



Clark State College – 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/clarkstate



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 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 Clark State College or OHIO Online. The table below lists Clark State 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 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 | Clark State College Course Numbers |
|--------------------------------|--|
| FOUNDATIONS | Take one course from each listed category |
| Written Communication | ENG 1111 |
| Advanced Writing | ENG 1112, ENG 2211 |
| Quantitative Reasoning | MTH 1070, MTH 1280, MTH 1340, MTH 2100, MTH 2220; PHL 2000; STT 2640 |
| Intercultural Explorations | GEO 2200; HST 1120*; PLS 1300; SOC 2200; THE 2241, THE 2242 |
| PILLARS | Take one course from each listed category (minimum 3 credits each) |
| Humanities: Texts and Contexts | ENG 2510, ENG 2520, ENG 2610, ENG 2620; HST 1110*, HST 1120*; PHL 2100 |
| Humanities: Arts | ART 1001, ART 1300; MUS 1130; THE 2241, THE 2242 |
| Natural Sciences | BIO 1131, BIO 1510, BIO 1520, BIO 2121; CHM 1150, CHM 1160, CHM 1210; GEO 1400; GLG 1131, GLG 1133; MLT 1140 and MLT 1145, MLT 2130 and MLT 2135; PHY 1501, PHY 2501 |
| Social or Behavioral Sciences | ECO 2210, ECO 2220; GEO 1100; HST 1120*, HST 1210, HST 1220; PLS 1100, PLS 2300; PSY 1111; SOC 1110 |
| ARCHES | Take one course from each listed category (minimum 3 credits each) |
| Constructed World | ART 1002; MTH 2200; PHL 2400; THE 1130 |
| Natural World | BIO 2122; CHM 1220; PHY 1100, PHY 1502, PHY 2502 |
| Connected World | CRJ 1100; ECE 1103; GEO 2200; PLS 1300; PSY 2223, PSY 2230, PSY 2250; SOC 2220, SOC 2230, SOC 2270 |
| BRIDGES | Take one course from each listed category (minimum 1 credit each) |
| Speaking and Listening | COM 1120 |
| Ethics and Reasoning | COM 1120; CRJ 1283 and CRJ 1284; MGT 1105 |
| Diversity and Practice | ART 1002; COM 1120; SOC 2240; THE 1133 |
| Learning and Doing | PTA 2283; SWK 2230 |
| 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 Clark State 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 | Clark State College 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 Clark State College or OHIO Online

| OHIO Course Name | OHIO Course Number | Clark State College Course Number |
|--|---|-----------------------------------|
| Diversity (choose two) | COMS 2060, COMS 3060, COMS 3250, COMS 3420, COMS 4100, EDCE 4400, INST 1011, ORG 3110, PSY 3440, SAM 3020 | COM 1110 |
| Leadership and Organization (choose two) | EDCE 4980, IHS 4200, MGT 2000, ORG 4040, ORG 4110, RHT 3620, RHT 4850, SAM 3020, [T3 4725] | |
| 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 Clark State 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: 6/30/2025