

**Texas A&M University-Central Texas
Course Syllabus
MKTK 3316—110: Consumer Behavior
Fall 2017**



Professor: Dr. Dalila Salazar
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Office Hrs: MW 12:20pm-2:20pm & 4:00-6:00pm; R 5:00pm-6:00pm

I. COURSE OVERVIEW

- a. Course Overview and Description:** This course provides an examination of the psychological and sociological factors affecting buying behavior. More specifically, students will learn about various external and internal influences affecting the field of consumer behavior. Such influences include cross-cultural variations, subcultural impacts, perception, learning, motivation, attitude, and self-concept, among others.
- b. Course Objectives and Outcomes:** At the close of the semester, students should display the following macro-level objectives:
1. Understanding of the foundations of consumer behavior.
 2. Identification of external and internal factors affecting consumer behavior.
 3. Application of the consumer decision making process.
 4. Working understanding of at least five well-tested and useful consumer behavior theories.
- c. Method of Instruction:** This course is a traditional, face-to-face course. It is imperative for students to attend class, as a portion of the exams will be based on the lecture material, which may not be found in the text. Additionally, the participation portion of the grade is indirectly dependent on attendance.

The TAMUCT Canvas Learning Management System will be used to complete a portion of the required assignments throughout the semester. Moreover, supplemental materials will be made available through this learning system. This system may be accessed at <https://tamuct.instructure.com>. Students not familiar with Canvas should carefully review the access instructions detailed in section III of the syllabus.

d. Required Textbook:

Solomon, Michael R. (2016). *Consumer Behavior: Buying, Having, and Being*. (12th edition). Pearson. ISBN#978-0-13-412993-8.

Students can purchase or rent the print text or digital text at their chosen retail or online store. *The textbook must be purchased and received within the first week of class.*

II. INSTRUCTOR COMMUNICATION AND CONTACT INFORMATION

- a. **Office Hours:** MW 12:20pm-2:20pm & 4:00-6:00pm; R 5:00pm-6:00pm
- b. **Student/Professor Interaction:** Posted office hours will be held in my office, Founder's Hall room 319. I encourage students to interact with me during office hours to ask any questions about assignments, get clarity on concepts, and/or review grading status in the course. If you cannot communicate with me during this time, please email me to schedule an appointment for an alternative time. I am readily accessible through email, which I check multiple times a day during the week and once a day on weekends. Be sure to allow plenty of lead time prior to a due date if you are asking about an assignment.
- c. **Email Etiquette:** When communicating via email, make certain to adhere to the following email etiquette standards: (1) begin your message with a greeting (2) formally address the person you are emailing (use Mr., Ms., Mrs., Dr., Professor, or other appropriate title followed by the person's last name), (3) identify yourself and state the purpose of your email, and (4) add a signature, including your name and contact information. Failure to adhere to this policy will result in the deduction of 50% of the student's participation grade.

III. TECHNOLOGY REQUIREMENTS

- a. **Canvas Tools and Resources:** Effective use of the Canvas Learning Management System is critical for success in this course. Logon to TAMUCT Canvas [<https://tamuct.instructure.com>].
 - Username: Your MyCT username
(xx123 or everything before the "@" in your email address)
 - Password: Your MyCT password
- b. **Personal Computer Set-Up:** When you log on for the first time this semester or whenever you use a different computer to access Canvas run a browser check to be sure each computer is set up properly. Issues with technology or your personal computer are not allowable reasons for missing a deadline or resetting an exam, so be sure you have the correct computer settings and have a back-up computer available.
- c. **Technology Issues & Troubleshooting:** For course technology issues, students should contact the TAMUCT Help Desk Central, available 24 hours a day, 7 days a week. The Canvas Support "Help" Desk contact information is as follows:
 - Email: helpdesk@tamu.edu
 - Phone: (254) 519-5466
 - Web Chat: <http://hdc.tamu.edu>

Dr. Salazar should be consulted regarding course content issues. Technology issues should be directed to the Help Desk. When calling for support, please let your support technician know you are a TAMUCT student.

IV. COURSE REQUIREMENTS

- a. **Student Profile/Course Agreement:** Students will be asked to complete a student profile on the first day of class. The student profile will assist students when introducing themselves to their peers. In addition, the student profile will allow the professor to become acquainted with each student's background. The student course agreement is an agreement the student signs at the beginning of the semester, stipulating that the student understands and agrees with the responsibilities associated with the course and has read the syllabus thoroughly. The student profile/course agreement is worth **20 grading points**.
- b. **Attendance:** Attendance is each student's responsibility. It is not part of the overall grade; however, it is highly unlikely that any student will successfully complete the course without regular attendance. A substantial portion of the exams will be based on lecture material, which may not be found in the text. Participation points are dependent on attendance.
- c. **Participation:** Vouchers will be handed out to those students who participate in class. These vouchers will account for participation; they must be turned in to the instructor at the end of each class session. In order to receive full credit for participation, each student is required to submit a total of **TEN** vouchers. Only one voucher may be received per class session. Each voucher is worth 6 grading points totaling **60 grading points**. (Objectives 1-3)
- d. **Exams:** There will be three exams. Each exam will test students' knowledge of the key frameworks and concepts. The test will contain multiple choice, true/false, and open ended questions. The exams will be based on concepts learned from the text as well as concepts learned during lectures. The chapter PowerPoint lectures, key terms, and publisher provided self-quizzes are all useful study guides for the exams. In addition, students are encouraged to take notes on supplementary material not covered in the text. Each exam is worth 100 grading points totaling **300 grading points**. (Objectives 1-3)
- e. **Journal Exercises:** There will be two journal exercises. These journal exercises will require students to reflect on a personal experience while applying the consumer behavior-related concepts learned throughout the text and supplementary material. Each journal entry response will be due on the dates stipulated in the tentative course outline. Specific instructions for each journal exercise will be given on the week the journal is assigned. Each exercise is worth 35 grading points totaling **70 grading points**. (Objectives 1-3)
- f. **Consumer Behavior (CB) Analysis Project:** Students will be required to complete a CB analysis project. The project requires students to observe and record consumption behavior taking place during "Black Friday" sales events. **Therefore, students are required to dedicate time on Friday, November 24th toward completing the observational portion of the project.** More detailed project information will be distributed in the appropriate module. The CB analysis project and supporting material is worth **100 grading points**. (Objective 1, 2, & 4)

V. GRADING POINTS AND POLICIES

- a. The following outlines all of the assignments and their corresponding weights:
- | | | |
|---|------------|---------------|
| Introduction Post | 20 | points |
| Participation (10 vouchers @ 6 points each) | 60 | points |
| Exams (3 @ 100 points each) | 300 | points |
| Journal Exercises (2 @ 35 points each) | 70 | points |
| Marketing Communication Project | 100 | points |
| Total Possible Points | 550 | Points |

- b. **Grading Policy:** Minimum points required for a specific course grade are noted on the table below. Minimum points required for a specific course grade will NOT be revised for any reason.

<u>Course Grade</u>	<u>Calculation</u>	<u>Minimum Points Required</u>
A	90% X 550	495
B	80% X 550	440
C	70% X 550	385
D	60% X 550	330
F	50% X 550	275 & below

- c. **Posting of Grades:** All student grades will be posted on the Canvas Grade book and students should monitor their grading status through this tool. Grades on Exams will be available once the availability period for the Exam has passed. Other assignment grades will be available within one week of the submission deadline.
- d. **Late Submissions:** Late submission will not be allowed in this course unless you or a family member in your immediate care experiences a medical emergency. You must communicate this information to Dr. Salazar at the soonest available time **PRIOR to or on the day of** the deadline; the request for deadline extension must be accompanied with a doctor or hospital note as back-up.

VI. PROFESSIONAL WRITING, COMMUNICATION STANDARDS, AND RESOURCES

- a. **Course Communication Standards:** Professional level writing and communication are critical skills in the business world. This standard should be displayed in all assignments for this class. All communications, both to the Professor and student colleagues should be kept professional; this includes Discussion Board postings and messages correspondence. For writing assignments, all work should be proofread, free of grammatical errors, and include proper citations.
- b. **Tutoring:** Tutoring is available to all TAMUCT students, both on-campus and online. On-campus subjects tutored include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Tutors are available at the Tutoring Center in Warrior Hall, Suite 111.
If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, or any other question, contact Academic Support Programs at 254-519-5796, or by emailing Kim Wood at k.wood@tamuct.edu.

Chat live with a tutor 24/7 for almost any subject on your computer! Tutor.com is an online tutoring platform that enables TAMUCT students to log-in and receive FREE online tutoring and writing support. This tool provides tutoring in over forty subject areas. Access Tutor.com through Canvas.

- c. The University Writing Center:** Located in 416 Warrior Hall, the University Writing Center (UWC) at Texas A&M University – Central Texas is a free workspace open to all TAMUCT students). Students may arrange a one-on-one session with a trained and experienced writing tutor by visiting the UWC during normal operating hours (both half-hour and hour sessions are available). Tutors are prepared to help writers of all levels and abilities at any stage of the writing process.

While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. By providing a practice audience for students' ideas and writing, our tutors highlight the ways in which they read and interpret students' texts, offering guidance and support throughout the various stages of the writing process. In addition, students may work independently in the UWC by checking out a laptop that runs the Microsoft Office suite and connects to WIFI, or by consulting our resources on writing, including all of the relevant style guides. Whether you need help brainstorming ideas, organizing an essay, proofreading, understanding proper citation practices, or just want a quiet place to work, the University Writing Center is here to help!

If you have any questions about the University Writing Center, please do not hesitate to contact Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu.

- d. University Library:** The University Library provides many services in support of research across campus and at a distance. We offer over 200 electronic databases containing approximately 250,000 eBooks and 82,000 journals, in addition to the 72,000 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at TAMUCT are available through our website to help students navigate these resources. On-campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available twenty-four hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place on Skype or in-person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

Our 27,000-square-foot facility on the TAMUCT main campus includes student lounges, private study rooms, group work spaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events. For more information, please visit our homepage: <https://tamuct.libguides.com/>

- e. 911 Cellular:** Emergency Warning System for Texas A&M University – Central Texas
911Cellular is an emergency notification service that gives Texas A&M University-Central

Texas the ability to communicate health and safety emergency information quickly via email, text message, and social media. All students are automatically enrolled in 911 Cellular through their myCT email account.

Connect at [911Cellular](https://portal.publicsafetycloud.net/Texas-AM-Central/alert-management) [https://portal.publicsafetycloud.net/Texas-AM-Central/alert-management] to change where you receive your alerts or to opt out. By staying enrolled in 911Cellular, university officials can quickly pass on safety-related information, regardless of your location.

VII. COURSE AND UNIVERSITY POLICIES/PROCEDURES

- a. Academic Integrity:** Texas A&M University—Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. Texas A&M—Central Texas expects its students, faculty, and staff to support the adherence to high standards of personal and scholarly conduct to preserve the honor and integrity of the creative community. Academic integrity is defined as a commitment to honesty, trust, fairness, respect, and responsibility. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade for the course. Academic misconduct is any act that improperly affects a true and honest evaluation of a student's academic performance and includes, but is not limited to, cheating on an examination or other academic work, plagiarism and improper citation of sources, using another student's work, collusion, and the abuse of resource materials. All academic misconduct concerns will be reported to the University's Office of Student Conduct. Ignorance of the University's standards and expectations is never an excuse to act with a lack of integrity. When in doubt on collaboration, citation, or any issue, please contact your instructor before taking a course of action. *A found incidence of Academic Dishonesty for any assignment, project, or exam in this class will result in 0 points. Multiple incidences will result in an F course grade.*
- b. Academic Accommodations:** At Texas A&M—Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to a barrier free education. The Department of Access and Inclusion is responsible for ensuring that students with a disability receive equal access to the University's programs, services and activities. If you believe you have a disability requiring reasonable accommodations please contact the Department of Access and Inclusion at (254) 501-5831. Any information you provide is private and confidential and will be treated as such.

For more information please visit our Access & Inclusion webpage:
<http://www.tamuct.edu/departments/access-inclusion>.

TAMUCT supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and guidance from US Department of Education's Office of Civil Rights, the Dean of Student Affairs' Office can assist students who are pregnant and/or parenting in seeking accommodations related to pregnancy and/or parenting. For more information, please visit <https://www.tamuct.departments/index.php>. Students may also contact the institution's Title IX Coordinator. If you would like to read more about these requirements and guidelines, please visit:

<http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf>

c. A Note about Sexual Violence at A&M-Central Texas

Sexual violence is a serious safety, social justice, and public health issue. The university offers support for anyone struggling with these issues. University faculty are mandated reporters, so if someone discloses that they were sexually assaulted (or a victim of Domestic/Dating Violence or Stalking) while a student at TAMUCT, faculty members are required to inform the Title IX Office. If you want to discuss any of these issues confidentially, you can do so through Student Counseling (254-501-5955) located on the second floor of Warrior Hall (207L).

Sexual violence can occur on our campus because predators often feel emboldened, and victims often feel silenced or shamed. It is incumbent on ALL of us to find ways to actively create environments that tell predators we don't agree with their behaviors and tell survivors we will support them. Your actions matter. Don't be a bystander; be an agent of change. For additional information on campus policy and resources visit the Title IX webpage [<https://www.tamuct.edu/departments/compliance/titleix.php>].

d. Drop Policy: If you discover that you need to drop this class, you must complete a Drop Request Form

[https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf].

Professors cannot drop students; this is always the responsibility of the student. The Registrar's Office will provide a deadline on the University Calendar for which the form must be completed, signed and returned. Once you return the signed form to the Registrar's Office, you must go into Warrior Web and confirm that you are no longer enrolled. If you still show as enrolled, FOLLOW-UP with the Registrar's Office immediately. You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the drop deadline or fail to follow the procedure, you will receive an F in the course, which may affect your financial aid and/or VA educational benefits.

e. Copyright Notice: Students should assume that all course material is copyrighted by the respective author(s). Reproduction of course material is prohibited without consent by the author and/or course instructor. Violation of copyright is against the law and Texas A&M University-Central Texas' Code of Academic Honesty. All alleged violations will be reported to the Office of Student Conduct.

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VIII. TENTATIVE COURSE OUTLINE/CALENDAR

- **Module content will be released at 12:00 a.m. Monday each week.**
- **Points denoted in parentheses; Exams denoted in ****

1. 8/28-8/30	MODULE 1: Introduction Introduction and Chapter 1	<ul style="list-style-type: none"> • Student Profile/Course Agreement (20) • Read & Study Chapter 1
2. 9/4-9/6	MODULE 2: Perception Chapter 2	<ul style="list-style-type: none"> • HOLIDAY (9/4) • Read & Study Chapter 2
3. 9/11-9/13	MODULE 3: Learning and Memory Chapters 3	<ul style="list-style-type: none"> • Read & Study Chapter 3
4. 9/18-9/20	MODULE 4: Motivation and Global Values Chapter 4	<ul style="list-style-type: none"> • Read & Study Chapter 4
5. 9/25-9/27	MODULE 5: The Self Chapters 5	<ul style="list-style-type: none"> • Read & Study Chapter 5 • Journal 1 Due on 9/27 (35)
6. 10/2-10/4**	MODULE 6: Personality and Psychographics Chapter 6	<ul style="list-style-type: none"> • Read & Study Chapter 6 • Exam I: Chapters 1-6 on 10/4 (100)
7. 10/9-10/11	MODULE 7: Attitudes and Persuasion Chapters 7	<ul style="list-style-type: none"> • Read & Study Chapter 7
8. 10/16-10/18	MODULE 8: Decision Making Chapter 8	<ul style="list-style-type: none"> • Read & Study Chapter 8
9. 10/23-10/25	MODULE 9: Buying, Using, and Disposing Chapters 9	<ul style="list-style-type: none"> • Read & Study Chapter 9 • Journal 2 Due on 11/29 (35)
10. 10/30-11/1**	MODULE 10: Organizational and Household Decision Making Chapter 10	<ul style="list-style-type: none"> • Read & Study Chapter 10 • Exam II: Chapters 7-10 on 11/1 (100)
11. 11/6-11/8	MODULE 11: Groups and Social Media Chapters 11	<ul style="list-style-type: none"> • Read & Study Chapter 11
12. 11/13/11-15	MODULE 12: Income and Social Class Chapters 12	<ul style="list-style-type: none"> • Read & Study Chapter 12
13. 11/20-11/22	MODULE 13: Subcultures Chapters 13	<ul style="list-style-type: none"> • Read & Study Chapter 13 • Black Friday Observation on 11/24
14. 11/27-11/29	MODULE 14: Culture Chapters 14	<ul style="list-style-type: none"> • Read & Study Chapter 14
15. 12/4**-12/6	MODULE 15: Exam and Project Preparation	<ul style="list-style-type: none"> • Exam III: Chapters 11-14 on 12/4 (100)
16. 12/11	MODULE 16: Project Submission	<ul style="list-style-type: none"> • Consumer Behavior Project Due on 12/11 through Canvas (100)

Dr. Salazar reserves the right to make changes to this schedule should circumstances during the semester cause revision. Note the date below of this schedule. Should changes be necessary a revised schedule will be posted on the course web site, an announcement posted to that effect, and the new version will have a different date in the footer below.