

Texas A&M University Central Texas
MKTG 3301 (110), CRN 80296, Marketing
Monday 6:00 – 8:45 PM

INSTRUCTOR AND CONTACT INFORMATION

Instructor: Tyson Ang, Ph.D.

Office: FH 318 E

Office Phone: 254-519-5758

Department Phone: 254-519-5437

Email: tyson.ang@tamuct.edu (best way to reach me) – or Canvas Inbox

Office Hours: Mon and Wed 11a.m. – 1p.m. &

Mon 2:30 p.m. – 3:30 p.m. (or by appointment)

Classroom Location: EWCHEC - Hutto, TX (RM A207)

Course Web Page: <https://tamuct.instructure.com/login/ldap>

(All announcements, assignment instructions, course materials, and grades will be posted on Canvas)

Required Textbook, Software, and Licenses (available at the bookstore) :

M marketing (6th) with **Connect/LearnSmart Access Code**

Dhruv Grewal and Michael Levy (2016)

ISBN: 9781260437669

McGraw-Hill

****additional readings and cases will be announced during class****

COURSE INFORMATION

Course Catalog Description:

Examine principles and concepts of marketing goods, services, and intangibles by profit and non-profit organizations in a free enterprise and global economy.

Course Overview and Description:

This course provides an overview of marketing concepts and 4Ps (Product, Promotion, Price and Placement). As your first course in marketing, we cover various different marketing topics such as strategic planning to achieve competitive advantage, ethics, social responsibility, marketing environment, consumer behavior, business marketing, target market, marketing research, understanding product (including both goods and services), marketing channel, and marketing promotions (e.g., advertising, sales promotion, etc). To reinforce the topic understanding, students

will participate in cases and a behavioral simulation. This class will provide you with a strong foundation and appreciation of the importance of marketing in business and society.

Course Objective:

Upon completion of this course, the students should be able to:

1. Explain what is marketing, the significance of marketing, and the history and evolution of marketing.
 - (Week 1 & 2; assessed by LearnSmart, tests, and topical discussions)
2. Apply fundamental marketing terms, concepts, principles, and theories and their effective applications to real-world situations in the global market.
 - (Week 4, 7, 10, 12, & 14; assessed by topical discussions)
3. Identify and evaluate the advantages, disadvantages, opportunities, and tradeoffs involved in different marketing strategies and choices.
 - (Week 3, 6, 9, 12, & 14; assessed by topical discussions)
4. Identify the key elements used in developing marketing strategies.
 - (Week 2, 3, 4, 5, & 6; assessed by LearnSmart, tests, and topical discussions)
5. Explain the processes for researching, analyzing, segmenting, and targeting customers in both consumer and business markets.
 - (Week 5 & 6; assessed by LearnSmart, tests, and topical discussions)
6. Explain the process of product development for both goods and services, brand positioning, and brand management.
 - (Week 7, 8 & 9; assessed by LearnSmart, tests, and topical discussions)
7. Explain the role of pricing in the firm's decision-making process and common pricing practices.
 - (Week 10; assessed by LearnSmart and tests)
8. Identify common models of distribution and retailing.
 - (Week 11; assessed by LearnSmart and tests)
9. Describe different promotional tactics, including both traditional and emerging media for promotion.
 - (Week 12, 13, 14, & 15; assessed by LearnSmart, tests, and topical discussions)

This course also reinforces many of the core educational values of the TAMUCT College of Business, including:

- Developing critical thinking/problem solving skills.
- Improving communication skills.
- Building business professionalism.

COURSE REQUIREMENTS

Class Format:

The classroom sessions are a combination of lectures, discussion, and experiential learning. To facilitate effective utilization of the lecture time and the time of your classmates, you are required

to read the chapters *before* they will be covered in class. Sometimes you may not fully understand the concepts explained in the text, but nevertheless you are expected to read *before* you attend the class.

COURSE STUDY TOOL:

Connect/LearnSmart:

You are required to purchase an access code for Connect/LearnSmart, which comes together with your textbook. LearnSmart is an adaptive learning technology that can help you assess your progress in mastering the principles of marketing. It allows you to pinpoint your knowledge gaps and provides practice questions based on the learning objectives from each chapter. A LearnSmart study module has been assigned for each chapter. Since you receive credits for completing LearnSmart assignments, you must **purchase the access code before or during the first week of classes**. The **first LearnSmart assignment is due at the end of the first week**.

Task and Grading:

- 1. Exams (50% of total grade)**
There will be **four** in-class exams. The format will be multiple choice questions.
- 2. Topical Discussions (25% of total grade)**
Students are required to complete six (6) topical discussions in which they critically assess readings or events in question.
- 3. LearnSmart Assignments (18.75% of total grade)**
A LearnSmart study module has been assigned for each chapter.
- 4. Attendance and Class Participation (6.25% of total grade)**
Your class participation score is based on my judgment preparation before class. Each student is expected to be prepared and ready to answer my questions for **EVERY** class by reading chapter(s), news article, and other materials assigned.

<u>Total Point Schedule</u>	<u>POINTS</u>
1. In Class Exams	400
2. Topical Discussions	200
3. LearnSmart Assignments	150
4. Attendance and Class Participation	50
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Total points	800

Grading

Here is the grade breakdown:

90% - 100% = A

80% - 89.9% = B

70% - 79.9% = C
 60% - 69.9% = D
 <60% = F

Task Detail:

In-Class Exam (4@100 pts):

There will be **four** non-cumulative exams during the semester, based on the readings, lecture and discussions in class, and assignments. Questions will focus on your understanding of marketing vocabulary and concepts and your ability to apply these concepts to real-world problems.

Exams must be taken during their scheduled class period. If you must miss an exam for a *documented, university-approved* reason, **contact me before as soon as possible (must be before the day of the exam) to make other arrangements**. Only documented university-approved absences will be accepted – if you miss an exam for any other reason, no “make-ups” will be allowed and you will receive a grade of “0” for the exam.

If you are late for an exam, one of the two situations will occur:

- (1) After the first student has submitted his/her exam: receive a grade of “0” for that exam;
- (2) Before the first student’s submission: can still take that exam but NO extra time.

Note: Examples of valid university-approved absences include: (1) participation in an approved, official TAMUCT activity (e.g. debate, AMA conference, etc); (2) confined under doctor’s orders; (3) granted leave of absence from TAMUCT for reasonable cause by the department chair. All approved absences require proper documentation, including absences for medical reasons. All absences must be approved by the instructor prior to the class session that will be missed, except for medical emergencies (however, note that medical emergencies still require documentation.)

Topical Discussions (5@40 pts):

Students are required to complete five (5) topical discussions in which they critically assess the readings or events (**50 points each; 200 points in total**). Students are expected to devote significant time to formulate **relevant and substantive** responses.

To be **relevant**, students must apply appropriate marketing concepts, theories, and frameworks to critically analyze the real-world situations. To be **substantive**, students must have enough details and specifics in their responses and the responses must be thoughtful. For example, A simple “The promotion campaign carried out by Company X can be improved,” does not suffice for a substantive response. Instead, detailed evidence must be supplied to justify why and how you think the promotion campaign needs improvement by applying concepts and theories learned in the course. Be thoughtful and get deeper into the issue. Superficial responses that lack depth or thoughtfulness will receive poor grades.

Although this is an introductory course, my goal is to prepare you for more advanced courses and better yet, for your future career, where writing skills are highly important. Thus, your **writing quality** is important to me when grading your topical discussions. Your answers must be typed, grammatically correct, organized, succinct, and clear. **Formal language** must be used.

I will provide detailed feedback for both content and writing quality of your discussions. Thus, take advantage of these 6 exercises to sharpen your critical reasoning and writing skills. Not many people will spend a lot of time reading our writing and providing feedback. When they do, we need to seize the opportunity and practice.

Students must **individually** complete the topical discussions by the dates stipulated in the course schedule (available through Canvas). Your answers to the questions must be different from your classmate's answers because you should have different perspectives and interpretations after reading the situation. Paraphrasing another student's perspective that was not yours to begin with does **NOT** yield a "different" answer. All similar sets of answers (including the paraphrased ones) will receive grades of zero (0) points for that entire assignment.

Detailed instructions and materials for each topical discussion will be provided at a later date. No late assignments will be accepted without penalty, unless you have a documented, university-approved reason. In some rare cases, students may be allowed to submit a late discussion for a non-documented but valid reason. However, **four (4) points will be taken off for EACH day that is late. Discussions that are more than one week late will not be accepted.** Please do not ask for exceptions, as this would not be fair for the rest of the class.

Learn Smart Assignments (15@10 pts):

A LearnSmart study module has been assigned for each chapter. Thus, there are 15 LearnSmart assignments throughout the semester (**10 points each; 150 points in total**). To receive credits, each of these assignments will be completed through Canvas by the date stipulated on the course schedule (available at the end of the syllabus). (Note: Connect/LearnSmart is built into the Canvas site for your convenience.)

Please note that there will be no "make-ups" for any missed Connect/LearnSmart assignments for any reason.

Attendance and Class Participation (2@25 pts):

Class attendance is necessary, especially given the rigor of this course. However, attendance is **not** sufficient for good participation. You are expected to be **active contributors** to the classroom experience. (Merely showing up for work, but not contributing anything to the organization, generally would not be considered acceptable behavior in the real workplace.)

In addition to arriving on time for every class, you should plan to be prepared for class by reading all assigned chapters and materials in advance and to contribute to in-class discussions and ask questions when concepts are not clearly understood. During the semester, we will be doing a number of in-class activities involving the application of important concepts, and you should fully engage in those activities. By missing a class session, you are at risk of missing a class activity. **No “make-ups” of missed class activities will be allowed.**

Finally, the participation grade will be affected by the student’s **professionalism** in and out of class including working appropriately with other team members, department staff, and the professor. (See next section on Classroom Policies to understand what professionalism refers to.)

CLASSROOM POLICIES:

I expect you to treat this course *like a job*: Be **professional** in your speech, your writings (including email), and your behavior; be on time; and be prepared.

Prior to Class:

The format of this class necessitates participation and preparedness on the part of the student. You **must** read all materials before the class to which they are assigned.

During Class:

As a member of this class, you are invited to think, question, disagree and offer alternatives. That is part of the academic experience, as well as part of learning to be a contributing, critical thinker in any professional setting. However, my expectation is that you will behave **professionally and courteously** toward another student and the professor, and respect the rights of others at all times. Failure to do so will result in being un-enrolled from the course.

Most of you are or will be working **in a corporate setting**. It may be helpful in preparing you for that experience to think of class as a business setting. That means:

- You don’t ever simply fail to show up for work in a corporate setting. You can’t decide you’re just “not interested” in going to work today. You have to arrange in advance for time off for valid reasons (such as attending a relevant business conference) or let your manager know if you are too ill to be in the office. You would never schedule vacation during a critical work project – that means that while you’re in school you should schedule vacations between semesters or on approved university holidays, not during the semester.
- If you needed to miss a business meeting, you would inform your manager in a courteous manner and make arrangements with a colleague to fill you in on what you missed.
- You would never ask your manager if “anything important” were likely to happen at the meeting you are not attending. To do so implies that you believe meetings with your manager and colleagues are generally unimportant.

- You would never show up to a meeting empty handed, without bring any materials you might need – including the means to take notes (pen and paper or laptop), as well as any materials that were distributed in advance by your manager that will be referred to during that meeting.
- You would avoid being late, walking out in the middle of the meeting for any reason, or leaving early.
- You would turn off your cell-phone to avoid disturbing the meeting and would never take a call during a meeting.
- You would not use your cell phone to text or Facebook during the meeting. You would not surf the internet or read/send email on your laptop during the meeting. You would not read a newspaper or work on tasks unrelated to the meeting. Doing any of these is rude, disruptive, and unprofessional.
- You would avoid whispering and laughing with the person sitting next to you. You would listen attentively, take notes, and manage your face and posture to convey interest and competence.
- You would avoid interrupting people or being rude in any way.
- You would wait until after the meeting to discuss special accommodations for your personal situation.

Why should you avoid these behaviors?

Because doing any of these things reflects badly on you!

Deviations from student expectations will affect your class participation grade. If it appears to me that you are particularly unprepared for class or are failing to meet the basic requirements of course etiquette, I reserve the right to ask you to leave the room.

EMAIL ETIQUETTE:

When communicating via email, be sure to follow the email etiquette standards:

- (1) Begin your message with a greeting,
- (2) Formally address the person you are emailing (e.g., Dr. Ang),
- (3) Identify yourself and state the purpose of your email, and
- (4) Add a signature, including your name and contact information.

Continued enrollment in this course indicates agreement with these policies.

TECHNOLOGY REQUIREMENTS AND SUPPORT

Technology Requirements

This course will use the A&M-Central Texas Instructure Canvas learning management system.

Logon to A&M-Central Texas Canvas [<https://tamuct.instructure.com>].

Username: Your MyCT username (xx123 or everything before the "@" in your MyCT e-mail address) Password: Your MyCT password

Canvas Support

Use the Canvas Help link, located at the bottom of the left-hand menu, for issues with Canvas. You can select "Chat with Canvas Support," submit a support request through "Report a Problem," or call the Canvas support line: 1-844-757-0953.

For issues related to course content and requirements, contact your instructor.

Other Technology Support

For log-in problems, students should contact Help Desk Central.

24 hours a day, 7 days a week:

Email: helpdesk@tamu.edu

Phone: (254) 519-5466

[Web Chat](http://hdc.tamu.edu): [http://hdc.tamu.edu]

Please let the support technician know you are an A&M-Central Texas student.

OTHER IMPORTANT INFORMATION:

Late Work:

My experience with teaching university students suggests that, on average, 10 to 15 percent of the class will attempt to turn in assignments later than the time specified. Many reasons are given for late work (computer files corrupted, busy with the corporate job, group member issues, etc.) Trust me, I've heard them all. But no matter what the reason is, the bottom line is that either (a) the work was completed and turned in *when required*, or (b) the work was *not* completed and turned in when required.

Assignments are due on the specified due date. There is no provision for late work on assignments, unless you have a documented, university-approved reason.

Treat your classes like a job – you don't get to miss work deadlines without consequences, and in the corporate world those consequences are often much more serious than missing a grade on one class assignment. And making a reputation for yourself for completing work on schedule is a key to success in one's business career.

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) [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 Academic 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.

Academic Integrity.

Texas A&M University -Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. 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.

Academic Accommodations.

At Texas A&M University-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 Office 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 Office 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](https://www.tamuct.edu/student-affairs/access-inclusion.html) web page [https://www.tamuct.edu/student-affairs/access-inclusion.html].

Important information for Pregnant and/or Parenting Students.

Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and related 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. Students should seek out assistance as early in the pregnancy as possible. For more information,

please visit the [Student Affairs](https://www.tamuct.edu/student-affairs/index.html) web page [https://www.tamuct.edu/student-affairs/index.html]. Students may also contact the institution's Title IX Coordinator. If you would like to read more about these [requirements and guidelines online](#), please visit the website [http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf].

Title IX of the Education Amendments Act of 1972 prohibits discrimination on the basis of sex and gender—including pregnancy, parenting, and all related conditions. A&M-Central Texas is able to provide flexible and individualized reasonable accommodation to pregnant and parenting students. All pregnant and parenting students should contact the Associate Dean in the Division of Student Affairs at (254) 501-5909 to seek out assistance. Students may also contact the University's Title IX Coordinator.

Tutoring.

Tutoring is available to all A&M-Central Texas students, both on-campus and online. Subjects tutored on campus 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 have any other question, contact Academic Support Programs at (254) 519-5796, or by emailing Dr. DeEadra Albert-Green at deeadra.albertgreen@tamuct.edu.

Chat live with a tutor 24/7 for almost any subject from on your computer! Tutor.com is an online tutoring platform that enables A&M-Central Texas students to log in and receive FREE online tutoring and writing support. This tool provides tutoring in over 40 subject areas. Access Tutor.com through Canvas.

University Writing Center.

Located in Warrior Hall 416, the University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free workspace open to all TAMUCT students from 10:00 a.m.-5:00 p.m. Monday thru Thursday with satellite hours in the University Library Monday thru Thursday from 6:00-9:00 p.m. This semester, the UWC is also offering online only hours from 12:00-3:00 p.m. on Saturdays.

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) or by making an appointment via [WCOnline](https://tamuct.mywconline.com/) at [https://tamuct.mywconline.com/]. In addition, you can email Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu for any assistance needed with scheduling.

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 UWC is here to help!

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

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 85,000 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 A&M-Central Texas 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 24 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 A&M-Central Texas 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 [Library website](http://tamuct.libguides.com/index) [http://tamuct.libguides.com/index].

OPTIONAL POLICY STATEMENTS:

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) [https://www.tamuct.edu/departments/compliance/titleix.php].

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.

COURSE OUTLINE AND CALENDAR

Week/ Date:	Topics	Chapters/Supplementary Readings; In-Class Activities; Assignment Deadlines
Week 1		
8/27-9/2	<ul style="list-style-type: none"> • Syllabus review • Introduction • Purchase and have access to Connect/LearnSmart Chapter 1 “Overview of Marketing”	
Week 2		
9/3-9/9	LABOR DAY	<ul style="list-style-type: none"> • DUE Learn Smart Assignment Chapter 1
Week 3		
9/10-9/16	<ul style="list-style-type: none"> • Chapter 2 “Marketing Strategies & Marketing Plan” • Chapter 5 “Analyzing the Marketing Environment” 	<ul style="list-style-type: none"> • DUE Learn Smart Assignment Chapter 2 & Chapter 5 • DUE Topical Discussion 1 (the Marketing Concept)
Week 4		
9/17 - 9/23	<ul style="list-style-type: none"> • Chapter 6 “Consumer Behavior” 	<ul style="list-style-type: none"> • DUE Learn Smart Assignment Chapter 6
Week 5		
9/24-9/30	Exam 1 (Chapter 1, 2, 5, and 6)	
Week 6		
10/1-10/7	<ul style="list-style-type: none"> • Chapter 9 “Segmentation, Targeting, & Positioning” • Chapter 10 "Marketing Research" 	<ul style="list-style-type: none"> • DUE Learn Smart Assignment Chapter 9 and Chapter 10 • DUE Topical Discussion 2 (Market Segmentation and Positioning)

Week 7		
10/8-10/14	<ul style="list-style-type: none"> Chapter 11 "Product, Branding, & Packaging Decisions" 	<ul style="list-style-type: none"> DUE Connect/LearnSmart Assignment Chapter 11
Week 8		
10/15-10/21	Exam 2 (Chapter 9, 10, and 11)	
Week 9		
10/22-10/28	<ul style="list-style-type: none"> Chapter 12 "Developing New Products" Chapter 13 "Services: The Intangible Products" 	<ul style="list-style-type: none"> DUE Connect/LearnSmart Assignment Chapter 12 and 13 DUE Topical Discussion 3 (Branding)
Week 10		
10/29-11/4	<ul style="list-style-type: none"> Chapter 14 "Pricing Concepts" Chapter 15 "Supply Chain and Channel Management" 	<ul style="list-style-type: none"> DUE Connect/LearnSmart Assignment Chapter 14 and 15
Week 11		
11/5-11/11	Exam 3 (Chapter 12, 13, 14 and 15)	
Week 12		
11/12-11/18	VETERANS DAY	<ul style="list-style-type: none"> DUE Topical Discussion 4 (Services)
Week 13		
11/19-11/25	<ul style="list-style-type: none"> Chapter 17 "Integrated Marketing Communications" Chapter 18 "Advertising, Public Relations, & Sales Promotions" 	<ul style="list-style-type: none"> DUE Connect/LearnSmart Assignment Chapter 17 and 18

Week 14		
11/26-12/2	<ul style="list-style-type: none"> Chapter 3 "Social & Mobile Marketing" 	<ul style="list-style-type: none"> DUE Connect/LearnSmart Assignment Chapter 3 DUE Topical Discussion 5 (Promotion: Emerging Media)
Week 15		
12/3-12/9	<ul style="list-style-type: none"> Chapter 19 "Personal Selling & Sales Management" 	<ul style="list-style-type: none"> DUE Connect/LearnSmart Assignment Chapter 19
Week 16		
12/10-12/14	Exam 4 (Chapter 3, 17, 18, and 19)	

**** The syllabus is tentative, the instructor reserves the right to make any changes throughout the semester; CO: Course Objective****