



Marion Technical 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.
-

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/marion



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 Marion Technical College or OHIO Online. The table below lists Marion Technical 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	Marion Technical College Course Numbers
FOUNDATIONS	Take one course from each listed category
Written Communication	ENG 1000, ENG 1001
Advanced Writing	BUS 1200; ENG 1100
Quantitative Reasoning	MTH 1230, MTH 1231, MTH 1240, MTH 1241, MTH 1245, MTH 1246, MTH 1250, MTH 2050
Intercultural Explorations	HST 1800*; POL 1010
PILLARS	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENG 2000, ENG 2100, ENG 2200; HST 1700*, HST 1800*; PHI 1030
Humanities: Arts	HUM 1000
Natural Sciences	BIO 1200; BIO 1240; CHM 1210; GEO 1000; PHY 1200 and PHY 1210; SCI 1200, SCI 1300
Social or Behavioral Sciences	ECN 2000, ECN 2100; HST 1500, HST 1600, HST 1800*; POL 1000; PSY 1100; SOC 1200
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	MTH 1340, MTH 2000
Natural World	BIO 1250; CHM 1260, CHM 1260; PHY 1250 and PHY 1260; SCI 1250
Connected World	CRJ 1000; POL 1010; PSY 1200, PSY 1500, PSY 2100, PSY 2150, PSY 2200, PSY 2220, PSY 2420, PSY 2430; SOC 1400, SOC 2200; SWA 1070
BRIDGES	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	COM 1400; ENG 1400
Ethics and Reasoning	COM 1400; ENG 1400
Diversity and Practice	COM 1400; ENG 1400; HST 2002Z; PSY 2175; SOC 2020; SWA 2020
Learning and Doing	PTA 2320; SWA 1010
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 Marion Technical 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	Marion Technical 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 Marion Technical College or OHIO Online

OHIO Course Name	OHIO Course Number	Marion Technical 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 1500
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 Marion Technical 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