



Cuyahoga 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 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/tri-c



OHIO
UNIVERSITY

Undergraduate Admissions
Chubb Hall 120
1 Ohio University Drive
Athens OH 45701-2979

T: 740.593.4100
www.ohio.edu

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 Tri-C or OHIO Online. The table below lists Tri-C 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	Tri-C Course Numbers
FOUNDATIONS	Take one course from each listed category
Written Communication	ENG 1010, ENG 101H
Advanced Writing	BADM 2010; BADM 201H, ENG 1020, ENG 102H, ENG 2151
Quantitative Reasoning	MATH 1190, MATH 1370, MATH 1410, MATH 1480, MATH 1530, MATH 153H, MATH 1530 and MATH 1540, MATH 153H and MATH 154H, MATH 1540, MATH 154H, MATH 1580, MATH 1620, MATH 162H, PHIL 1020
Intercultural Explorations	ANTH 1010; ENG 2730; HIST 1020*, HIST 102H*, HIST 2700; PHIL 208H; POL 2030; THEA 2210, THEA 2220
PILLARS	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENG 2310, ENG 2320, ENG 2350, ENG 2360, ENG 2510, ENG 2520, ENG 2730; HIST 1010*, HIST 101H*, HIST 1020*, HIST 102H*; MJS 1611; PHIL 1010, PHIL 101H, PHIL 2020, PHIL 202H, PHIL 2031
Humanities: Arts	ART 1010, ART 2020, ART 202H; MUS 1010, MUS 1030; THEA 2210, THEA 2220
Natural Sciences	BIO 1040 and BIO 104L, BIO 1050, BIO 1430, BIO 1500, BIO 150H, BIO 1510, BIO 151H, BIO 2060, BIO 2331, BIO 2500; CHEM 1010, CHEM 101H, CHEM 1020, CHEM 102H, CHEM 1300 and CHEM 130L, CHEM 130H; ESCI 1030, ESCI 1050, ESCI 1310, ESCI 1410, ESCI 141H and ESCI 141L; PHYS 1210, PHYS 2310
Social or Behavioral Sciences	ECON 2000, ECON 2010; GEOG 1000; HIST 1020*, HIST 102H*, HIST 1510, HIST 151H, HIST 1520, HIST 152H; POL 1010, POL 101H, POL 2070; PSY 1010, PSY 101H; SOC 1010, SOC 101H; WST 1510, WGS 151H, WST 2010
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	ART 2030, ART 203H; ENG 2450; MATH 1380, MATH 1490, MATH 1610, MATH 161H; PSY 2150; REL 1010, REL 2000; THEA 1010
Natural World	ANTH 1210; BIO 1060, BIO 1440, BIO 2341; CHEM 1310 and CHEM 131L, CHEM 131H; PHYS 1010, PHYS 1220, PHYS 2320
Connected World	ANTH 1010, ANTH 2110; CJ 1000; ECED 1010; GEOG 1010, GEOG 2030; PHIL 208H; POL 2030; PSY 2010, PSY 2040, PSY 2050, PSY 2081; SOC 2010, SOC 201H, SOC 2020
BRIDGES	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	COMM 1010, COMM 101H, COMM 1050
Ethics and Reasoning	BADM 1020, BADM 1300, BADM 1301; COMM 1010, COMM 101H; HIST 2520
Diversity and Practice	ART 2030, ART 2030H; COMM 1010, COMM 101H, COMM 2150; PSY 2100; SOC 2410, SOC 2550; THEA 2010
Learning and Doing	ACCT 2830; PE 1400; RADT 2921; RESP 2960; SOC 2051; THEA 1540, THEA 1550
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.

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).

Customer Service Major Courses

Choose no more than 3 total courses at Tri-C

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	Tri-C 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 Tri-C or OHIO Online

OHIO Course Name	OHIO Course Number	Tri-C 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 1000, COMM 2160
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 Tri-C 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

Undergraduate Admissions
Chubb Hall 120
1 Ohio University Drive
Athens OH 45701-2979

T: 740.593.4100
www.ohio.edu