



## Hocking College – Ohio University Plan

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### 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

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### Ohio University Contact Information

**Veronica Hiner**

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

740.597.7992

**E-mail general questions to**

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

**For more information on the partnership**

With Hocking College, visit <https://www.ohio.edu/hocking>



**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 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 Hocking or OHIO online

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

OHIO Course Name	OHIO Course Number	Hocking Course Number
Tier I English Composition (1E)	[ENG 1510]	[ENGL 1510]
Tier I Quantitative Skills (1M) (Reference General Education Equivalency Guide for Tier I math course options)	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 Hocking 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.

OHIO Course Name	OHIO Course Number	Hocking Course Number
Choose one of the following Applied Science & Math courses (2AS):		AMD 1102; DT 1102; GEO 1104; GEOL 1130; GEOL 1100 and NRM 1125; MATH 1163
Choose one of the following Cross-Cultural Perspectives courses (2CP):		ARCH 2280; COM 1165
Choose one of the following Fine Arts courses (2FA):		ART 1110; HUM 2202
Choose one of the following Humanities & Literature courses (2HL):		[COMM 1130]; [HUM 2203], HUM 2207; WS 1100
Choose one of the following Natural Sciences courses (2NS):		ARCH 1106; BIOS 1103, BIOS 1104, BIOS 1112, BIOS 113, BIOS 114, BIOS 1120; CHEM 1101; GEOL 1110
Choose one of the following Social Sciences courses (2SS):		ECON 1140, ECON 2240; GOVT 1142; PSYC 1101; SOCI 1101, SOCI 2162



## Customer Service Majors Courses

Choose no more than 3 total courses at Hocking

### 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	Hocking 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 Hocking or OHIO Online

OHIO Course Name	OHIO Course Number	Hocking 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 1130]
Ethics (choose two)	[PHIL 1300], PHIL 2400, PHIL 3550, RFPD 4800	[HUM 2203]
Leadership and Organization (choose two)	COMS 4050, MKT 2400, MKT 2020, MGT 2000, T3 4725	BUS 1102
Tier III General Education Requirement (T3)	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 2018-2019 Ohio University catalog and related Hocking 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: 9/27/2018: .



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