

## Lakeland Community College – 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 [ohio.edu/admissions/apply](https://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

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

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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 Lakeland Community College or OHIO Online. The table below lists Lakeland 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 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	Lakeland Community College Course Numbers
<b>FOUNDATIONS</b>	Take one course from each listed category
Written Communication	ENGL 1110, ENGL 1111
Advanced Writing	BUSM 2400; ENGL 1120, ENGL 1121, ENGL 2202
Quantitative Reasoning	ITDB 1435; MATH 1550, MATH 1600 and MATH 1700, MATH 1650, MATH 1650 and MATH 1700, MATH 1700, MATH 2400, MATH 2600; PHIL 2600
Intercultural Explorations	ANTH 1160; GEOG 1600; HIST 1250*, HIST 1550*; MUSC 1215; POLS 2300
<b>PILLARS</b>	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENGL 2210, ENGL 2250, ENGL 2260, ENGL 2276, ENGL 2280, ENGL 2290; HIST 1150*, HIST 1250*, HIST 1450*, HIST 1550*; HUMX 1600; PHIL 1500, PHIL 2700
Humanities: Arts	ARTS 2220, ENGL 2261; HUMX 1100; MUSC 1200
Natural Sciences	BIOL 1030, BIOL 1140, BIOL 1150, BIOL 1510, BIOL 1520, BIOL 2210, BIOL 2700; BIOS 2100; CHEM 1100, CHEM 1500; GEOG 1550; GEOL 1100; PHYS 1610, PHYS 2410
Social or Behavioral Sciences	ECON 2500, ECON 2600; GEOG 1500; HIST 1250*, HIST 1550*, HIST 2150, HIST 2250; LING 1500; POLS 1300, POLS 2200, POLS 2400, POLS 2500; PSYC 1500; SOCY 1150
<b>ARCHES</b>	Take one course from each listed category (minimum 3 credits each)
Constructed World	ARTS 2230; MATH 2500; MUSC 1215; PHIL 2000; THEA 1050
Natural World	BIOL 1180, BIOL 1190, BIOL 2220; CHEM 1600; PHYS 1500, PHYS 1550, PHYS 1620, PHYS 2420
Connected World	ANTH 1160; CRMJ 1110; ECED 1650; GEOG 1600; POLS 2300; PSYC 2300, PSYC 2400, PSYC 2700, PSYC 2800; SOCY 2260, SOCY 2280, SOCY 2290
<b>BRIDGES</b>	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	COMM 1000
Ethics and Reasoning	COMM 1000; CRMJ 2210
Diversity and Practice	ARTS 2230; COMM 1000; ENGL 2248; PSYC 2600; SOCY 2000
Learning and Doing	HMSV 2116, RADT 2340; RESP 1300
<b>CAPSTONE</b>	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 Lakeland Community 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	Lakeland Community College 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 Lakeland Community College or OHIO Online

OHIO Course Name	OHIO Course Number	Lakeland Community College 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 1100
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 Lakeland 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: 10/03/2025

