



Hocking 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.

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 visit www.ohio.edu/hocking



OHIO
UNIVERSITY

Undergraduate Admissions
Chubb Hall 120
1 Ohio University Drive
Athens OH 45701-2979

T: 740.593.4100
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 Hocking College or OHIO Online. The table below lists Hocking 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	Hocking College Course Numbers
FOUNDATIONS	Take one course from each listed category
Written Communication	ENGL 1510
Advanced Writing	ENGL 2123, ENGL 2223, ENGL 2225
Quantitative Reasoning	MATH 1113, MATH 1115, MATH 1120, MATH 1130, MATH 1163, MATH 2250
Intercultural Explorations	ARCH 2280
PILLARS	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENGL 2253, ENGL 2255; FILM 1210; HUM 2203
Humanities: Arts	ART 1110
Natural Sciences	BIOS 1101, BIOS 1112, BIOS 1113, BIOS 1121, BIOS 1122, BIOS 1171; CHEM 1101, CHEM 1102; GEOL 1110, GEOL 1130; MICR 1201; PHYS 1201, PHSY 1202
Social or Behavioral Sciences	ECON 1140, ECON 2240; GOVT 1142; PSYC 1101; SOC 1101; WS 1100
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	DATA 1102; FILM 1130; HUM 2202; HUM 2207
Natural World	BIOS 1114
Connected World	ARCH 2280; CJ 1101; EDU 1020; ENVS 1101; PSYC 2152, PSYC 2170
BRIDGES	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	COMM 1130
Ethics and Reasoning	COMM 1130
Diversity and Practice	COMM 1130; FILM 1130; SOCI 2160
Learning and Doing	CJ 2650; MA 2200
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 Major Courses

Choose no more than 3 total courses at Hocking 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	Hocking College Course Number
Families as Consumers in Global Communities	[CONS 2500]	
Human Resources for Customer Service Leadership Professionals	CONS 3100	HOTR 2108
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 Hocking College or OHIO Online

OHIO Course Name	OHIO Course Number	Hocking College 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	
Leadership and Organization (choose two)	EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110	BUS 1102
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 Hocking 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: 07/08/2024