This course is designed for the self-learner who needs minimal classroom instruction. However, this course will maintain the same standards and assignments as in-class offerings via extensive usage of online USF Canvas lectures. Students are expected keep pace with all materials and assignments and encouraged to meet or contact your professor on a needs basis preferably though e-mail. This is a 16 week semester with a three major exams and six major assignments. Pace yourselves accordingly.

SPRING SEMESTER 2015
100 % Online
January 5 to April 26

- KINDLY SUBMIT A RESPECTABLE RESUME ON CANVAS ‘GRADES’
  BETWEEN JAN 5 AND JAN 9 (first week of classes)
  FOR 30 POINTS & TO CONFIRM YOUR ENROLLMENT

PROFESSOR: DR. NOEL MARK NOËL

E-Mail Address XMAS@sar.usf.edu (place MAR3023-521) in the e-mail ‘subject box’ or it will be filtered. Use this address for all communication outside of class. Don’t assume it reaches me unless you get a reply confirmation within a day or so.

OFFICE : USF, SMC – C234, 8350 Tamiami Trail, Sarasota Fl 43243-2025
OFFICE PHONE: (941) 359-4339: Fax 359-4367
OFFICE HRS: Tuesdays & Wednesdays 9:30-12:00 after classes & by APPOINTMENT
Prerequisites: ACG 2021, Eco 2013, Eco 2023
Assignments: http://my.usf.edu – Canvas - Check for Current Course Info & Grades

REQUIRED TEXTBOOK & READINGS:

This paperback text was selected for its value package, organization and contemporary marketing viewpoints.
(Used texts on Amazon or Chegg for $25.00 (You do not need the MyMarketingLabs as I will supply you with quizzes etc. though CANVAS)

Required Reading: You will need access to current issues of the Wall Street Journal to complete your course assignments. A major part of your grade is based on marketing assignments using the WSJ. You can subscribe
online using this course number to verify against their list. (WSJ provides on-line access only with a paid delivered subscription). We currently have WSJ newspapers at the front desk of the 2nd Fl Rotunda on the S/M campus, the JANE BANCROFT COOK LIBRARY, local libraries and for sale at Publix and Walgreens. Wall Street Journal subscriptions with a faculty/student discount will be sent as an announcement prior to class – as I get a notification from the journal. (They need a student list from the university). The subscription price is $1 a week for 15 weeks = $15.00 – a good deal! Expect to spend at least 15 minutes daily reading through the newspaper. View the WSJ video on your Home page.

COURSE DESCRIPTION:
Marketing is defined as creating, winning and keeping profitable customer relationships. Marketing manages relationships for the long-term implementation of the Marketing Concept versus the short term goals of the organization. Marketing management is involved with the planning, implementation, and control of this marketing process. Managerial applications of key marketing concepts and principles differ among organizations, as well as for the individual marketing and sales managers. Particular emphasis will be made to identify the variety of principles marketing managers implement in reaction to their perceived and real environment.

COURSE GOALS:
This course is designed to provide a comprehensive overview of the marketing process - both theoretical and contemporary. Marketing planning and decision-making will be examined from the firm and consumer point of view. The course is designed to have you apply what you learn in your text about marketing principles and concepts to current business examples gleaned from the business press using the WSJ. You will also be presented with numerous marketing terms and classifications useful in understanding what comprises marketing in business.

COURSE OBJECTIVES:
Clearly identify, interpret and communicate Marketing principles and concepts from recent business news sources both in written form and class discussion. Note: See assignment specific to identifying these (8) principles and concepts. Demonstrate a command of marketing terminologies and classifications through regularly assigned exams. See grading policies for more details.

LEARNING OUTCOMES:
The student passing this course has demonstrated the ability to comprehend and identify key marketing principles and concepts, classifications and terminologies used in the business function of marketing. This will be demonstrated through exams and written assignments.

GRADING POLICY:
Grading is based on three online exams of approximately 80 questions and short essays (about 90 minutes) plus five analytical assignments worth 40 pts apiece. Assignments must be typed and submitted in a doc. file based on the given timelines
Respectable Resume: 30 pts
- Due: by Jan 5-Jan 9 in Canvas ‘Grades’
Exams: three @ at 240 pts (~80 m/c x 4) 720 pts exams on Canvas 90 minutes each
  Final exit quiz with final exam 25 pts (10 m/c questions)
Video (Gerzema) assignment: 25 pts
- Due: Feb 10
WSJ 5 assignments @ 40 pts each 200 pts assignments
  - Due: Jan 27 or earlier: (late -10 pts)
  - Due: Feb 24 or earlier: (late -10pts)
  - Due: by April 14 or earlier the final three WSJ assignments
(You will lose -10 pts for missing the Jan 27 and Feb 24 WSJ timelines)
Any make-up exams will be different from that in class and must be taken ASAP with prior notification. Without prior approval from me you will not be allowed to retake the exam in fairness to the other students. A 20% penalty is applied to any exam that needs to be retaken online (except for an obvious computer snafu).

**MAR 3023 Marketing Principles: Assignments**

The following topics are instrumental to your complete understanding of marketing principles and theories. Everyone should come away from this course understanding the following eight topics listed as well as many of the business terms and practicalities presented throughout the course. One way to sharpen your understanding is to read the current business press and apply articles to the topics. READ AND FAMILIARIZE YOURSELF ABOUT EACH OF THE TOPICS EARLY IN THE COURSE – READ AHEAD!

**Directions:**

- Read current issues starting as of Jan 6, 2014 of THE WALL STREET JOURNAL articles submitted are restricted to this publication so that the class has a standard one source for discussion. Only newer issues are appropriate to discuss the current and changing business environment and also prevent word searches. Accepted articles from class discussion will be posted every Wednesday by 10am.

- All five topics must be covered for 40 pts each.

- Copy or cut the article, date and reference it, attach to it a one- to- two page typed report on each of your selected topics. Reference relevant text pages and topic, summarize the article that applies to your chosen topic and then detail (using as much of the text/business terminology) how that article supports or illustrates the topic described in the text. See Canvas ‘assignments’ for student examples for each topic.

- Use a memorandum format: i.e. (staple typed report to article - do not use covers) i.e.

  To: Prof. Noël,
  From: Ima A. Student
  Subject: MAR 3023-591 TOPIC: # (make sure you state your topic)
  Reference WSJ Jan 6, 2015 pg 8 (include page number) - see attached article
  Date: Current DATE SUBMITTED

- Your first WSJ assignment submission must be sent to me by Jan 27 or you will lose 10 pts off of your 30 pts of the resume grade – the second required submission prior or on Feb 24 with an additional penalty of -10 pts on your resume grade. The three other assignments are due by April 14.

- Accepted articles will be referenced weekly on Canvas and announced on selected dates. Once posted – articles listed are not allowed by other students to be used for credit. Some articles may have several topics and thus can be resubmitted under a different topic. The strength of your argument carries the weight of the grade. Further constraints will be placed on some topics, as we get more sophisticated in their understanding latter in the course.

- Final WSJ submission deadline is April 14 in class. No extensions in fairness to the other students.

- Only two articles may be submitted on any one week. If your report is not correct I will simply mark "resubmit" and return it to you for correction or resubmission of a different article. You have till April 14 as a deadline to submit your assignments – only two per week. In fairness to the other students neither allowances nor extensions will be made. The April 14 deadline should motivate you to complete the assignments so you can study for the final exams.
1. **Marketing Concept** (Page 4-10). A: Identify the customer focus, B: total company effort (functional communication), and C: the long run profitability based on some selected level of quality and satisfaction (an inference to the target market). The "total company effort" is the inter–organizational communication among the internal marketing participants. Example: Marketing research tests a new product and consults with sales before recommending a market launch, or R&D develops a new product and consults marketing to get consumer feedback etc.

2. **Marketing Segmentation** (market impact based on specific demographics) Pgs 95-100. No area “geographic” segmentation allowed i.e. Marketing brand x to Mexico or males in China. The market segment must be measurable, accessible and profitable - within reason. Your text states it to be attractive, sizeable and has a brand objective. Best to look for a demographic or defined data list specific to your product/service.

3. **Marketing Strategy Planning Process** (Pgs 27-28, 30) specify each step from your article. Highlight support for each of the main four points: 1: situational analysis (brief - SWOT/BCGMatrix), 2: target market, 3: positioning statement, and support for each of the 4: marketing mix within reason.

4. **Positioning** (pages 101-102, 104) must include a named or inferred competitor. ex. 7-Up is the ‘uncola’---- meaning other colas like Pepsi or Coke - specify. Respond to what the valued customer benefit it is to the target and who is the inferred or stated competition. Specify: the functional, symbolic and experiential components as you see them.

5. **Customer satisfaction** (pages 46, 48-51, 55) You may give examples of dissatisfaction and why. Remember a drop in sales revenue does not mean dissatisfied customers. Use some survey data for proof of dissatisfaction i.e. Gallup or other research company survey data, consumer complaints etc.

6. **Brand loyalty** (46, 49, 50, 53, and 55) or Lifetime value (50) must discuss the number of repeat customers. The topic should be either stated in the WSJ article or strongly inferred. Support you argument here.

7. **PLC** - A consumer product that has gone through at least several stages of the product life cycle (pgs128-130, 133). Declare the one stage of PLC it is presently in. Include either sales or volume over time in support of your contentions. (Look for articles with sales/volume graphs.) Declare what is the consumer trend that drives your plc. I.e. healthy foods replacing snacks with snack on the decline stage of the plc.

8. **Examples of companies in the production, sales and marketing eras** (Pages 5-6) Declare the era a company may be in or how it evolved through to another era. Two eras must be explained i.e. production to sales – explain why the change (use your marketing mix to explain it.)
Benchmark Dates: Chapter reviews, Assignments and Exams:

Tuesdays are benchmarks for all weekly grading

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Assignments</th>
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<tbody>
<tr>
<td>#1</td>
<td>Jan 6</td>
<td>Introduction: Syllabus/Course Orientation Review WSJ topics. Intro to Mktg Pwts &amp; Videos: Posted in your Canvas ‘Modules’. Submit a resume on Canvas ‘Grades’ by Jan 5-Jan 9 (30 pts) and to confirm your enrollment.</td>
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<tr>
<td>#2</td>
<td>Jan 13</td>
<td>Chapters 1&amp;2&amp;3 (Read chapters, view videos and practice quizzes)</td>
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<tr>
<td>#3</td>
<td>Jan 20</td>
<td>Chapters: 4&amp;5&amp;6 (WSJ topics)</td>
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<tr>
<td>#4</td>
<td>Jan 27</td>
<td>Chapter: 7 &amp; Review (WSJ topics) WSJ submission for the topic “Positioning” due (Late papers forfeit -10 from your Resume points)</td>
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<tr>
<td>#5</td>
<td>Feb 3</td>
<td>Online Exam #1 Chapters 1-7 (80 M/C x 3 = 240pts 90 minutes)</td>
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<td>#6</td>
<td>Feb 10</td>
<td>Chapter 8: Gerzema Ted.Com Assignment (25pts)</td>
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<td>#7</td>
<td>Feb 17</td>
<td>Chapters 9 -10 (WSJ topics)</td>
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<tr>
<td>#8</td>
<td>Feb 24</td>
<td>Chapters 11-12-13: WSJ submissions for any of the 8 topics due (Late papers forfeit -10 from your Resume points)</td>
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<td>#9</td>
<td>Mar 4</td>
<td>No Class: SPRING BREAK WEEK</td>
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<tr>
<td>#10</td>
<td>Mar 10</td>
<td>Online Exam #2 Chapters 8-13 (80 M/C x 3 = 240pts 90 minutes)</td>
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<td>#11</td>
<td>Mar 24</td>
<td>Chapters 14-15 (WSJ topics)</td>
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<tr>
<td>#12</td>
<td>Mar 31</td>
<td>Chapters: 16-17 (WSJ topics: only two per week)</td>
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<tr>
<td>#13</td>
<td>April 7</td>
<td>SPECIAL LECTURES: DYI MARKETING &amp; Marketing Careers</td>
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<tr>
<td>#14</td>
<td>April 14</td>
<td>Chapters: 18-19 (WSJ topics) All WSJ assignments due April 14 – no resubmit option</td>
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<tr>
<td>#15</td>
<td>April 21</td>
<td>Chapter 20 (WSJ topics) (Godin video 20 minutes)</td>
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<tr>
<td>#16</td>
<td>April 26</td>
<td>Final Exam: Chapters 14-20 80 m/c = 240pts outcomes quiz</td>
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Logging onto CANVAS:

If you encounter any Canvas related problems or difficulties contact the second floor rotunda Information Commons staff. They are there from 9am to 9pm M-F and 9 to 5 Fridays at 941-359-4225. They also provide tutorials. Get to know how to work with CANVAS as it is used to post class documents, assignments, send announcements and grades. Most faculty use it and it should be checked several times a week. Check ‘Documents’ for class power points. You may want to print them out three- to- a- page (click: print, slides,3) . If you log on at home you may want to log directly onto Canvas and click your virtual library on the top right. That way you access the library on an .edu designation and are not blocked or locked out of many paid for USF reference materials. Also check out business and economic databases for handy references.

USFSM AND USF SYSTEM POLICIES
(The standard stuff!)

A. Academic Dishonesty: The University considers any form of plagiarism or cheating on exams, projects, or papers to be unacceptable behavior. Please be sure to review the university’s policy in the catalog, USFSM Undergraduate Catalog or USFSM Graduate Catalog, the USF System Academic Integrity of Students, and the USF System Student Code of Conduct.

B. Academic Disruption: The University does not tolerate behavior that disrupts the learning process. The policy for addressing academic disruption is included with Academic Dishonesty in the catalog: USFSM Undergraduate Catalog or USFSM Graduate Catalog, USF System Academic Integrity of Students, and the USF System Student Code of Conduct.

C. Contingency Plans: In the event of an emergency, it may be necessary for USFSM to suspend normal operations. During this time, USFSM may opt to continue delivery of instruction through methods that include but are not limited to: Canvas, Elluminate, Skype, and email messaging and/or an alternate schedule. It’s the responsibility of the student to monitor Canvas site for each class for course specific communication, and the main USFSM and College websites, emails, and MoBull messages for important general information. The USF hotline at 1 (800) 992-4231 is updated with pre-recorded information during an emergency. See the Safety Preparedness Website for further information.

D. Disabilities Accommodation: Students are responsible for registering with the Office of Student Disabilities (SDS) in order to receive academic accommodations. It is up to the student to provide the instructor with a copy of the official Memo of Accommodation. Please contact 941-359-4714.

E. Fire Alarm Instructions: At the beginning of each semester please note the emergency exit maps posted in each classroom. These signs are marked with the primary evacuation route (red) and secondary evacuation route (orange) in case the building needs to be evacuated. See Emergency Evacuation Procedures.

F. Religious Observances: USFSM recognizes the right of students and faculty to observe major religious holidays. Students who anticipate the necessity of being absent from class for a major religious observance must provide notice of the date(s) to the instructor, in writing, by the second week of classes. Instructors canceling class for a religious observance should have this stated in the syllabus with an appropriate alternative assignment.

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• Syllabus is subject to change, modification, variation, abrogation, and alteration.