



North Central 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.

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/ncstate



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 North Central State College or OHIO Online. The table below lists North Central 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	North Central State College Course Numbers
FOUNDATIONS	Take one course from each listed category
Written Communication	ENGL 1010
Advanced Writing	BUSM 1170; ENGL 1030
Quantitative Reasoning	MATH 1110, MATH 1110 and MATH 1130, MATH 1130, MATH 1151; STAT 1010
Intercultural Explorations	COMM 2070; HIST 1070*
PILLARS	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENGL 2050, ENGL 2070, ENGL 2090, ENGL 2180, ENGL 2190; HIST 1050*, HIST 1070*; PHIL 1010, PHIL 1110
Humanities: Arts	ENGL 2130; HUMA 1010; MUSC 1010
Natural Sciences	BIOL 1050, BIOL 1230, BIOL 1231, BIOL 1550, BIOL 1570, BIOL 2751; CHEM 1210; GEOL 1010; PHYS 1010, PHYS 1110, PHYS 2010; PSCI 1030
Social or Behavioral Sciences	ECON 1010, ECON 1510, ECON 2510; HIST 1010, HIST 1030, HIST 1070*; POLT 1010; PSYC 1010, PSYC 1070; SOCY 1010
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	MATH 1150; THEA 1010
Natural World	BIOL 2752, BIOS 1010; CHEM 1220; PHYS 1130, PHYS 2030
Connected World	CRMJ 1010; EDUT 1070; HMSV 2050; PSYC 2050, PSYC 2090, PSYC 2100; SOCY 2030, SOCY 2050
BRIDGES	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	COMM 1010
Ethics and Reasoning	COMM 1010; PSYC 2170
Diversity and Practice	COMM 1010; SOCY 2010
Learning and Doing	HMSV 2110; PHTA 2150; RESP 2490
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 North Central 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	North Central 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 North Central State College or OHIO Online

OHIO Course Name	OHIO Course Number	North Central 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	COMM 2030
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 North Central 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



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