

Eastern Gateway Community College – Ohio University Plan

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

The Customer Service Leadership major leads to a Bachelor of Applied Human and Consumer Sciences. This is a bachelor completion degree, appropriate for students who have earned an associate's or technical degree and/or at least 60 semester hours at an accredited institution. 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 e-campus rates.
 - Quality online courses with concepts that can be applied to diverse work settings.
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Admission Requirements

- Completed associate degree from a regionally accredited college or university or 60 or more semester hours.
- Combined 2.0 gpa from all prior college-level coursework.
- Official transcripts sent directly to Ohio University from all colleges and universities you have attended

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

Lisa Jeffries

jeffrie@ohio.edu

740.699.2504

E-mail general questions to

transfer@ohio.edu

For more information on the partnership

With Eastern Gateway Community College, visit www.ohio.edu/egcc



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

Tier I General Education Requirements

Courses completed through Eastern Gateway or OHIO online

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

OHIO Course Name	OHIO Course Number	EGCC Course Number
Tier I English Composition (1E)	ENG 1510	ENG 101
Tier I Quantitative Skills (1M)	Any Tier I Math Course	Any Tier I Math Course
Tier I Junior Composition (1J) (OHIO Online only)	CONS 3450J	

Tier II General Education Requirements

Courses completed through Eastern Gateway or OHIO online

Complete 21 semester hours with a minimum of 2 credit hours in each of the 6 areas

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

Courses marked with an asterisk (*) will default to count towards 2HL, but may satisfy 2CP requirements. Please work with the student services office within the academic college to make adjustments, if necessary.

OHIO Course Name	OHIO Course Number	EGCC Course Number
Choose one of the following Applied Science & Math courses (2AS):	Work with Academic Advisor for appropriate course selection	BIO 103, BIO 203; MTH 220, MTH 221
Choose one of the following Cross-Cultural Perspectives courses (2CP) (Reference General Education Equivalency Guide for approved language options):	Work with Academic Advisor for appropriate course selection	GEO 101; HIS 101*, HIS 102*; SPA 201, SPA 202
Choose one of the following Fine Arts courses (2FA):	Work with Academic Advisor for appropriate course selection	ART 101, ART 104, ART 105; MUS 101
Choose one of the following Humanities & Literature courses (2HL):	Work with Academic Advisor for appropriate course selection	[COM 101]; HIS 101*, HIS 102*; PHI 101, [PHI 202]
Choose one of the following Natural Sciences courses (2NS):	Work with Academic Advisor for appropriate course selection	BIO 106, BIO 107, BIO 108, BIO 114, BIO 115, BIO 204; CHM 102, CHM 103; GEL 101, GEL 111; GEO 102; PHY 106, PHY 107
Choose one of the following Social Sciences courses (2SS):	Work with Academic Advisor for appropriate course selection	COM 150; ECE 101; ECO 101, ECO 102; GEO 201; HIS 104, HIS 105; PSC 101, PSC 102; PSY 101, PSY 201; SOC 101, SOC 205



Customer Service Majors Courses

Choose no more than 3 total courses at Eastern Gateway Community 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	EGCC Course Number
Families as Consumers in Global Communities (CONS 2500 will satisfy 2SS requirement)	[CONS 2500]	
Human Resources for Customer Service Professions	CONS 3100	
Career Development for Customer Service Professions;	CONS 3890 or RFPD 3890	
Workshop in Customer Service ; Principles of Customer Service	CONS 4953 or CONS 3250	
Internship	CONS 4915 or RHT 4920 or RFPD 4910	

Additional Requirements

Complete all of the following courses through Eastern Gateway or OHIO Online

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

OHIO Course Name	OHIO Course Number	EGCC Course Number
Diversity (choose two)	AAS 1060, AAS 1100, AAS 2100, [COMS 1030], COMS 2050, COMS 2060, COMS 4060, COMS 4100, COMS 4110, COMS 4200, PSY 3440, RFPD 1100, T3 4772, WGSS 1000	[COMM 101], COM 105, COM 110
Ethics (choose two)	[PHIL 1300], PHIL 2400, PHIL 3550, RFPD 4800	[PHIL 202]
Leadership and Organization (choose two)	COMS 4050, MKT 2400, MKT 2020, MGT 2000, T3 4725	BUS 201
Tier III General Education Requirement (T3)	T3 4925 or T3 4725 or T3 4772 or RFPD 4800	
Complete at least 30 hours at the 3000- or 4000-level	Work with Academic Advisor for appropriate course selection	

The information on this guide is based off of the catalog requirements posted in the 2019-2020 Ohio University catalog and related Eastern Gateway Community College equivalents as of the Last Updated date. All information is subject to change without notice. Students 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 CPM/Advisor to discuss course selection based on offered options.

Last Updated: 8/6/2019



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