

## Cuyahoga 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.

#### Financial Aid Information

Once a student has earned the Associate of Arts (AA), additional courses taken at Tri-C may not be eligible for Tri-C financial aid. In order to receive financial aid for the online bachelor's degree completion program with dual enrollment at Tri-C and Ohio University, you must complete the consortium agreement policy and form, and follow the instructions for submission. The current policy and form, as well as deadlines for submitting the documents, are available on OHIO's [Office of Student Financial Aid and Scholarships website](#).

#### 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 Cuyahoga Community College, visit [www.ohio.edu/Tri-C](http://www.ohio.edu/Tri-C)



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)

## Graduation Pathway: Tri-C Associate of Arts (AA) to Ohio University Bachelor of Applied Human and Consumer Sciences in Customer Service Leadership

### Tri-C AA Courses

AA courses that may satisfy Ohio University BRICKS General Education requirements are inside brackets.

Semester 1 Tri-C	Semester Hours
[ENG 1010] College Composition or [ENG 101H] Honors College Composition	3.0
[MATH 1190] Algebraic and Quantitative Reasoning	3.0
[ANTH 1010] Cultural Anthropology	3.0
GEN 1070 First Year Success Seminar (first-year students only)	1.0
General Elective	3.0
General Elective	3.0
<b>Total</b>	<b>15.0 – 16.0</b>

Semester 2 Tri-C	Semester Hours
[ENG 1020] College Composition II or [ENG 102H] Honors College Composition	3.0
[COMM 1010] Fundamentals of Speech Communication or [COM 101H] Honors Fundamentals of Speech Communication	3.0
Ohio Transfer 36 Arts and Humanities Elective 1. Recommended: [PHIL 1010 or PHIL 101H] Introduction to Philosophy or [PHIL 2020 or PHIL 202H] Ethics	3.0
[PSY 1010] General Psychology or [PSY 101H] Honors General Psychology	3.0
General Elective	3.0
<b>Total</b>	<b>15.0</b>

Semester 3 Tri-C	Semester Hours
COMM 1210 Small Group Communication	3.0
[ART 1010] Art Appreciation	3.0
[BIO 1060] and BIO 106L Environment, Ecology, and Evolution and Lab	4.0
General Elective	3.0
General Elective	3.0
<b>Total</b>	<b>16.0</b>

Semester 4 Tri-C	Semester Hours
Ohio Transfer 36 Arts and Humanities Elective 2. Recommended: [PHIL 2010] Comparative World Religion or [REL 1010] Introduction to Religious Studies or [THEA 1010] Theatre Appreciation	3.0
[ANTH 1210] Human Evolution	4.0
Ohio Transfer 36 Social and Behavioral Sciences Elective	3.0
General Elective	3.0
General Elective	3.0
<b>Total</b>	<b>16.0</b>

<b>Tri-C AA Total Hours</b>	<b>62-63</b>
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## Ohio University Customer Service Major Courses

General education requirement courses that may also satisfy program requirements are inside brackets.

### Customer Service Core

Complete all of the following courses through OHIO Online with a 2.0 or better overall GPA.

OHIO Course Name	OHIO Semester Hours	Option to meet requirement with courses taken at Tri-C
[CONS 2500] Families as Consumers in Global Communities	3.0	
CONS 3100 Human Resources for Customer Service Leadership Professionals	3.0	
CONS 3250 Principles of Customer Service	3.0	
[CONS 3450J] Writing in Human and Consumer Sciences	3.0	
CONS 3890 Career Development for Service Professionals	3.0	
[CONS 4915] Internship: Customer Service Leadership	3.0	
[T3 4925] Leadership in Customer Service	3.0	
<b>Total</b>	<b>21.0</b>	

### Additional Requirements

Complete all of the following courses through Cuyahoga Community College or OHIO Online.

OHIO Course Name	OHIO Semester Hours	Option to meet requirement with courses taken at Tri-C
<b>Diversity and Communication.</b> Complete at least <u>two</u> courses. Choose from: COMS 2060, COMS 3060, COMS 3250, COMS 3420, COMS 4100, EDCS 1100, EDCE 4400, PSY 3440, TAS 3110	0 - 6.0	COMM 1000, COMM 2160
<b>Leadership and Organization.</b> Complete at least <u>two</u> courses. Choose from: EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110	6.0	
Complete at least 30 hours at the 3000- or 4000- level. Work with Academic Advisor for appropriate course selection	9.0 – 15.0	consult your Academic Advisor
Electives (to reach 120 total hours required for graduation)	9.0 – 24.0	consult your Academic Advisor
<b>Total</b>	<b>24.0 - 51.0</b>	

### Customer Service Leadership 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, complete at least 30 hours at the 3000- or 4000- level, and complete a minimum of 120 total semester hours for graduation with a 2.0 GPA (elective hours may be required).

### OHIO 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 Tri-C or OHIO Online. You will satisfy most of these requirements with courses taken to complete the Tri-C Associate of Arts. The [General Education equivalency guide](#) lists Cuyahoga Community College courses that have direct course equivalencies at Ohio University which meet OHIO's BRICKS general education requirements.



### **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

### **Disclaimer:**

The information on this guide is based on the catalog requirements posted in the 2023-2024 Ohio University catalog and related Cuyahoga Community College equivalents as of the Last Updated date. All information is subject to change without notice. Courses are subject to availability at each institution.

**Last updated: 07/15/2023**

