



Texas A&M University-Central Texas
Course Syllabus
MKTK 3301—110: Marketing
Spring 2020-Modified Online Version

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Office Hrs: By appointment online

I. COURSE OVERVIEW

- a. Course Overview and Description:** The course provides an examination of issues impacting business from a marketing perspective. Students will explore the role of marketing in aiding companies to better understand consumer preference and, subsequently, make more informed strategic decisions related to the business enterprise. Students will be challenged to continuously analyze products and services from a strategic marketing perspective, while being introduced to key marketing concepts and frameworks.
- b. Course Objectives and Outcomes:** At the close of the semester, students should display the following competencies:
1. Clear understanding of the history and evolution of marketing.
 2. Competency in analyzing the interaction between business and society as related to key marketing principles.
 3. Working understanding of at least five well-tested and useful marketing theories.
 4. Ability to identify the key elements used in developing marketing strategies.
 5. Ability to employ a set of analytical marketing tools and tactics used in strategic decision-making.
- 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, attendance is required in this course.

*As a result of the fully online transition due to COVID-19 circumstances, starting 3/23/2020 all assignments, exams, and obligations will take place on CANVAS. There will no longer be any face-to-face meetings.

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:

Grewal, Dhruv and Michael, Levy. M: Marketing (6th ed.) w/ Connect/LearnSmart Access. McGraw-Hill. ISBN# 9781260437669

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: By appointment online

b. Student/Professor Interaction: I encourage students to interact with me via direct message using the CANVAS messaging option to ask any questions about assignments, get clarity on concepts, and/or review grading status in the course. If you would like to schedule a teleconference with me, please email me to schedule an appointment. 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>]. We strongly recommend the latest versions of Chrome or Firefox browsers. Canvas no longer supports any version of Internet Explorer.

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

b. Canvas Support and 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.

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.

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

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 **50 grading points**.
- b. **Attendance:** Attendance is mandatory in this course. Attendance will be taken during each class session. In order to receive full credit for attendance, each student is required to be present to each class session. Attendance is critical, because 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. Attendance is worth **100 grading points**. (Objectives 1, 2, & 4) *As a result of the fully online transition due to COVID-19 circumstances, from 3/23/2020 through the end of the semester, students will be required to complete one discussion post per week and two peer responses to satisfy the attendance requirement for the course. Point allocation for attendance will be a combination of the face-to-face attendance and the online discussion submissions.
- c. **Exams:** There will be five 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 **500 grading points**. (Objectives 1-5) *As a result of the fully online transition due to COVID-19 circumstances, exams three through five will be taken online. Exams will only be available for 24 hours on the date they are due, as per the modified tentative course outline. The exams are timed, that is, students will have 1 hour and 15 minutes in one time block to complete the exam, so once it is started it must be completed.
- d. **Connect/LearnSmart Assignments:** There will be 15 Connect/LearnSmart assignments throughout the course. Each of these assignments will be completed through Canvas by the date stipulated on the tentative course outline. Each exercise is worth 10 grading points totaling **150 grading points**. (Objectives 1-4) *Connect/LearnSmart assignments will continue normally.

V. GRADING POINTS AND POLICIES

Student Profile/Course Agreement	50	Points
Attendance	100	Points
Exams (5 total at 100 points each)	500	Points
LearnSmart Assignments (15 total at 10 points each)	150	points
Total	800	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.

<u>Course Grade</u>	<u>Calculation</u>	<u>Minimum Points Required</u>
A	90%	720
B	80%	640
C	70%	560
D	60%	480
F	50%	400 & below

- b. **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 two weeks 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 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. Tutor.com tutoring will not offer writing support beginning August 1, 2019, but will continue to offer other tutoring support.

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) 501-5836, visit the Office of Student Success at 212F Warrior Hall, or by emailing studentsuccess@tamuct.edu .

an online tutoring platform that enables A&M-Central Texas students to log in and receive online tutoring support at no additional cost. This tool provides tutoring in over 40 subject areas. Access Tutor.com through Canvas.

- c. The 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.

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!

Students may arrange a one-to-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 WOnline [<https://tamuct.mywconline.com/>]. In addition, you can email Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu if you have any questions about the UWC and/or need any assistance with scheduling.

- 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 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>].

- e. Warrior Shield:**

Emergency Warning System for Texas A&M University-Central Texas Warrior Shield 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 Warrior Shield through their myCT email account.

Connect to Warrior Shield by 911Cellular to change where you receive your alerts or to opt out. By staying enrolled in Warrior Shield, university officials can quickly pass on safety-related information, regardless of your location.

[<https://portal.publicsafetycloud.net/Account/Login>]

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. 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, working with others in an unauthorized manner, 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 referred 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.

For more information regarding the Student Conduct process, [<https://www.tamuct.edu/student-affairs/student-conduct.html>].

If you know of potential honor violations by other students, you may submit a report, [https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0].

- b. 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, WH-212; or call (254) 501-5836. Any information you provide is private and confidential and will be treated as such.

For more information please visit our Access & Inclusion Canvas page (log-in required) [<https://tamuct.instructure.com/courses/717>]

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/compliance/titleix.html>.

- d. Behavioral Intervention** Texas A&M University-Central Texas cares about the safety, health, and well-being of its students, faculty, staff, and community. If you are aware of individuals for whom you have a concern, who are exhibiting concerning behaviors, or individuals causing a significant disruption to our community, please make a referral to the Behavioral Intervention Team. Referring your concern shows you care. You can complete the [referral](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2) online [https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2].

Anonymous referrals are accepted. Please see the Behavioral Intervention Team website for more information [https://www.tamuct.edu/student-affairs/bat.html]. If a person's behavior poses an imminent threat to you or another, contact 911 or A&M-Central Texas University Police at 254-501-5800.

- e. 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 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.

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.**
- **LearnSmart Assignments due at 11:59 pm on Sunday of the week assigned.**
- **Points denoted in parentheses**
- **Exams must be completed on the date assigned (within the 24 hour period)**

Week/Unit/Dates	Topics/Readings	Assignments
1. 1/13-1/15	MODULE 1: Introduction Introduction and Chapter 1	<ul style="list-style-type: none"> • Student Profile/ Course Agreement (50) • Read & Study Chapter 1
2. 1/20-1/22	MODULE 2: Assessing the Marketplace Chapter 2	<ul style="list-style-type: none"> • MONDAY NO SCHOOL • Read & Study Chapter 2 • Complete LearnSmart Assignment 1 (10) • Complete LearnSmart Assignment 2 (10)
3. 1/27-1/29	MODULE 3: Assessing the Marketplace Continued Chapters 5	<ul style="list-style-type: none"> • Read & Study Chapter 5 • Complete LearnSmart Assignment 5 (10)
4. 2/3**-2/5	MODULE 4: Understanding the Marketplace Chapter 6	<ul style="list-style-type: none"> • Exam I: Chapters 1, 2, & 5 (100) • Read & Study Chapter 6 • Complete LearnSmart Assignment 6 (10)
5. 2/10-2/12	MODULE 5: Global Marketing Chapter 8	<ul style="list-style-type: none"> • Read & Study Chapter 8 • Complete LearnSmart Assignment 8 (10)
6. 2/17-2/19	MODULE 6: Segmentation, Targeting, and Positioning Chapters 9	<ul style="list-style-type: none"> • Read & Study Chapter 9 • Complete LearnSmart Assignment 9 (10)
7. 2/24**-2/26	MODULE 7: Marketing Research Chapter 10	<ul style="list-style-type: none"> • Exam II: Chapters 6, 8, & 9 (100) • Read & Study Chapter 10 • Complete LearnSmart Assignment 10 (10)
8. 3/2-3/4	MODULE 8: Product, Branding, and Packing Decisions Chapters 11	<ul style="list-style-type: none"> • Read & Study Chapter 11 • Complete LearnSmart Assignment 11 (10)
9. 3/9-3/11	SPRING BREAK	<ul style="list-style-type: none"> • SPRING BREAK
10. 3/16-3/18	MODULE 9: Developing New Products Chapter 12	<ul style="list-style-type: none"> • Read & Study Chapter 12 • Complete LearnSmart Assignment 12 (10)
11. 3/23**-3/25	MODULE 10: Services Chapters 13	<ul style="list-style-type: none"> • Read & Study Chapter 13 • Complete LearnSmart Assignment 13 (10) • Exam III: Chapters 11, 12, & 13 (100) AVAILABLE SATURDAY, MARCH 28th from 12:00 a.m. to 11:59 p.m.
12. 3/30-4/1	MODULE 11: Value Capture Chapter 14	<ul style="list-style-type: none"> • Read & Study Chapter 14 • Complete LearnSmart Assignment 14 (10)

13. 4/6-4/8	MODULE 12: Value Delivery Chapters 15	<ul style="list-style-type: none"> • Read & Study Chapter 15 • Complete LearnSmart Assignment 15 (10) • Exam IV: Chapters 14 & 15 (100) AVAILABLE SATURDAY, APRIL 11th from 12:00 a.m. to 11:59 p.m.
14. 4/13**-4/15	MODULE 13: Integrated Marketing Communications Chapters 17	<ul style="list-style-type: none"> • Read & Study Chapter 17 • Complete LearnSmart Assignment 17 (10)
15. 4/20-4/22	MODULE 14: Advertising, Public Relations, and Sales Promotion Chapters 18	<ul style="list-style-type: none"> • Read & Study Chapter 18 • Complete LearnSmart Assignment 18 (10)
16. 4/27-4/29	MODULE 15: Social Media and Mobile Marketing Chapters 3	<ul style="list-style-type: none"> • Read & Study Chapter 3 • Complete LearnSmart Assignment 3 (10)
17. 5/4-5/6	MODULE 16: Final Exam and Course Wrap-Up	<ul style="list-style-type: none"> • Exam V: Chapters 17, 18, & 3 (100) AVAILABLE, MONDAY, MAY 4th from 12:00 a.m. to 11:59 p.m.

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.