SYLLABUS

FALL 2016 Semester in Florence

COURSE TITLE & NO: MKTG 310 – Principles of Marketing-section 2
DAYS & TIMES: Mo. 10.30 am – 11.30 am
Tu. 10.30 am – 11.30 am
Th. 10.30 am – 11.30 am

INSTRUCTOR: Tamara Evans
OFFICE HOURS: by appointment
CONTACT : email evanst@gonzaga.edu
Tamarae_1999@yahoo.com

Required Text: Basic Marketing, A Marketing Strategy Planning Approach by Perrault, Cannon, McCarthy, Ed. 17 International ed., (Ed. 16, 17, 18 or 19th can be used)

COURSE DESCRIPTION
This course will provide an understanding of marketing concepts and their importance in both the business world and in society as a whole. Our study of marketing will focus on facilitating exchanges between producer and final consumer, with the ultimate goal of fulfilling customer needs and customer satisfaction. Marketing strategy planning will be examined, including the critical aspects of product development, target marketing, pricing, distribution, and marketing communications; these concepts will be studied in the context of current global and ethical challenges.

LEARNING OUTCOME
Upon completion of this course, students should have an understanding of the following:
- The major components of the 4P’s: Product, Place, Price and Promotion---how products are developed and “positioned” in the market, how a target market is selected, considerations in choosing channels of distribution, the fundamentals of pricing products and services, and the importance of marketing communications
- Best practices in the field of Integrated Marketing Communications
- Elements that influence consumer behavior
- Ethical considerations in marketing
- The role of micro and macro marketing in our culture

Students who complete this course should also benefit from further development of their written communication skills and analytical abilities.

METHOD
Lectures, case studies, videos, class discussions, and field trips (whenever possible).
Most class sessions will follow a lecture/discussion format. Lectures will be related to the assigned readings-- and devoted to presentation and discussion of concepts, frameworks, and techniques useful for
understanding principles of marketing. However, some of the time in most class periods will be devoted specifically to discussion of the assignment material--assigned questions, exercises, or short cases.

**Teaching Commitment**

I am a great believer in active learning and use a variety of methods to encourage discussion and interaction on the issues the course presents.

I am very committed to providing an enjoyable learning environment that is both exciting and challenging. I use various assessment strategies that allows me to fairly assess student learning regardless of the student’s learning styles. Above all, I treat my students with the utmost respect, creating an environment where students feel safe to frankly discuss topics, which they might otherwise be reluctant to address. For all my classes, regardless of size, I pride myself on learning the names of all my students and treating each student as an individual.

**Decorum**

- Cell-phones off; no food and beverages admitted, except for bottled water,
- No technical devices are accepted (laptops, I pads, etc)
- Disrupting behaviour (doing something else during the course, engaging in private conversations, playing with electronic devices) is not accepted and if repeated it will negatively affect the attendance and participation part of the final grade or may result in removal from the course.

**ATTENDANCE**

Refer to college attendance policy

**Late Arrival and Early Departure**

Coming late and leaving early will affect attendance and participation grade. Class attendance will be recorded at the start of each class. Please be considerate of your classmates and come **ON TIME**! If a student arrives more than 10 minutes after the start of class, he/she will be considered **ABSENT** on that day. Coming in to class late is rude and distracting to fellow students and the instructor. It also displays a serious lack of professionalism on student’s part.

Students are also required to stay the entire duration of the class period, any student who leaves before the end of the class period without the consent of the instructor will be marked **ABSENT**.

**Travel is NEVER an excuse for absence from class.**

***Class participation***

Students will be evaluated based on their ability to understand and apply the reading material to class discussions.

All students begin the term with a C+ grade for participation. Contribution to class discussion will raise this grade. Habitual absence from class and disrupting class (i.e., talking, text messaging, etc.) will reduce this grade.

Each student will be expected to provide opinions, feedback and challenge the instructor’s and other student’s assumptions, in a respectful manner. A correct, active and responsible participation is highly recommended otherwise the participation grade will be strongly affected.

All students “at risk” of failing will always be alerted by the instructor who will also inform the student’s tutor.

**GENERAL INFORMATION:**

1. You are responsible for all material presented in class. This includes lectures, discussions, etc.
2. Reading assignments should be completed before class to enhance understanding of topics.
3. No make-up exams will be given for other than true emergencies. Contact me IN ADVANCE of an absence from a test or missed due date. Have a VERY GOOD REASON.
4. No extra credit is available.

**GRADING:**
Participation in class 5%
Periodic individual assignments 10%
Group assignment 10%
Quizzes 20%
Midterm Exam 25%
Final Exam 30%

**ASSIGNMENTS / TESTS / ASSESSMENTS**

**Individual Assignments**

Individual assignments will be given during the course so that you can apply course concepts to “real world” situations. All outside sources of information must be clearly acknowledged whether the source is a direct quote, a paraphrase of another’s work, or a combination of both. This applies to all sources of information, including company brochures, websites, in-person or online interviews, etc.

Details of each assignment will be posted on Blackboard a minimum of one week prior to the assignment due date and each assignment must be turned in at the beginning of class on the due date. *Please type and proofread all assignments—spelling, grammar and punctuation are significant elements of your grade.* A major aspect of marketing is the quality of the “presentation”; the packaging can make or break the success of the offering. *Your ability to present your work in a clear, concise and organized fashion will definitely enhance your grade.*

**Group Assignment**

Each student will be assigned to a small group who will create a mini-presentation for the class on a marketing topic of current interest. This project is intended to introduce the class to innovative ways that organizations are marketing their products and/or services in an effort to differentiate themselves from competitors. Each group will be given approximately 10 minutes of class time to present its findings and facilitate class discussion.

**GRADING SCALE:**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>94 – 99.9%</td>
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<tr>
<td>A-</td>
<td>90 – 93.9%</td>
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<tr>
<td>B</td>
<td>83 – 86.9%</td>
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<tr>
<td>B-</td>
<td>80 – 82.9%</td>
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<tr>
<td>C</td>
<td>73 – 76.9%</td>
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<tr>
<td>C-</td>
<td>70 – 72.9%</td>
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<tr>
<td>D</td>
<td>60 – 63.9%</td>
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<tr>
<td>D-</td>
<td>less than 60</td>
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Exams will be closed books and closed notes. If you must make up an exam due to certain circumstances, the prior permission of instructor is required. If that is the case, you must show the proper document(s).

To receive credit, *assignments* need to be turned in *at the beginning of class* on due date.

**Significance for the final grade of attendance and participation**

A: the student has no absence, is punctual and respectful with the professors and the classmates, is always prepared for class (has done the reading and writing assignments); He/she vividly participates in class
discussions and contributes with interpretations which prove fine critical sense and creativity, using a grammatically correct, semantically rich and conceptually clear language.

B – the student is respectful and punctual, is prepared for class, participates in discussions, has a good level of understanding the issues under focus and an appropriate use of language.

C – has adequate but schematic or superficial understanding of the texts and issues under focus, is not always prepared for class, uses a simple language.

**Grades Significance for written assignments**

**Grade A:** the work is an excellent synthesis of elaborated course inputs, extensive reading and original ideas; it is well articulated in a balanced argumentation and formulated in a clear, fluent style.

**Grade B:** the work shows a good elaboration of the course inputs, a well-conducted discourse and a good use of bibliography; it has a good level of style.

**Grade C:** the work proves a basic understanding of the research issue, but does not use the bibliography properly/or does not express ideas in a persuasive clear style or lacks in discourse planning, therefore needing improvement.

**Grade D:** The work is acceptable, but weak in terms of formulating and discussing the question under focus and organizing the discourse. It relies on non-academic sources and does not, in general, comply with the requirements, unless in minimal way.

**Grade F:** The work is not acceptable in terms of the basic requirements or has not been submitted in time.

**Grade 0:** the work has not been submitted

**ACADEMIC DISHONESTY:**

The following statement is taken from the Gonzaga University Academic Honesty Policy (2002): “Without honesty the humanist, Catholic and Jesuit traditions could not continue; knowledge would be neither taught nor learned. Even the less obvious ethical and educational principles in our Mission Statement require honesty. Creativity without honesty becomes self-indulgence, intelligence without honesty degenerates into mere mental power. Self-knowledge without honesty cannot rise above self-deception, and the desire for truth becomes a craving for the rewards of those who have honestly found the truth. Without honesty, a concern for others may easily serve as a disguise for manipulation. The commitment to justice requires honesty, for to cheat, to fabricate, or to plagiarize is to act unjustly. Professional expertise requires honesty: cheating or plagiarizing denies the essence of what it means to be a professional in any field.

Because honesty is so essential to the traditions, ideals, and goals that define its kind of education, Gonzaga is committed to protecting academic honesty. This commitment entails practical consequences” (p. 2).

“ACADEMIC HONESTY consists of truth-telling and truthful representations in all academic contexts;

ACADEMIC DISHONESTY consists of any of the following activities, which are defined and illustrated in Section II [of the Academic Honesty Policy, 2002]: cheating, fabrication, plagiarism, and facilitating academic dishonesty” (p. 2).
PENALTIES for academic dishonesty are spelled out in detail in the policy, which can be found on the Gonzaga University web site: http://www.gonzaga.edu/Campus-Resources/Offices-and-Services-A-Z/Academic-Vice-President/AcademicHonestyPolicy2002.pdf

The School of Business adheres to the Academic Honesty Policy (2002) in determining appropriate consequences for violations of the policy. For further information, refer to the School of Business website: http://www.gonzaga.edu/Academics/Colleges-and-Schools/School-of-Business-Administration/undergraduate/AcadHonesty.asp

DISABILITY ACCOMODATIONS

Gonzaga University, the School of Business, and the course instructor will certainly make reasonable accommodations for persons with documented disabilities. Students should notify Disability Resources, Education, & Access Management (DREAM) located at Foley 203B (509-313-4134) and the instructor of any special needs during the first week of class.

TENTATIVE SCHEDULE

<table>
<thead>
<tr>
<th>Week Beginning</th>
<th>Reading</th>
<th>General topic</th>
<th>Important dates</th>
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<tbody>
<tr>
<td>Sept. 12</td>
<td></td>
<td>Course introduction, course materials, learning goals</td>
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<tr>
<td>Sept. 19</td>
<td>Chs. 1&amp; 2</td>
<td>Marketing’s Value to Consumers, Firms, and Society (contd.) Marketing Decisions, The Marketing Concept. Marketing strategy planning</td>
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<td>Sept. 26</td>
<td>Ch. 3</td>
<td>Evaluating marketing environment: The Firm and The Environment</td>
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<td>Oct. 3</td>
<td>Ch. 4</td>
<td>Segmenting Markets, Positioning Goods and Services</td>
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<td>Oct. 10</td>
<td>Chs. 5&amp;6</td>
<td>Demographics, Final Consumers and Their Buying Behavior</td>
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<td>Oct. 17</td>
<td>Ch. 7</td>
<td>Organizational Buyer Behavior, The Product</td>
<td>Thursday Oct. 20: Quiz 1</td>
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<td>Oct. 31</td>
<td>Ch.11</td>
<td>Place and Development of Channel Systems</td>
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<tr>
<td>Nov. 7</td>
<td>Ch. 12</td>
<td>Distribution Customer Service and Logistics</td>
<td>Group presentations</td>
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<tr>
<td>Nov. 14</td>
<td>Ch. 14</td>
<td>Promotion—Introduction to Integrated Marketing Communications Advertising, Publicity, and Sales Promotion</td>
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<td>Nov. 14</td>
<td>Ch. 16</td>
<td>Promotion—Introduction to Integrated Marketing Communications Advertising, Publicity, and Sales Promotion</td>
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<td>Nov. 21</td>
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<td>NO CLASS FALL BREAK</td>
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<tr>
<td>Nov.28</td>
<td>Ch. 17</td>
<td>Pricing Objectives and Policies</td>
<td>Monday Nov. 28 QUIZ 2</td>
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<td>Dec. 5</td>
<td>Ch. 18</td>
<td>Price Setting in the Business World</td>
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<td>Date</td>
<td>Event</td>
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<tr>
<td>Dec. 12</td>
<td>FINAL EXAM (date TBD)</td>
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