

Westmoreland County Community 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 enroll.ohio.edu

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



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 Westmoreland County Community College or OHIO Online. The table below lists Westmoreland County 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	Westmoreland County Community College Course Numbers
FOUNDATIONS	Take one course from each listed category
Written Communication	ENG 161
Advanced Writing	ENG 164
Quantitative Reasoning	BUS 250, BUS 288; HUM 156; MTH 158, MTH 160, MTH 173, MTH 180; PHL 155
Intercultural Explorations	HIS 269; SOC 255; SWK 170
PILLARS	Take one course from each listed category (minimum 3 credits each)
Humanities: Texts and Contexts	ENG 165, ENG 270, ENG 276; HIS 155, HIS 156; PHL 160, PHL 161
Humanities: Arts	ART 155; ENG 225
Natural Sciences	BIO 120, BIO 145, BIO 171, BIO 210, BIO 265; CHM 107; CHM 108; CHM 155; EPS 163; GEO 160; PHY 155, PHY 255, PHY 259
Social or Behavioral Sciences	ECE 156, ECN 158, ECN 255, ECN 256; GEO 155, HIS 268, HIS 269; POL 155, POL 156, POL 256; PSY 160; SOC 155
ARCHES	Take one course from each listed category (minimum 3 credits each)
Constructed World	ART 156, ART 158; BUS 278, BUS 288; ENG 240; MED 158; MTH 172; REL 171
Natural World	BIO 172, BIO 255; CHM 156, CHM 225; EPS 150; PHY 107, PHY 153, PHY 156, PHY 256
Connected World	CRJ 155; ECE 157; PSY 163, PSY 165, PSY 260, PSY 265, PSY 270; SOC 162, SOC 255; SWK 170
BRIDGES	Take one course from each listed category (minimum 1 credit each)
Speaking and Listening	SPC 155
Ethics and Reasoning	BUS 140; SPC 155
Diversity and Practice	ART 156, ART 158; MED 158; PSY 267; SOC 170; SPC 155
Learning and Doing	HPE 157; SPC 155
CAPSTONE	Minimum 2 credits (no current equivalencies)

BRICKS and Prior Degree Completion

Students who complete 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 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 Westmoreland County 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	Westmoreland County 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	FSM 113
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 Westmoreland County Community College or OHIO Online

OHIO Course Name	OHIO Course Number	Westmoreland County Community 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	SPC 157
Leadership and Organization (choose two)	EDCE 4980, IHS 4200, MGT 2000, RHT 3620, RHT 4850, SAM 3020, [T3 4725], TAS 4040, TAS 4110	BUS 158
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 Westmoreland County 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: 4/22/2025



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