

## Zane State College – Ohio University Plan

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### Bachelor of Applied Human and Consumer Sciences in Customer Service Leadership Pathway

The Customer Service Leadership major leads to a Bachelor of Applied Human and Consumer Sciences. 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](#) (\$25 non-refundable application fee due at application)

#### 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 on the partnership with Zane State College, visit [www.ohio.edu/zane-state](http://www.ohio.edu/zane-state)



**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 Human and Consumer Sciences in Customer Service Leadership degree, 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 Zane State or OHIO Online. The table below lists Zane State 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. Work with your academic advisor to make adjustments.

| OHIO BRICKS Requirement   | Zane State Course Numbers   |
|---|---|
| <b>FOUNDATIONS</b> - Take one course from each listed category                      |   |
| Written Communication   | ENGL 1500   |
| Advanced Writing  | ENGL 2500, ENGL 2800  |
| Quantitative Reasoning  | MATH 1040, MATH 1050, MATH 1250, MATH 1340, MATH 1350, MATH 1650, MATH 2250, MATH 2270, MATH 2520                                     |
| Intercultural Explorations  | ENGL 2700; GEOG 1710; HIST 110*, HIST 1110*   |
| <b>PILLARS</b> - Take one course from each listed category (minimum 3 credits each) |   |
| Humanities: Texts and Contexts  | ENGL 2520, ENGL 2600, ENGL 2700; HIST 1100*, HIST 1110*; PHIL 1010, PHIL 1020   |
| Humanities: Arts  | ARTS 1010, ARTS 1020  |
| Natural Sciences  | BIOL 1010, BIOL 1210, BIOL 1220, BIOL 2010, BIOL 2400 and BIOL 2410; CHEM 1010, CHEM 1020, CHEM 1210; GEOL 1350, GEOL 2010; PHYS 2010 |
| Social or Behavioral Sciences   | BUSM 1510, BUSM 1520; ECON 1510, ECON 1520; HIST 1100*, HIST 1110*, HIST 1200, HIST 1210; POLS 1010; PSYC 1010; SOCI 1010             |
| <b>ARCHES</b> - Take one course from each listed category (minimum 3 credits each)  |   |
| Constructed World   | MATH 2510   |
| Natural World   | BIOL 2420 and BIOL 2430; CHEM 1220; PHYS 2020   |
| Connected World   | CJUS 1060; EDUC 1830; GEOG 1710; PSYC 2010, PSYC 2030, PSYC 2080, PSYC 2170; SOCI 1500, SOCI 2180                                     |
| <b>BRIDGES</b> - Take one course from each listed category (minimum 1 credit each)  |   |
| Speaking and Listening  | COMM 2610   |
| Ethics and Reasoning  | COMM 2610   |
| Diversity and Practice  | COMM 2610; PSYC 1100  |
| Learning and Doing  | SWKA 2150   |
| <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 Zane State 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 | Zane 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 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 Zane State or OHIO Online

| OHIO Course Name                                      | OHIO Course Number  | Zane State Course Number |
|---|---|--------------------------|
| Diversity (choose two)                                | COMS 2060, COMS 3060, COMS 3250, COMS 3420, COMS 4100, EDCS 1100, EDCE 4400, PSY 3440, TAS 3110 | COMM 1220                |
| Leadership and Organization (choose two)              | EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110      | BUSM 1110                |
| 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 2023-2024 Ohio University catalog and related Zane State 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: 7/21/2023

