



## Edison State Community College – Ohio University Plan

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### 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.

- 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 <https://admissions.ohio.edu/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

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### Ohio University Contact Information

#### Undergraduate Admissions

740.593.4100

#### E-mail general questions to

[transfer@ohio.edu](mailto:transfer@ohio.edu)

For more information visit [www.ohio.edu/edisoncc](http://www.ohio.edu/edisoncc)

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OHIO  
UNIVERSITY

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

T: 740.593.4100  
[www.ohio.edu](http://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 Edison State Community College or OHIO Online. The table below lists Edison State Community 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 and Foundations Intercultural Explorations. Work with your academic advisor to make adjustments.

OHIO BRICKS Requirement	Edison State Course Numbers
<b>FOUNDATIONS</b>	Take one course from each listed category
Written Communication	ENG 121S
Advanced Writing	BUS 223S; ENG 122S
Quantitative Reasoning	MTH 120S, MTH 122S, MTH 123S, MTH 125S MTH 126S, MTH 128S, MTH 222S, MTH 226S
Intercultural Explorations	ANT 121S; HST 126S*
<b>PILLARS</b>	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENG 221S, ENG 222S, ENG 241S, ENG 242S; HST 125S*, HST 126S*; PHI 121S, PHI 123S
Humanities: Arts	ART 123S; HUM 121S; MUS 120S, MUS 129S
Natural Sciences	BIO 121S, BIO 122S, BIO 124S, BIO 125S, BIO 240S and BIO 241S; CHM 110S, CHM 121S; GEO 121S; GLG 121S; PHY 121S, PHY 241S
Social or Behavioral Sciences	ECO 221S, ECO 222S; GEO 123S; HST 121S, HST 122S, HST 125S*, HST 126S*, HST 224S; PLS 121S, PLS 224S; PSY 121S; SOC 121S
<b>ARCHES</b>	Take one course from each listed category (minimum 3 credits each)
Constructed World	ART 124S; MTH 127S, MTH 221S; REL 121S
Natural World	BIO 126S; CHM 122S; PHY 122S, PHY 242S
Connected World	ANT 121S, ANT 125S; CRJ 111S; ECE 115S; PSY 221S, PSY 225S, PSY 227S, PSY 230S; SOC 225S, SOC 226S
<b>BRIDGES</b>	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	COM 121S
Ethics and Reasoning	BUS 110S; COM 121S
Diversity and Practice	ART 124S; COM 121S; SOC 224S
Learning and Doing	SSV 113S; THE 291S, THE 292S
<b>CAPSTONE</b>	Minimum 2 credits (no current equivalencies)



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Chubb Hall 120 www.ohio.edu  
1 Ohio University Drive  
Athens OH 45701-2979



**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 Edison State 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	Edison State 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 3450]	
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 Edison State Community College or OHIO Online

OHIO Course Name	OHIO Course Number	Edison State Course Number
Diversity (choose two)	COMS 2060, COMS 3060, COMS 3250, COMS 3420, COMS 4100, EDCE 4400, INST 1011, PSY 3440, SAM 3020, TAS 3110	COM 228S
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 2024-2025 Ohio University catalog and related Edison State Community 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: 07/08/2024**



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