

## Cincinnati State – Ohio University Plan

---

### 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.
- 

### 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

---

### 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 Cincinnati State, visit [www.ohio.edu/cincinnatiastate](http://www.ohio.edu/cincinnatiastate)



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 Cincinnati State or OHIO Online. The table below lists Cincinnati State 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	Cincinnati State Course Numbers
<b>FOUNDATIONS</b> - Take one course from each listed category	
Written Communication	ENG 101, ENG 101A
Advanced Writing	ENG 102, ENG 103, ENG 104, ENG 105
Quantitative Reasoning	MAT 105, MAT 105A, MAT 131, MAT 131A, MAT 132, MAT 151, MAT 152, MAT 153, MAT 215, MAT 252
Intercultural Explorations	GEO 105, GEO 110, HST 102*, HST 162*
<b>PILLARS</b> - Take one course from each listed category (minimum 3 credits each)	
Humanities: Texts and Contexts	HST 101*, HST 102*, HST 161*, HST 162*; LIT 251, LIT 252, LIT 261, LIT 262; PHI 105, PHI 110
Humanities: Arts	ART 111, ART 112
Natural Sciences	BIO 131, BIO 132, BIO 151, BIO 220; CHE 110, CHE 111, CHE 121 and CHE 131; PHY 151, PHY 201
Social or Behavioral Sciences	ECO 105, ECO 110; GEO 115; HST 101*, HST 102*, HST 111, HST 112, HST 161*, HST 162*; POL 101; PSY 110; SOC 105,
<b>ARCHES</b> - Take one course from each listed category (minimum 3 credits each)	
Constructed World	MAT 251
Natural World	BIO 152; CHE 115, CHE 122 and CHE 132; PHY 152, PHY 202; PSC 105
Connected World	CRJ 105; ECE 145; GEO 105, GEO 110; PSY 200, PSY 220; SOC 110, SOC 115
<b>BRIDGES</b> - Take one course from each listed category (minimum 1 credit each)	
Speaking and Listening	COMM 110
Ethics and Reasoning	COMM 110
Diversity and Practice	COMM 110; PSY 215
Learning and Doing	SWK 200
<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 Cincinnati State

### 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	Cincinnati State Course Number
Families as Consumers in Global Communities	[CONS 2500]	
Human Resources for Customer Service Leadership Professionals	CONS 3100	MGT 105
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 Cincinnati State or OHIO Online

OHIO Course Name	OHIO Course Number	Cincinnati State Course Number
Diversity (choose two)	COMS 2060, COMS 3060, COMS 3250, COMS 3420, COMS 4100, EDCE 1100, EDCE 4400, PSY 3440, TAS 3110	COMM 105
Leadership and Organization (choose two)	EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110	HRM 135
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 Cincinnati State 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: 6/28/2023

