

Course information:

- Conducted Online May 5th to June 18th, 2020.
- Location: A2L
- Instructor: Cameron Scott
- Office hours: Thursdays from 7-8PM (May 7 – June 11)
 - Zoom → <https://mcmaster.zoom.us/j/8317693423>
- Email: scottc24@mcmaster.ca

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Course Description:

This course examines how environmental forces shape an organization’s marketing programs. Students will learn to create marketing plans that reflect current consumer behavior patterns, and practice the development of a product or service component of the Marketing Mix. Learning is enabled using a combination of class preparation, in-class lectures, case analysis and group study.

Course Objectives:

Developing Transferable Skills

You will work on developing academic skills that are transferable to your other university courses as well as to the workforce. These skills include:

- critical reading and thinking;
- communication (oral, written and visual);
- self and peer evaluation;
- research skills; and
- group work skills.

Course Format

Learning is enabled using a combination of class preparation, virtually-delivered lectures, real-world examples and group study.

Required Texts:

Marketing: The Core 5th Canadian Edition. Kerin, Hartley, Rudelius, Bonifacio, Bureau. McGraw-Hill Ryerson. ISBN-13 978-1-25-9269264.

Electronic version also available.

Course Delivery

- Recorded video lectures will be posted via MacVideo in A2L by 12PM ET on each scheduled lecture day (see Pages 6-10 of the course **outline**).
- Discussion forums will be used extensively to facilitate collaboration, reinforcing course materials, answering any questions that you have and maximizing your overall learning experience.

Course Requirements & Grading

Requirements Overview and Deadlines

Assessment Activity	% of Grade	Date Due
Quizzes (x5)	30%	May 10, 17, 24, 31, June 7 (all at 11:30PM ET)
Team Project	Report = 15% Video Presentation = 7% Peer Evaluation = 3%	Report, video presentation and peer evaluations due June 17 @ 11:30PM ET
Engagement / Participation	10%	Throughout the semester.
Final Exam	35%	Thursday, June 18 (7-9PM ET)

Requirement/Assignment Details

1) Quizzes (30%)

- 5 weekly multiple choice quizzes (20 questions each) will relate to the associated week's content. The quizzes will be conducted online and be facilitated through A2L. Each quiz is worth 6% of your final grade and is "open book". You will have 40 minutes to complete each quiz once you open it. You may NOT post questions and/or answers online. Doing so will result in a grade of 0% for that quiz.
- A2L Quizzes are an opportunity to assess and consolidate your knowledge of the week's content in preparation for the Final Exam where you will be working independently and without access to supporting resources.
- Quizzes close each Sunday @ 11:30PM ET
 - Grades for each quiz will be released the following day (Monday) at 8AM ET.
- Quizzes not completed by the posted deadline will be marked as 0%. No exceptions without valid MSAF.**

- Quiz availability and due dates/times are as follows:

Week #	Quiz Topics	Availability Date/Time	Due Date/Time
1	<ul style="list-style-type: none"> • Marketing Fundamentals • The Marketing Environment 	May 8 @ 6AM ET	May 10 @ 11:30PM ET
2	<ul style="list-style-type: none"> • Consumer Behaviour • Market Research, Metrics, and Analytics 	May 15 @ 6AM ET	May 17 @ 11:30PM ET
3	<ul style="list-style-type: none"> • Products & Brands • Segmentation, Targeting, and Positioning 	May 22 @ 6AM ET	May 24 @ 11:30PM ET
4	<ul style="list-style-type: none"> • Marketing Channels and Supply Chain • Pricing 	May 29 @ 6AM ET	May 31 @ 11:30PM ET
5	<ul style="list-style-type: none"> • Marketing Communications • Mobile & Social Media Marketing 	June 5 @ 6AM ET	June 7 @ 11:30PM ET

2) Team Project (25% in total)

- The team project will involve developing and delivering a marketing plan report and video presentation for a new product / service idea that student teams have chosen to research and potentially bring to market. More details to be communicated in Week 2b.
- All Team Project assets due on June 17 @ 11:30PM ET. Late submissions will each be deducted 10% for every 24 hour period that they are late.
- You will have a chance to sign up into teams of your choice. Team sizes TBD.
- If you don't select a team during "enrolment period" (May 14-17), you will be assigned to a team.
- ALL students in the team must be contributing members of the assignment. Part of your grade will be based on peer evaluation of participation and engagement. The expectation is that each student will be an active and respectful member of their team and contribute to the assignment - in a fair and equitable way. Group work is sometimes challenging, but it can also be rewarding in a number of ways, including providing you with opportunities to develop valuable 'working-as-a-team' skills that will serve you well in this and other courses, as well as more broadly in your academic, professional, and personal life.

3) Engagement & Participation (10%)

- Active, quality engagement & participation are important components of this course (and of active learning). Therefore, I expect all students to be 'active' participants in this course. This means being actively involved in online activities and discussions.

- An engagement mark worth 5% of your final grade will be given for associated activity up to and including May 21 and a separate engagement mark worth 5% of your final grade will be given for the 2nd half of the semester (May 22 – June 16).
- Totals 10% of your final grade.

4) Final Exam (35%)

- A cumulative, individually-written Final Exam will be conducted online (A2L) on Thursday, June 18 (7-9PM ET).
- Combination of multiple choice and “short” answer-style questions.

Privacy Protection

In accordance with regulations set out by the Freedom of Information and Privacy Protection Act, the University will not allow return of graded materials by placing them in boxes in departmental offices or classrooms so that students may retrieve their papers themselves; tests and assignments must be returned directly to the student. Similarly, grades for assignments for courses may only be posted using the last 5 digits of the student number as the identifying data. The following possibilities exist for return of graded materials:

- 1) Direct return of materials to students in class;
- 2) Return of materials to students during office hours;
- 3) Students attach a stamped, self-addressed envelope with assignments for return by mail;
- 4) Submit/grade/return papers electronically.

Arrangements for the return of assignments from the options above will be finalized during the first class.

Extreme Circumstances

The University reserves the right to change the dates and deadlines for any or all courses in extreme circumstances (e.g., severe weather, labour disruptions, etc.). Changes will be communicated through regular McMaster communication channels, such as McMaster Daily News, A2L and/or McMaster email.

Academic Integrity

You are expected to exhibit honesty and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity. Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences, e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: “Grade of F assigned for academic dishonesty”), and/or suspension or expulsion from the university. It is your responsibility to understand what constitutes academic dishonesty. For information on the various types of academic dishonesty please refer to the [Academic Integrity Policy](#).

The following illustrates only three forms of academic dishonesty:

- Plagiarism, e.g. the submission of work that is not one’s own or for which other credit has been obtained.

- Improper collaboration in group work.
- Copying or using unauthorized aids in tests and examinations.

Academic Accommodation of Students with Disabilities

Students with disabilities who require academic accommodation must contact Student Accessibility Services (SAS) to make arrangements with a Program Coordinator. Student Accessibility Services can be contacted by phone 905-525-9140 ext. 28652 or e-mail sas@mcmaster.ca for further information, consult McMaster University's [Academic Accommodation of Students with Disabilities](#) policy.

Religious, Indigenous and Spiritual Observances (RISO)

Students requiring academic accommodation based on religious, indigenous or spiritual observances should follow the procedures set out in the RISO policy. Students requiring a RISO accommodation should submit their request to their Faculty Office normally within 10 working days of the beginning of term in which they anticipate a need for accommodation or to the Registrar's Office prior to their examinations. Students should also contact their instructors as soon as possible to make alternative arrangements for classes, assignments, and tests.

Please review the [RISO information for students in the Faculty of Social Sciences](#) about how to request accommodation.

E-mail Communication Policy

Effective September 1, 2010, it is the policy of the Faculty of Social Sciences that all e-mail communication sent from students to instructors (including TAs), and from students to staff, must originate from the student's own McMaster University e-mail account. This policy protects confidentiality and confirms the identity of the student. It is the student's responsibility to ensure that communication is sent to the university from a McMaster account. If an instructor becomes aware that a communication has come from an alternate address, they may not reply.

Authenticity/Plagiarism Detection

In this course we will be using a web-based service (Turnitin.com) to reveal authenticity and ownership of student submitted work. Students will be expected to submit their work electronically either directly to Turnitin.com or via Avenue to Learn (A2L) plagiarism detection (a service supported by Turnitin.com) so it can be checked for academic dishonesty. Students who do not wish to submit their work through A2L and/or Turnitin.com must still submit an electronic and/or hardcopy to the instructor. No penalty will be assigned to a student who does not submit work to Turnitin.com or A2L. All submitted work is subject to normal verification that standards of academic integrity have been upheld (e.g., on-line search, other software, etc.). To see the Turnitin.com Policy, please go to the [academic integrity website](#).

McMaster Student Absence Form (MSAF)

In the event of an absence for medical or other reasons, students should review and follow the Academic Regulation in the Undergraduate Calendar "Requests for Relief for Missed Academic Term Work".

Course Weekly Topics & Activity

Date	Topic	Reading
Week 1a May 5	<p>Introduction to SOC SCI 2MR3</p> <ul style="list-style-type: none"> • Introduction and course outline overview <p>Marketing Fundamentals</p> <ul style="list-style-type: none"> • Explain the role of marketing in an organization and the importance of meeting customer needs. • Define and analyze elements of the marketing mix. • Outline the steps in the marketing process. • Differentiate between goods, services, and ideas. • Describe the evolution of different business philosophies. • Describe the new and evolving marketing practices. • Summarize careers that exist in marketing. 	Chapter 1
Week 1b May 7	<p>The Marketing Environment</p> <ul style="list-style-type: none"> • Explain the importance of an environmental scan and how it is used to improve marketing programs. • Describe the elements of an environmental scan and summarize the trends affecting each area. • Outline the current demographic and socio-cultural influences that affect marketing approaches. • Explain how changes in the economic environment can influence consumer purchase behaviour. • Discuss the technological developments shaping current marketing practices. • Describe the different forms of competition and the regulatory forces that shape the marketing industry. • List the steps in an environmental scan. • Understand the importance of strategic marketing and know the basic outline of a Marketing plan. <p><i>Quiz #1 opens on May 8 @ 6AM and closes on May 10 @ 11:30PM.</i></p>	Chapter 2

<p>Week 2a May 12</p>	<p>Consumer Behaviour</p> <ul style="list-style-type: none"> • Describe the stages in the consumer purchase decision process. • Distinguish among three variations of the consumer purchase decision process: routine, limited, and extended problem solving. • Describe how situational influences affect the consumer purchase decision processes. • Explain how psychological influences affect consumer behavior, particularly consumer purchase decision processes. • Identify major socio-cultural influences on consumer behaviour and their effects on purchase decisions. • Discuss the importance of culture and subculture in determining consumer behaviour. 	<p>Chapter 3</p>
<p>Week 2b May 14</p>	<p>Guest Speaker – Joshua Alvernia (Co-founder & CEO, Clue Digital)</p> <p>Market Research, Metrics, and Analytics</p> <ul style="list-style-type: none"> • Explain the value of market research, metrics, and analytics. • Outline the different categories of metrics. • Describe the different types of data and their challenges. • Describe the methods of analyzing big data. • Differentiate between exploratory, descriptive, and causal research. • Identify the step-by-step market research approach. • List and describe primary research tools and their advantages and disadvantages. <p>Introduce Team Project (Reports and Presentation) Total Team Project = 25% of Final Grade</p> <p>May 14 – ability to join teams for “Team Project” opens (closes May 17)</p> <p><i>Quiz #2 opens on May 15 @ 6AM and closes on May 17 @ 11:30PM.</i></p>	<p>Chapter 4</p>

<p>Week 3a May 19</p>	<p>Products & Brands</p> <ul style="list-style-type: none"> • Distinguish between goods and services. • Describe and apply the total product concept. • Differentiate between products, product lines, and product mixes. • Identify the ways consumer and business goods and services are classified. • Explain the elements of branding and how these can be protected. • Distinguish between different types of brands. 	<p>Chapter 7</p>
<p>Week 3b May 21</p>	<p>Guest Speaker - Tom Babic (Senior Marketing Manager, Tim Horton's)</p> <p>Segmentation, Targeting, and Positioning</p> <ul style="list-style-type: none"> • Explain market segmentation and its relevance to marketing. • Detail the different forms of market segmentation • Describe the elements included in target market profiles and personas. • Have insight into the scope of segmentation analytics • Outline the steps involved in segmenting a market • Explain the concept of product positioning <p><i>Quiz #3 opens on May 22 @ 6AM and closes on May 24 @ 11:30PM.</i></p>	<p>Chapter 6</p>

<p>Week 4a May 26</p>	<p>Marketing Channels and Supply Chain</p> <ul style="list-style-type: none"> • Explain what is meant by a marketing channel and the value created by intermediaries. • Distinguish between marketing channels for consumer goods and those for business goods. • Define multichannel marketing and explain its advantages for consumers. • Differentiate between types of vertical marketing systems. • Describe the factors considered by marketing executives when selecting and managing a marketing channel. • Discuss supply chain and logistics management and how they relate to marketing strategy. • Describe the key logistic functions in a supply system. 	<p>Chapter 10</p>
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<p>Week 4b May 28</p>	<p>Pricing</p> <ul style="list-style-type: none"> • Identify the elements that make up a price. • Explain the approaches to pricing and the major factors considered in arriving at a final price. • Describe the demand curve and define price elasticity of demand. • Explain the role of revenues (sales) and costs in pricing decisions. • Discuss the value of break-even analysis and conduct break-even calculations. • Describe the price objectives a firm may have, and the constraints under which they operate. • Outline the steps to determining a final price. • Explain the adjustments made to price because of factors such as geography, discounts, and allowances. <p><i>Quiz 4 opens on May 29 @ 6AM and closes on May 31 @ 11:30PM.</i></p>	<p>Chapter 9</p>
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<p>Week 5a June 2</p>	<p>Guest Speaker – Mike Hardill (Director of Marketing & Digital, Hamilton Tiger-Cats Football)</p> <p>Marketing Communications</p> <ul style="list-style-type: none"> • Explain current trends affecting marketing communications. • Outline the composition of the marketing communications industry. • Describe online and offline approaches used in marketing communications. • Evaluate the different forms of advertising and the advantages and disadvantages of each. • Explain the concept of public relations and the tools used by the industry. • Outline the different consumer and trade promotional approaches. • Explain direct response, event marketing, sponsorship, product placement, and branded entertainment. • Assess the role of personal selling as a marketing tool. • Describe the process of promotional program planning and evaluation. 	<p>Chapter 12</p>
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Week 5b June 4	<p>Mobile & Social Media Marketing</p> <ul style="list-style-type: none"> • Explain the unique online approaches used in marketing communication. • Describe social media marketing. • Outline the main social networks and tools used in social media marketing. • Summarize the best practices associated with the creation and monitoring of social media programs. • Explain mobile marketing and its approaches. • Describe the tools involved in mobile marketing. • List the best practices and regulations that guide mobile marketing. <p><i>Quiz 5 opens on June 5 @ 6AM and closes on June 7 @ 11:30PM.</i></p>	Chapter 13
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Week 6a June 9	<p>Strategic Marketing Planning</p> <ul style="list-style-type: none"> • Describe how strategy is developed at the corporate, business unit, and functional levels in an organization. • Define the concepts of business, mission, and goals, and explain why they are important in organizations. • Explain why managers use marketing dashboards and marketing metrics. • Discuss how organizations formulate strategies. • Outline the strategic marketing process. 	Chapter 15
Week 6b June 11	<p>Team Project Work Time Peer Evaluation forms distributed. Final Exam Review posted.</p>	n/a
Week 7a June 16	<p>Team Project Work Time Peer Evaluation forms collected.</p> <p>Team Project report, video (per team) and peer evaluations (per student) due by June 17 @ 11:30PM ET.</p>	n/a
Week 7b June 18	<p>Final Exam. Via A2L</p>	n/a