Course Syllabus

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- Course Policies: My Expectations of You
- Course Schedule

**Instructor Information**

<table>
<thead>
<tr>
<th>PROFESSOR</th>
<th>Dr. Karen A. Loveland</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE LOCATION</td>
<td>OCNR 354</td>
</tr>
</tbody>
</table>
### Office Hours

<table>
<thead>
<tr>
<th>OFFICE HOURS</th>
<th>8:30 – 11:00 TR 12:30 – 1:00 TR Other times and virtual office hours (live chat) by appointment only.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>OFFICE PHONE</th>
<th>825-2878</th>
</tr>
</thead>
</table>

| E-MAIL ADDRESS | (I check this address several times a day Monday through Friday and at least once every weekend. You can also email me directly through Blackboard (I have the system set up to forward email to this address). | karen.loveland@tamucc.edu |
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## Course Description & Objectives

The TAMUCC Undergraduate Catalog contains the following description of the MKTG 3310 course:

*The initial course in Marketing. Description and analysis of the flow of goods, services and ideas to consumers and industrial users. Factors outside the firm are also considered as they affect marketing decisions. Prerequisite: Junior standing or above.*

MKTG 3310, Principles of Marketing is required for all students pursuing a degree in the College of Business at TAMUCC. The primary purpose of the course is to provide students with a basic understanding of concepts and terms used by marketing professionals. Additionally, the course provides students with opportunities to apply marketing principles to variety of "real-world" situations.

The specific learning objectives of this course include:

1. To acquire marketing vocabulary skills and related applications.
2. To enhance problem identification & problem solving skills.
3. To understand and apply marketing decision making concepts and processes to different business situations.
4. To encourage creativity & innovative thinking in your approach to marketing applications.
5. To develop professional written communication skills.
6. To re-learn the art of asking good questions.

The American Marketing Association (AMA) defines marketing as:
"...an organizational function and a set of processes for creating, communicating and delivering value to customers and for managing customer relationships in ways that benefit the organization and its stakeholders."

Yes, marketing professionals are involved in promotion (i.e., advertising, personal selling, coupons, contests, etc...); however, they do a LOT more. Marketing professionals are also responsible for developing new products that satisfy customer needs, determining the "best" price for a product, and ensuring that the product is efficiently transferred from producer to consumer. This semester, I will try to convince you that marketing is more than just a vital component of business; marketing can also be useful for understanding life and for the achievement of personal goals.

The Major Field Test (MFT) is required for all students pursuing the Bachelor of Business Administration degree and will be administered in the MGMT 4388, Administrative Policy and Strategy course. To prepare for this test, business majors are advised to retain their class notes, textbooks and other relevant materials from this class and the other business core courses.

Course Delivery Method

This is a true "online class"...that means that you can complete all of the course work online. In my opinion, there are two primary benefits of online classes; they can remove "temporal" and "spatial" barriers to education. Accordingly, I did not schedule any regular on-campus meetings or require on-campus testing; this spatial benefit allows you to complete the course anywhere you have (or can find) an Internet connection. In addition, I did not schedule any "synchronous" communication in this class such as live online chats; this temporal benefit allows you complete the class at any time subject to the deadline policy specified below.

I divided the course work into fifteen "learning modules"...one for each week in the term. THIS CLASS IS NOT "SELF-PACED". Each module contains a deadline. I will STRICTLY adhere to the deadline and late policies specified later in this document and thus, you MUST keep up with the required reading and assignments.

Because of the online delivery method, all course communication is in WRITTEN form. Instead of listening to lectures, you have to read the book and read the information I share in discussions. To receive credit for "class participation", you need to write your comments and post them in the class "discussion area." In fact, every "for credit" part of this class is written.
The time you need to spend each week on this class will vary widely depending on your reading, writing, and typing skills. Consider yourself warned...if you read slowly, have below average writing skills, or are only a "hunt and peck" typist, this class may take considerably MORE time than a regular class.

Required Text

There is one textbook required for this class:

**MKTG 5 by Lamb, Hair, and McDaniel (2011).**

IMPORTANT NOTE: You should purchase a NEW copy of the textbook for this class. Access to the online learning assets for MKTG 5 is only available through the purchase of a NEW book. Online access is sold separately; students who choose to buy a used book will need to purchase an access code from the publisher if they want to access valuable study materials for the class.

Assignment Guidelines & Course Schedule

Your final grade depends on your performance on the following assignments:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Percentage of Final Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter Quizzes</td>
<td>40%</td>
<td>Worth 40% of your final grade (200 points -- 22 quizzes worth 10 points each; count the first 200 points toward Chapter Quiz grade; additional points count as Chapter Quiz Extra Credit).</td>
</tr>
<tr>
<td>Class Participation</td>
<td>30%</td>
<td>Worth 30% of your final grade (150 points). Based on the quantity, frequency and quality of your contribution to &quot;current discussions&quot;.</td>
</tr>
<tr>
<td>Exercises</td>
<td>30%</td>
<td>Worth 30% of your final grade (150 points -- 25 individual exercises worth 5 points each; the first 110 points earned</td>
</tr>
</tbody>
</table>
count toward your Total Exercises score, additional points count as Exercise Extra Credit. I assign the remaining 40 points at the end of the semester based on the overall quality of your exercises.

**Extra Credit**

In addition to the built in extra credit for the Chapter Quizzes (20 points) and the Exercises (15 points), I MAY offer an additional extra credit opportunity during the last week of the term.

Click the links in the table above to access detailed guidelines and tips for each type of assignment. These links are also available through the Course Home Page page in Blackboard.

Due dates for each Module appear in the class "Calendar". Note that all assignments EXCEPT participation in "current" discussions (key word, "current") are available at the beginning of the term so you can complete all the work well in advance of the scheduled deadline. Remember that there are no exceptions to the deadline policy (see course policies below)...the system automatically deactivates quizzes when the grace period expires. In addition, while the system won't automatically deactivate exercises when the deadline expires, messages posted after that time will not receive credit.

**Grading: Policies and Scale**

The system will give you your quiz grades as soon as you complete them. I'll release feedback (e.g., correct answers) AFTER the grace period expires. I'll also post exercise grades as soon as the grace period expires (generally within 48 hours depending on my work travel schedule). As noted earlier, I decided to release all the quizzes and post all of the exercises at the beginning of the term so students could work ahead. Please note that while I'm giving you the freedom to submit assignments when it is most convenient for you (subject to final deadlines of course), if you work ahead, you may have to wait a week (or more) to see your grades in the Blackboard grade book.

You should consider this class a "point hunt"...at the end of the semester, I'll simply add up all the points you earned this semester and apply the grading scale below to determine your final grade.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>450 and higher</td>
<td>90% to 100%</td>
</tr>
<tr>
<td>B</td>
<td>400 to 449</td>
<td>80% to 89.9%</td>
</tr>
</tbody>
</table>
Course Policies: My Expectations of You

The following are my specific expectations:

1. Basic Skills Requirements -- you should be familiar with the tools and hardware used to interact with the Internet including a Web browser, an HTML-editor, and e-mail. If you are not familiar with the Internet, you should plan to increase your expertise as soon as possible. There are many ways to accomplish this including a variety of self-help books, workshops, and tutoring. You can also learn a lot by simply spending some extra time exploring the Internet and I'm available to help you learn some of the basics by appointment.

2. Class "Attendance" -- You should plan to log in to the course page AT LEAST twice a week throughout the semester to get updates about assignments, read new discussion group messages and obtain other relevant information (more frequently is HIGHLY recommended if you want to earn an above average grade). You should also check your TAMUCC e-mail regularly for messages from me or from your classmates. Checking your e-mail DAILY is strongly recommended (and a good business habit to establish).

3. No Computer-related Excuses -- Since computers are part of business life as are problems with computers, I will NOT accept excuses related to computer problems including Blackboard problems, server failures, lost e-mail, ISP problems, and disk crashes. NOTE: the key word is "excuses"...meaning that computer-related problems are NOT an acceptable excuse for not completing the course work...this does NOT mean that I'm not available to help you get around this type of problem so you can complete the work on time!!!. You should plan for such contingencies and access course information well in advance of the final due dates. Waiting until the last minute is only asking for problems. You should also keep a backup copy of EVERYTHING you do for this class including discussion messages AND e-mail messages.
4. Ignorance is NOT a defense -- you are responsible for all information contained in this syllabus, the assignment guidelines, and all lectures and text material assigned for this class. If you are unclear about anything related to this class, you must request clarification from me. In the absence of direct questions, I assume you fully understand all the requirements of this course when assigning grades.

5. Communicate professionally -- treat your classmates (and me) with courtesy and respect. It is sometimes difficult to distinguish between a joke and a serious statement in written communication. Be especially careful with "public" communication (e.g., discussion messages) that everyone can see/read…think about what you say before you submit a message. I want everyone to feel comfortable and secure in the online classroom…avoid personal attacks/criticisms.

6. Deadline Policy -- The deadline for the assignments listed in the "Assignments Due" section of each module is listed in the class calendar. All deadlines expire at 5:00 PM on the listed date. You should strive to complete all the assignments in a module before this time.

7. Grace Period Policy -- Because I don't actually intend to grade on the weekends (family time "smile"), I will accept late assignments until 8:00 AM on the Monday after each stated due date (all due dates are 5:00 PM on Fridays). There is NO penalty for using the grace period. The purpose of the grace period is to give you enough time to correct/get around computer, work, famil or other issues/problems (e.g., illness) without having to explain anything to me.

8. Late Policy -- ALL assignments submitted AFTER the grace period expires receive a grade of "0"...NO EXCEPTIONS. Even ONE SECOND after the grace period expires is TOO LATE!!! It is to your advantage to attempt all assignments well before the due date. Then, if you encounter any problems or complications, you have time to correct the problem during the grace period with no penalty.

9. Make-up Policy --there are no "make-up" assignments in the class. However, I have built a significant amount of extra credit into the course to allow you to make up for missing a few assignments.

IMPORTANT NOTE ABOUT BLACKBOARD EMAIL: While I use your Islander address for initial messages, campus emergencies, and when technical problems prevent access to Blackboard, I use the internal email system in Blackboard to send MOST course-related messages such as grading updates, error corrections in course documents, and updates/tips related to course requirements. I do this because using internal email ensures that every student receives the message and it provides a permanent record of the message. I STRONGLY recommend that you set up your Blackboard mail to automatically forward a copy of your Blackboard mail to your Islander email address (or whatever email address you use most regularly)...this will send a copy of the text to your Islander address and leave the original message in your inbox in Blackboard for future reference. NOTE: If you drop the class, you will need to remove the forwarding instructions to stop receiving these courtesy copies since the "email all" option contains the name of every student that has ever been added to the system and doesn't remove students based on changes in Banner!
IMPORTANT NOTE ABOUT THE COB CODE OF ETHICS: The College of Business (COB) requires all students taking COB students to abide by the COB Student Code of Ethics (see http://www.cob.tamu.edu/current_students/ethics.html). Provisions and stipulations in the code are applicable to all students taking College of Business courses regardless of whether or not they are pursuing a degree awarded by the COB.

The TAMUCC handbook and the COB Student Code of Ethics provide for consequences for academic dishonesty ranging from a zero for the assignment to a failing grade for the course to suspension or expulsion from the university depending on the severity of the ethics violation. I will report all forms of cheating, plagiarism or other academic dishonesty the appropriate university officials and will assign a “permanent zero” for the assignment in question.

IMPORTANT NOTE ABOUT AMERICANS WITH DISABILITIES ACT COMPLIANCE: The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact the Disability Services Office at (361) 825-5816 or visit the office in Driftwood 101.

If you are a returning veteran and are experiencing cognitive and/or physical access issues in the classroom or on campus, please contact the Disability Services office for assistance at (361) 825-5816.

Please note that I will only provide reasonable accommodations recommended by the Disability Services Office. You are solely responsible for making sure I receive notification from Disability Services about your need for accommodation during the first two weeks of the semester (or within one week of receiving approval for accommodation from Disability Services for issues that that arise after the semester begins).

IMPORTANT NOTE ABOUT GRADE APPEALS: As stated in University Rule 13.02.99.C2, Student Grade Appeals, a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, equitable evaluation procedures, or appropriate grading, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the process and the number of days allowed for completing the steps in the process, see University Rule 13.02.99.C2, Student Grade Appeals, and University Procedure 13.02.99.C2.01, Student Grade Appeal Procedures. These documents are accessible through the University Rules Web site at http://www.tamu.edu/provost/university_rules/index.html. For assistance and/or guidance in the grade appeal process, students may contact the Office of Student Affairs.
IMPORTANT NOTE ABOUT DROPPING A CLASS: I hope that you never find it necessary to drop this or any other class. However, events can sometimes occur that make dropping a course necessary or wise. Please consult with me before you decide to drop to be sure it is the best thing to do. Should dropping the course be the best course of action, you must initiate the process to drop the course by going to the Student Services Center and filling out a course drop form. If you stop attending and participating in the class and don’t process a course drop form, you will receive a failing grade. Friday, July 22, 2011 is the last day to drop a class with an automatic grade of “W” this term.

Course Schedule

The official course schedule for the class is posted in the "Calendar" tool in Blackboard. The calendar lists the deadline for each Module in the class. The "Modules" page lists the assignments due during each Module.

<table>
<thead>
<tr>
<th>Module</th>
<th>Topics</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>Syllabus &amp; Assignment, Assignment Guidelines</td>
<td>Friday, January 13, 2012 at 5:00 PM</td>
</tr>
<tr>
<td>1</td>
<td>Chapters 1 - 3</td>
<td>Friday, January 27, 2012 at 5:00 PM</td>
</tr>
<tr>
<td>2</td>
<td>Chapters 4 - 7</td>
<td>Friday, February 10, 2012 at 5:00 PM</td>
</tr>
<tr>
<td>3</td>
<td>Chapters 8 - 9 &amp; 21</td>
<td>Friday, February 24, 2012 at 5:00 PM</td>
</tr>
<tr>
<td>4</td>
<td>Chapters 10 - 12</td>
<td>Friday, March 23, 2012 at 5:00 PM</td>
</tr>
<tr>
<td>Chapter Range</td>
<td>Date</td>
<td>Time</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Chapters 13 - 15</td>
<td>Friday, April 6, 2012</td>
<td>5:00 PM</td>
</tr>
<tr>
<td>Chapters 16 - 18</td>
<td>Friday, April 20, 2012</td>
<td>5:00 PM</td>
</tr>
<tr>
<td>Chapters 19 - 20 &amp; 22</td>
<td>Friday, May 4, 2012</td>
<td>5:00 PM</td>
</tr>
</tbody>
</table>

This is the end of the Syllabus.

Last Updated: December 14, 2011
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