

## Terra State Community College – Ohio University Plan

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### 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.

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### 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](https://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

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### Ohio University Contact Information

#### Undergraduate Admissions

740.593.4100

#### E-mail general questions to

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

For more information visit [www.ohio.edu/terra](http://www.ohio.edu/terra)

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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 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 Terra State Community College or OHIO Online. The table below lists Terra State 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 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	Terra State Community College Course Numbers
<b>FOUNDATIONS</b>	Take one course from each listed category
Written Communication	ENG 1020, ENG 1050
Advanced Writing	ENG 1060, ENG 1900
Quantitative Reasoning	MTH 2010, MTH 2310, MTH 2320, MTH 2351, MTH 2411, MTH 2520
Intercultural Explorations	HIS 1020*; SOC 2500
<b>PILLARS</b>	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENG 2640, ENG 2650, ENG 2670, ENG 2680; HIS 1010*, HIS 1020*; PHL 1010
Humanities: Arts	ART 1010, HUM 1130, HUM 2010; MUS 1010
Natural Sciences	BIO 1230 and BIO 1235, BIO 1720 and BIO 1725, BIO 2010 and BIO 2015, BIO 2020 and BIO 2025; CHM 1010 and CHM 1015, CHM 1610 and CHM 1615; PHY 1310 and PHY 1315, PHY 2330 and PHY 2335
Social or Behavioral Sciences	ECO 2010, ECO 2020; HIS 1020*, HIS 1050, HIS 1060; PLS 1000; PSY 1210; SOC 2010
<b>ARCHES</b>	Take one course from each listed category (minimum 3 credits each)
Constructed World	ART 1030; MTH 2510
Natural World	BIO 1240 and BIO 1425; CHM 1620 and CHM 1625; PHY 1070 and PHY 1075, PHY 1320 and PHY 1325, PHY 2340 and PHY 2345
Connected World	LEN 1100; PSY 1360, PSY 1400, PSY 2030, PSY 2210, PSY 2400; SOC 2500
<b>BRIDGES</b>	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	SPE 2010
Ethics and Reasoning	LAC 2031 and LAC 2041; SPE 2010
Diversity and Practice	ART 1030; SPE 2010
Learning and Doing	SWK 1030
<b>CAPSTONE</b>	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 Terra State 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	Terra State 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 Terra State Community College or OHIO Online

OHIO Course Name	OHIO Course Number	Terra State Community 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	SPE 2200
Leadership and Organization (choose two)	EDCE 4980, IHS 4200, MGT 2000, ORG 4110, RHT 3620, RHT 4850, SAM 3020, [T3 4725], ORG 4040,	MGT 2580
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 Terra State 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: 6/30/2025**



**OHIO**  
UNIVERSITY

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Athens OH 45701-2979

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