by-course basis and will apply toward general education requirements as appropriate.





Customer Service Major Courses

Choose no more than 3 total courses at Central Ohio Technical College

Customer Service Core

Complete all of the following courses through OHIO Online with a 2.0 or better overall GPA

General education requirement courses that may also satisfy program requirements are inside brackets [].

OHIO Course Name	OHIO Course Number	COTC Course Number
Families as Consumers in Global Communities	[CONS 2500]	
Human Resources for Customer Service Leadership Professionals	CONS 3100	
Principles of Customer Service	CONS 3250	
Writing in Human and Consumer Sciences	[CONS 3450J]	
Career Development for Customer Service Professionals	CONS 3890	
Internship: Customer Service Leadership	[CONS 4915]	
Leadership in Customer Service	[T3 4925]	

Additional Requirements

Complete all of the following courses through Central Ohio Technical or OHIO Online

OHIO Course Name	OHIO Course Number	COTC Course Number
Diversity (choose two)	COMS 2060, COMS 3060, COMS 3250, COMS 3420, COMS 4100, EDCS 1100, EDCE 4400, PSY 3440, TAS 3110	
Leadership and Organization (choose two)	EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110	
Complete at least 30 hours at the 3000- or 4000-level	Work with Academic Advisor for appropriate course selection	

Disclaimer:

The information on this guide is based on the catalog requirements posted in the 2023-2024 Ohio University catalog and related Central Ohio Technical College equivalents as of the Last Updated date. All information is subject to change without notice. Students must complete a minimum of 120 total semester hours, are responsible for tracking their degree completion on their DARS, and are encouraged to work with an Ohio University academic advisor in their degree planning. Courses are subject to availability at each institution. It is suggested that students meet with an advisor to discuss course selection based on offered options.

Last Updated: 8/16/2023



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