

## Eastern Gateway Community 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 Eastern Gateway Community College, visit [www.ohio.edu/egcc](http://www.ohio.edu/egcc)



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 Eastern Gateway or OHIO Online. The table below lists Eastern Gateway 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 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	Eastern Gateway Course Numbers
<b>FOUNDATIONS</b> - Take one course from each listed category	
Written Communication	ENG 101
Advanced Writing	ENG 102
Quantitative Reasoning	MTH 100, MTH 105, MTH 110, MTH 120, MTH 121, MTH 128, MTH 221
Intercultural Explorations	ANT 102; GEO 101; HIS 101*, HIS 102*
<b>PILLARS</b> - Take one course from each listed category (minimum 3 credits each)	
Humanities: Texts and Contexts	ENG 252, ENG 253, ENG 254, ENG 255; HIS 101*, HIS 102*; PHI 101, PHI 202
Humanities: Arts	ART 101, ART 104, ART 105; MUS 101
Natural Sciences	BIO 106, BIO 107, BIO 112, BIO 114, BIO 115, BIO 203, BIO 204; CHM 102, CMH 103; GEL 101, GEL 111; GEO 102; MLT 204; PHY 106, PHY 107
Social or Behavioral Sciences	ECO 101, ECO 102; GEO 201; HIS 101*, HIS 102*, HIS 104, HIS 105; PSC 101, PSC 102; PSY 101; SOC 101
<b>ARCHES</b> - Take one course from each listed category (minimum 3 credits each)	
Constructed World	MTH 101, MTH 220
Natural World	BIO 108; CHM 102, CHM 103; PHY 106, PHY 107
Connected World	ANT 102; CJT 101; ECE 101; GEO 101; PSY 201, PSY 203, PSY 205, PSY 211, PSY 218; SOC 110, SOC 205
<b>BRIDGES</b> - Take one course from each listed category (minimum 1 credit each)	
Speaking and Listening	[COM 101]
Ethics and Reasoning	[COM 101]
Diversity and Practice	[COM 101]; PSY 207
Learning and Doing	No current equivalencies.
<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 Eastern Gateway 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	EGCC 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 Eastern Gateway or OHIO Online

OHIO Course Name	OHIO Course Number	EGCC 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	COM 105
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 2023-2024 Ohio University catalog and related Eastern Gateway 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: 7/11/2023

