

Washington State College of Ohio – 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/wsco



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 Washington State College of Ohio or OHIO Online. The table below lists Washington State College of Ohio 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	Washington State College of Ohio Course Numbers
FOUNDATIONS	Take one course from each listed category
Written Communication	ENGL 1510
Advanced Writing	ENGL 1515, ENGL 1520
Quantitative Reasoning	MATH 2110, MATH 2130, MATH 2140, MATH 2150, MATH 2264
Intercultural Explorations	HIST 1020*
PILLARS	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	HIST 1010*, HIST 1020*; HUMN 1200, HUMN 1300, HUMN 2480; LITR 1300, LITR 2100, LITR 2110, LITR 2200, LITR 2210; PHIL 1010, PHIL 1300
Humanities: Arts	ARTS 1000, ARTS 2010; HUMN 1200; MUSC 1200
Natural Sciences	BIOL 1010 and BIOL 101L, BIOL 1100 and BIOL 110L, BIOL 1110 and BIOL 111L, BIOL 2010 and BIOL 201L, BIOL 2310 and BIOL 231L, CHEM 1210 and CHEM 121L, CHEM 1510 and CHEM 151L; GEOL 2310; PHYS 2510, PHYS 2510 and PHYS 251L
Social or Behavioral Sciences	ECON 2120, ECON 2130; HIST 1020*, HIST 2110, HIST 2120; POLS 1020, POLS 2050; PSYC 1010; SOCI 1010
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	MATH 1104, MATH 2263; THEA 1200
Natural World	BIOL 2320 and BIOL 232L; CHEM 1520 and CHEM 152L; PHYS 1100 and PHYS 110L, PHYS 1210 and PHYS 121L, PHYS 2530, PHYS 2530 and PHYS 253L
Connected World	BIOL 2110 and BIOL 211L; CRJU 1010; EDUC 1020; PSYC 2100, PSYC 2320, PSYC 2700; SOCI 2010
BRIDGES	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	SPCH 1510
Ethics and Reasoning	BUSM 1550; SPCH 1510
Diversity and Practice	SOCI 2250; SPCH 1510
Learning and Doing	SOSV 1140
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.

Customer Service Major Courses

Choose no more than 3 total courses at Washington State College of Ohio

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	Washington State College of Ohio 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 Washington State College of Ohio or OHIO Online

OHIO Course Name	OHIO Course Number	Washington State College of Ohio 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	SPCH 2060
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 Washington State College of Ohio 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