

**Texas A&M University—Central Texas
Course Syllabus
MKTK 5315-110: International Marketing
Fall 2018**



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Office Hrs: MW 1:00pm-2:00pm & 4:00-6:00pm

I. COURSE OVERVIEW

a. Course Overview and Description:

"Companies must learn to operate as if the world were one large market—ignoring superficial regional and national differences" –Theodore Levitt.

Global markets are dynamic and ever-changing. Understanding these markets requires that businesses, of all size, stay abreast of the latest developments in the field. This course provides an examination of issues impacting businesses from an international marketing context. Students will explore the role that the global marketplace plays on a firm's mission, structure, and competitive strategy. A thorough understanding of global marketing environments, global marketing functions and strategies, and global marketing mix strategies is an essential part of this course. Students will be exposed to international marketing issues from both an academic and a practitioner perspective.

b. Student Learning Outcomes: At the close of the semester, students should display the following competencies:

1. Ability to understand, interpret, and analyze current international marketing theories and practices.
2. Ability to describe the role international marketing plays in a broader managerial framework.
3. Ability to research and report leading international marketing/business issues and cultural practices.

c. Method of Instruction: This course is a 100% online course utilizing the TAMUCT Canvas Learning Management System [<https://tamuct/instructure.com>]. Students will access all course materials, assignments, exams, student-instructor and student-student communication, and resource links via the Canvas website. *Online learning requires students to be very self-disciplined. Make sure you understand and are prepared to comply with all required class assignments and deadlines.* If you have a question about the syllabus

or course expectations, you should post those questions on the "Course Q&A" Discussion Forum.

d. Required Textbook:

Cateora, P. Gilly, M. and J. Graham (2016). *International Marketing*. 17th Edition. Boston: McGraw-Hill Irwin. ISBN 978-0-07-784216-1.

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

II. INSTRUCTOR COMMUNICATION AND CONTACT INFORMATION

a. Office Hrs: MW 1:00pm-2:00pm & 4:00pm-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 reduction of 5 grading points off the student's final 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. **Introduction Post:** The introduction post will assist students and the Professor in becoming acquainted with one another. Instructions for the post will be provided on the first week of class. The introduction post is worth **30 grading points**.
- b. **Discussion Posts:** There will be 14 discussion posts. Each post will be due on the dates stipulated in the tentative course outline. Instructions for the discussion posts will be given in conjunction with the first assigned discussion. **For each individual post, students will be required to respond to three peer posts.** Each discussion post (including peer posts) is worth 25 grading points totaling **350 grading points**. (Objectives 1-3)
- c. **Quizzes:** There will be 16 quizzes. The quizzes will test each student's knowledge of the key frameworks and concepts. The quiz will contain multiple choice, true/false, and open ended questions. The quizzes 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. Each quiz is worth 20 grading points totaling **320 grading points**. (Objectives 1-3)
- d. **Cultural Analysis Project:** Students will watch a film that has international issues heavily embedded within its content. Students must carefully discern the issues' impact on business practices, particularly from an international marketing perspective. Detailed instructions will be provided on the week of the assignment. The cultural analysis is worth **100 grading points**. (Objectives 1 and 2)
- e. **Country Analysis Project:** In an effort to gain in-depth general-business and marketing-specific knowledge on a country and its cultures, student teams will engage in a comprehensive country analysis project. The final product will be a report. Countries will be assigned at the beginning of the semester. Detailed instructions will be provided to students on the second week of class. The Country Analysis Project is worth **200 grading points**. (Objectives 1 and 3)

V. GRADING POINTS AND POLICIES

The following outlines all of the assignments and their corresponding weights:

| | | |
|---------------------------|-------------|---------------|
| Introduction Post | 30 | points |
| Discussion Posts | 350 | points |
| Quizzes | 320 | points |
| Cultural Analysis Project | 100 | points |
| Country Analysis Project | 200 | points |
| Total | 1000 | points |

- a. **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. **There will be no rounding up of grades.**

| <u>Course Grade</u> | <u>Calculation</u> | <u>Minimum Points Required</u> |
|---------------------|--------------------|--------------------------------|
| A | 90% | 900 |
| B | 80% | 800 |
| C | 70% | 700 |
| D | 60% | 600 |
| F | 50% | 599 or below |

- b. **Posting of Grades:** All student grades will be posted on the Canvas Gradebook 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.
- c. **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 email messages. 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.

VI. 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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VII. TENTATIVE COURSE OUTLINE/CALENDAR

- **Module content will be released at 12:00 a.m. Monday each week.**
- **Points per assignment are noted in ()**

| Week/Unit/Dates | Topics/Readings | Assignments |
|-----------------|--|--|
| 1. 8/27-9/2 | Module 1: The Scope and Challenge of International Marketing / The Dynamic Environment of International Trade | <ul style="list-style-type: none"> • Student Introduction (25) • Course Overview • Read Chapter 1 and 2 • Discussion 1 (25) • Quiz on Syllabus (20) |
| 2. 9/3-9/9 | Module 2: History and Geography: The Foundations of Culture | <ul style="list-style-type: none"> • Read Chapter 3 • Discussion 2 (25) • Quiz on Chapters 1-3 (20) |
| 3. 9/10-9/16 | Module 3: Cultural Dynamics in Assessing Global Markets | <ul style="list-style-type: none"> • Read Chapter 4 • Discussion 3 (25) • Quiz on Chapter 4 (20) |
| 4. 9/17-9/23 | Module 4: Culture, Management Style, and Business Systems | <ul style="list-style-type: none"> • Read Chapter 5 • Discussion 4 (25) • Quiz on Chapter 5 (20) |
| 5. 9/24-9/30 | Module 5: The Political Environment: A Critical Concern | <ul style="list-style-type: none"> • Read Chapter 6 • Quiz on Chapter 6 (20) • Cultural Analysis Project (100) |
| 6. 10/1-10/7 | Module 6: The International Legal Environment: Playing by the Rules | <ul style="list-style-type: none"> • Read Chapter 7 • Discussion 5 (25) • Quiz on Chapter 7 (20) |
| 7. 10/8-10/14 | Module 7: Developing a Global Vision Through Marketing Research / Economic Development and the Americas | <ul style="list-style-type: none"> • Read Chapters 8 and Chapter 9 • Discussion 6 (25) • Quiz on Chapters 8 and 9 (20) |
| 8. 10/15-10/21 | Module 8: Europe, Africa, and the Middle East / The Asia Pacific Region | <ul style="list-style-type: none"> • Read Chapters 10 and 11 • Discussion 7 (25) • Quiz on Chapter 10 and 11 (20) |
| 9. 10/22-10/28 | Module 9: Global Marketing Management: Planning and Organization | <ul style="list-style-type: none"> • Read Chapter 12 • Discussion 8 (25) • Quiz on Chapter 12 (20) |
| 10. 10/29-11/4 | Module 10: Products and Services for Consumers | <ul style="list-style-type: none"> • Read Chapter 13 • Discussion 9 (25) • Quiz on Chapter 13 (20) |
| 11. 11/5-11/11 | Module 11: Products and Services for Businesses | <ul style="list-style-type: none"> • Read Chapter 14 • Discussion 10 (25) • Quiz on Chapter 14 |
| 12. 11/12-11/18 | Module 12: International Marketing Channels | <ul style="list-style-type: none"> • Read Chapter 15 • Discussion 11 (25) • Quiz on Chapter 15 (20) |

| | | |
|-----------------|---|--|
| 13. 11/19-11/25 | Module 13: Integrated Marketing Communications and International Advertising | <ul style="list-style-type: none"> • Read Chapter 16 • Discussion 12 (25) • Quiz on Chapter 16 (20) |
| 14. 11/26-12/2 | Module 14: Personal Selling and Sales Management | <ul style="list-style-type: none"> • Read Chapter 17 • Discussion 13 (25) • Quiz on Chapter 17 (20) |
| 15. 12/3-12/9 | Module 15: Pricing for International Markets | <ul style="list-style-type: none"> • Read Chapter 18 • Discussion 14 (25) • Quiz on Chapter 18 (20) |
| 16. 12/10-12/14 | Module 16: Inventive Negotiations with International Customers, Partners, and Regulators | <ul style="list-style-type: none"> • Read Chapter 19 • Quiz on Chapter 19 (20) • Country Analysis Project (200) |

Dr. Salazar reserves the right to make changes to this Syllabus should circumstances during the semester cause revision. Note the date below of this Syllabus. Should changes be necessary a revised Syllabus 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.