



## Washington State College of Ohio – 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 <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

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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/wsc](http://www.ohio.edu/wsc)

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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 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 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	Washington State Course Numbers
<b>FOUNDATIONS</b>	Take one course from each listed category
Written Communication	ENGL 1510
Advanced Writing	ENGL 1515, ENGL 1520, ENGL 1530
Quantitative Reasoning	MATH 2110, MATH 2120, MATH 2130, MATH 2140, MATH 2150, MATH 2260
Intercultural Explorations	HIST 1010*, HIST 1020*
<b>PILLARS</b>	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	HIST 1010*, HIST 1020*; HUMN 1300; LITR 2100, LITR 2110, LITR 2200, LITR 2210; PHIL 1010, PHIL 1300
Humanities: Arts	ARTS 1000, ARTS 2010; MUSC 1200
Natural Sciences	BIOL 1010, BIOL 1100, BIOL 110L, BIOL 1110, 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 251L
Social or Behavioral Sciences	ECON 2120, ECON 2130; HIST 1010*, HIST 1020*, HIST 2110, HIST 2120; POLS 1020, POLS 2050; PSYC 1010; SOCI 1010
<b>ARCHES</b>	Take one course from each listed category (minimum 3 credits each)
Constructed World	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 253L
Connected World	BIOL 2110 and BIOL 211L; CRJU 1010; EDUC 1020; PSYC 2100, PSYC 2320, PSYC 2700; SOCI 2010
<b>BRIDGES</b>	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
<b>CAPSTONE</b>	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 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 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 Washington State College of Ohio or OHIO Online

OHIO Course Name	OHIO Course Number	Washington State 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	SPCH 2060
Leadership and Organization (choose two)	EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110	
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 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: 07/09/2024**



**OHIO**  
UNIVERSITY

Undergraduate Admissions T: 740.593.4100  
Chubb Hall 120 www.ohio.edu  
1 Ohio University Drive  
Athens OH 45701-2979