

Cincinnati State – Ohio University Plan

Customer Service Leadership Pathway

The Customer Service Leadership pathway leads to a Bachelor of Applied Science: Customer Service Leadership major. 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 ohio.edu/admissions/apply

Students can complete this program through OHIO Online

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 visit www.ohio.edu/cincinnati



Degree Requirements

To qualify for the Bachelor of Applied Science, Customer Service Leadership major, 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 Cincinnati State or OHIO Online. The table below lists Cincinnati State 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 HIST 1320 and/or HIST 1330, but may instead equate to HIST 1210 and/or HIST 1220. Work with your academic advisor to make adjustments as necessary.

OHIO BRICKS Requirement	Cincinnati State Course Numbers
FOUNDATIONS	Take one course from each listed category
Written Communication	ENG 101, ENG 101A
Advanced Writing	ENG 102, ENG 103, ENG 104, ENG 105
Quantitative Reasoning	MAT 105, MAT 105A, MAT 131, MAT 131A, MAT 132, MAT 141, MAT 151, MAT 151A, MAT 152, MAT 153, MAT 161, MAT 215, MAT 252
Intercultural Explorations	GEO 105, GEO 110, HST 102*, HST 162*; THE 110
PILLARS	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	HST 101*, HST 102*, HST 161*, HST 162*; LIT 200, LIT 220, LIT 251, LIT 252, LIT 261, LIT 262; PHI 105, PHI 110
Humanities: Arts	ART 111; MUS 102; THE 110
Natural Sciences	BIO 131, BIO 132, BIO 151, BIO 220; CHE 110, CHE 111, CHE 121 and CHE 131; EVS 110, EVS 120; PHY 151, PHY 201; PSC 110
Social or Behavioral Sciences	ECO 105, ECO 110; GEO 115; HST 102*, HST 111, HST 112, HST 162*; POL 101; PSY 110; SOC 105
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	ART 112; COMM 130; MAT 251; MUS 110; THE 105
Natural World	BIO 152; CHE 115, CHE 122 and CHE 132; PHY 152, PHY 202; PSC 105
Connected World	CRJ 105; ECE 145; GEO 105, GEO 110; PSY 200, PSY 205, PSY 210, PSY 220; SOC 110, SOC 115
BRIDGES	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	COMM 110
Ethics and Reasoning	COMM 110
Diversity and Practice	ART 112; COMM 110, COMM 130; PSY 215; SOC 200
Learning and Doing	SWK 200
CAPSTONE	Minimum 2 credits (no current equivalencies)

BRICKS and the Ohio Transfer 36 or Prior Degree Completion

Students who complete the minimum requirements of the Ohio Transfer 36 (OT36, formerly the Ohio Transfer Module), an Associate of Arts (AA), Associate of Science (AS), or bachelor's degree from an accredited institution* 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 an equivalent course), Pillars, and Arches. Students who have not completed the OT36 or an approved degree will have their courses evaluated individually to determine appropriate general education requirement fulfillment. *Institutions must be accredited by regional accrediting commissions recognized by the Council on Higher Education Accreditation (CHEA) to qualify.



Customer Service Major Courses

Choose no more than 3 total courses at Cincinnati State

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	Cincinnati State Course Number
Families as Consumers in Global Communities	[CONS 2500]	
Human Resources for Customer Service Leadership Professionals	CONS 3100	MGT 105
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 Cincinnati State or OHIO Online

OHIO Course Name	OHIO Course Number	Cincinnati State Course Number
Diversity (choose two)	COMS 2060, COMS 3060, COMS 3250, COMS 3420, COMS 4100, EDCE 4400, INST 1011, PSY 3440, ORG 3110, SAM 3020	COMM 105
Leadership and Organization (choose two)	EDCE 4980, IHS 4200, MGT 2000, ORG 4040, ORG 4110, RHT 3620, RHT 4850, SAM 3020, [T3 4725]	HRM 135
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 2025-2026 Ohio University catalog and related Cincinnati State 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: 6/20/2025