

Sinclair 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/sinclaircc



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 Sinclair Community College or OHIO Online. The table below lists Sinclair 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 | Sinclair Community College Course Numbers |
|--------------------------------|--|
| FOUNDATIONS | Take one course from each listed category |
| Written Communication | ENG 1101 |
| Advanced Writing | ENG 1131, ENG 1201, ENG 2250 |
| Quantitative Reasoning | MAT 1445, MAT 1450, MAT 1455, MAT 1470, MAT 1570, MAT 1580, MAT 2160, MAT 2280, MAT 2415, MAT 2280; PHI 2207; PSY 2236 |
| Intercultural Explorations | COM 2245; GEO 1201; HIS 1112*, HIS 2217; LIT 2236; MUS 1123; PLS 2200; SOC 1145; THE 2201, THE 2202 |
| PILLARS | Take one course from each listed category (minimum 3 credits each) |
| Humanities: Texts and Contexts | HIS 1111*, HIS 1112*; LIT 2201, LIT 2202, LIT 2211, LIT 2212, LIT 2220, LIT 2236; PHI 2205, PHI 2206 |
| Humanities: Arts | ART 1110, ART 2230; MUS 1121, MUS 1122, MUS 2117 and MUS 2118; THE 2201, THE 2202 |
| Natural Sciences | BIO 1107, BIO 1111, BIO 1121, BIO 1141, BIO 1171, BIO 1211, BIO 1272, BIO 2205, BIO 2225, BIO 2235; CHE 1111, CHE 1211, CHE 1211, CHE 1311; GEO 1102; GLG 1101, GLG 1401; PHY 1141, PHY 2201 |
| Social or Behavioral Sciences | ECO 1100, ECO 2160, ECO 2180; GEO 1101, HIS 1101, HIS 1102, HIS 1111*, HIS 1112*; PLS 1120, PLS 2200; PSY 1100; SOC 1101 |
| ARCHES | Take one course from each listed category (minimum 3 credits each) |
| Constructed World | ART 2231; HIS 2219; MATH 2170, MAT 2270, MAT 2435; MUS 1123; REL 2255; THE 1101 |
| Natural World | AST 111, AST 1112; BIO 1242; BTN 1110; CHE 1221; PHY 1100, PHY 1142, PHY 2202 |
| Connected World | CJS 1101; ECE 1101; GEO 1201; HIS 2217; PLS 2200; PSY 2205, PSY 2217, PSY 2220, PSY 2225, PSY 2242; SOC 1115, SOC 1145, SOC 2205 |
| BRIDGES | Take one course from each listed category (minimum 1 credit each) |
| Speaking and Listening | COM 2211 |
| Ethics and Reasoning | COM 2211 |
| Diversity and Practice | ART 2231; COM 2211; [MRK 2236]; PSY 2206; SOC 2215 |
| Learning and Doing | END 2903; SWK 1213; THE 1194 |
| 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 Sinclair 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 | Sinclair Community College Course Number |
|---|--------------------|--|
| Families as Consumers in Global Communities | [CONS 2500] | [MRK 2236] |
| 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 Sinclair Community College or OHIO Online

| OHIO Course Name | OHIO Course Number | Sinclair 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 | COMM 2206, MHT 2111 and MHT 2211 |
| Leadership and Organization (choose two) | EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110 | MAN 2150 |
| 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 Sinclair 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

