



Owens Community 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 <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

Ohio University Contact Information

Undergraduate Admissions

740.593.4100

E-mail general questions to

transfer@ohio.edu

For more information visit www.ohio.edu/OwensCC



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 Owens Community College or OHIO Online. The table below lists Owens 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	Owens Community College Course Numbers
FOUNDATIONS	Take one course from each listed category
Written Communication	ENG 110, ENG 111P; HON 101
Advanced Writing	ENG 112, ENG 120; OAD 110
Quantitative Reasoning	MTH 133, MTH 170, MTH 173, MTH 175, MTH 178, MTH 213, MTH 232; PHL 103
Intercultural Explorations	ANT 200; ENG 215; GOV 100; GPH 206; HIS 152*
PILLARS	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENG 200, ENG 215, ENG 266, ENG 267; HIS 151*, HIS 152*; PHL 101, PHL 102
Humanities: Arts	ART 101, ART 201; MUS 101; THE 261
Natural Sciences	BIO 201, BIO 202, BIO 203, BIO 211, BIO 231, BIO 239; CHM 111, CHM 121; GPH 110; PHY 201, PHY 221
Social or Behavioral Sciences	ECO 201, ECO 202; GOV 111, GOV 207; GPH 106; HIS 151*, HIS 152*, HIS 201, HIS 202; PSY 101, PSY 111; SOC 101
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	ART 202; MTH 180, MTH 215; THE 100
Natural World	ANT 202; AST 101; BIO 212; CHM 122; ENV 101; PHY 202, PHY 222
Connected World	ANT 200; CJS 101; EDU 101; GOV 100; GPH 206; PSY 210, PSY 215, PSY 220, PSY 250; SOC 201, SOC 210
BRIDGES	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	SPE 100, SPE 101
Ethics and Reasoning	SPE 100, SPE 101
Diversity and Practice	ART 202; SOC 220; SPE 100, SPE 101
Learning and Doing	EET 291; SWK 220
CAPSTONE	Minimum 2 credits (no current equivalencies)

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 Owens 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	Owens Community 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 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 Owens Community College or OHIO Online

OHIO Course Name	OHIO Course Number	Owens Community College 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	SPE 102
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 Owens 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: 07/09/2024



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