



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.

Financial Aid Information

Once a student has earned an Associate degree, additional courses taken at Tri-C may not be eligible for Tri-C financial aid. In order to receive financial aid for the online bachelor's degree completion program with dual enrollment at Tri-C and Ohio University, you must complete the consortium agreement policy and form and follow the instructions for submission. The current policy and form, as well as deadlines for submitting the documents, are available on OHIO's [Office of Student Financial Aid and Scholarships website](#).

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 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 Cuyahoga Community College or OHIO Online. The table below lists Cuyahoga 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	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 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 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 or ESCI 141L ESCI 141H and ESCI 141L; PHYS 1210, PHYS 2310
Social or Behavioral Sciences	ECON 2000, ECON 2010; GEOG 1000; HIST 1010*, HIST 101H*, HIST 1020*, HIST 102H*, HIST 1510, HIST 151H, HIST 1520, HIST 152H; POL 1010, POL 101H, POL 2030, POL 2070; PSY 1010, PSY 101H; SOC 1010, SOC 101H; WST 1510, WGS 151H; WST 1510
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	ART 203H; ART 2030; ENG 2450; MATH 1380, MATH 1490, MATH 1610, MATH 161H; PHIL 2010; PSY 2150; REL 1010, REL 2000; THEA 1010
Natural World	ANTH 1210; BIO 1060, 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; HIST 2700; PHIL 208H; POL 2030; PSY 2010, PSY 2040, PSY 2050, PSY 2080, 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	COMM 1010, COMM 101H; HIST 2520
Diversity and Practice	ART 2030, ART 2030H; COMM 1010, COMM 101H; PSY 2100; SOC 2410, SOC 2550; SPCH 2150
Learning and Doing	ACCT 2830; HIM 2851; 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

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 Leadership 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, complete at least 30 hours at the 3000- or 4000- level, and complete a minimum of 120 total semester hours for graduation with a 2.0 GPA (elective hours may be required).

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 Semester Hours	Tri-C Course Number
[CONS 2500] Families as Consumers in Global Communities	3.0	
CONS 3100 Human Resources for Customer Service Leadership Professionals	3.0	
CONS 3250 Principles of Customer Service	3.0	
[CONS 3450J] Writing in Human and Consumer Sciences	3.0	
CONS 3890 Career Development for Service Professionals	3.0	
[CONS 4915] Internship: Customer Service Leadership	3.0	
[T3 4925] Leadership in Customer Service	3.0	
Total	21.0	

Additional Requirements

Complete all of the following courses through Cuyahoga Community College or OHIO Online with a 2.0 or better overall GPA.

OHIO Course Name	OHIO Course Semester Hours	Tri-C Course Number
Diversity and Communication. Complete at least <u>two</u> courses. Choose from: COMS 2060, COMS 3060, COMS 3250, COMS 3420, COMS 4100, EDCS 1100, EDCE 4400, PSY 3440, TAS 3110	0 - 6.0	COMM 1000, COMM 2160
Leadership and Organization. Complete at least <u>two</u> courses. Choose from: EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110	6.0	

Additional requirements (continued)

OHIO Course Name	OHIO Course Semester Hours	Tri-C Course Number
Complete at least 30 hours at the 3000- or 4000-level. Work with Academic Advisor for appropriate course selection	9.0 – 15.0	consult your Academic Advisor
Electives (to reach 120 total hours required for graduation)	9.0 – 24.0	consult your Academic Advisor
Total	24.0 - 51.0	

Disclaimer:

The information on this guide is based on the catalog requirements posted in the 2024-2025 Ohio University catalog and related Cuyahoga 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: 09/16/2025