

MORAVIAN COLLEGE
MARKETING MANAGEMENT
MGMT 251

Fall, 2014
HOSCI 202
M/W: 1:10 – 2:20 p.m.

Dr. Gary Kaskowitz
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Office Hrs: M/W: 10:30 – 11:30 am
T/R: 2:00 – 3:00 pm
Others by appointment

COURSE DESCRIPTION:

MGMT 251 addresses the management of marketing activities in an organization. The course emphasizes the application of marketing principles to design and implement effective programs for marketing products and services to consumers and business users.

COURSE OBJECTIVES:

Upon successful completion of this course, the student should be able to:

1. Discuss marketing in terms of the value creation process.
2. Understand the ethics and morality incumbent upon the marketing discipline.
3. Understand the major concepts of modern marketing practice.
4. Understand strategic and tactical marketing techniques
5. Design customer-oriented marketing strategies
6. Manage technology and information for effective marketing and be able to use the World Wide Web for marketing purposes (both research and implementation).
7. Understand the role of research and analysis in marketing and be able to make marketing decisions based upon data.
8. Understand and be able to develop strategies for the 4 P's of marketing (product, price, place, promotion).
9. Articulate and critically discuss key issues in the marketing discipline.

REQUIRED TEXTS AND MATERIALS:

Armstrong & Kotler (2015). *Marketing: An Introduction*. Pearson

Kaskowitz (2010). *Brand It Like Barack! How Barack Obama sold himself to America and what you can learn from this*. Dog Ear Publishing.

Additional readings in marketing methods provided by the professor via URL links to web pages and databases, handouts in class, or articles from the library or other sources.

Blackboard will be used throughout this course as a means of communication and disseminating information to you. Please register as soon as possible. The passcode is "marketing."

COURSE REQUIREMENTS:

The course requirements are as follows:

1. **Exams** – Two exams will be required. These exams will consist of multiple choice and essay questions, which will be based on course content to that point. Students are *strongly encouraged* to review the on-line quiz examples and end-of-chapter review questions for examples of these questions. The essay questions will be mostly integrative in nature with an emphasis placed on the organization, depth, and clarity of responses to these questions. Please see special note on grading outlined below.
2. **Chapter quizzes**. Each student will complete four (4) online quizzes corresponding to current reading assignment. The quizzes will consist of twenty M/C items and each will be made available on Blackboard the week it is due. You will have 45 minutes to complete the quiz, but all quizzes must be completed in one sitting (i.e., you cannot save and return to your work). All quizzes must be completed and submitted by 11:59 p.m. of the Sunday of the week that it is due (see schedule). *Late quizzes will NOT be accepted*. Students **MAY use their books and/or notes** to take the quiz, but **MAY NOT use any other person** in any way when taking the quiz. You will have twenty minutes to complete the quiz and will only have ONE attempt at it, so please do not attempt the quiz until you are prepared. Each quiz is worth 10 points.
3. **Final Examination:** An optional comprehensive final examination will be administered on selected topics from throughout the course. The lowest score of the three exam scores (i.e., the two midterms and the final) will be dropped. If you miss one of the two in-class exams you **MUST** take the final. The date for the final is noted on the schedule.
4. **Personal Positioning Project:** Each student will complete a set of exercises designed to help you elicit your personal value proposition and appropriate audience. This project will consist of several steps that will be discussed throughout the semester, each designed to help you better understand your unique

value and how you can position that for personal or career success. To this end, students are expected to maintain a separate notebook for this project that will be turned in and reviewed by the instructor at various checkpoints throughout the semester.

5. **Marketing Plan**: Congratulations!! You are now a marketing consultant looking to sell your services. Students will be responsible for choosing from one of six posted organizations and analyzing its marketing environment and marketing implementation. Based on this you will be responsible for developing a feasible marketing plan for a new product or service following the outline discussed in your text. Students will be required to collect and analyze data on the organization and analyze how the organization implements its marketing strategy. In addition, students will offer suggestions for how the organization might improve its marketing. At the end of the semester you will turn in the following:
 - a. Paper: Each team will write a marketing plan based on a rubric provided by the instructor. This paper will provide a thorough analysis and rationale for how the organization can grow through the selected recommendations (e.g., new products, better penetration, etc.)
 - b. Presentation: During the last week, each individual/team will act as a marketing consultant and present their plan to the class via a 12-15 minute presentation. This will take the form of a “marketing pitch” discussing the plan.

Six teams will be formed for this project (approximately 4 students per team). Company options will be posted on Blackboard and students will self-select into teams based on the chosen company. You are responsible for ALL team interactions and assignments. **Part of your individual grade will be assessed based on how much you contribute to the team.** *You must select a company by the date noted on the syllabus.*

6. **Class attendance and participation**: Students are expected to attend class and participate in classroom discussions and exercises. A large portion of this course will consist of interactive exercises and games that you will be expected to participate in. If you know you will be absent from a class, please inform the instructor as soon as possible. In addition, homework assignments and in-class activities will be given throughout the semester. These will be based on the reading assignments and class instruction. Your responses should fully address the issue(s) raised in the questions and should reflect your understanding of the assigned readings. These assignments will serve as discussion for class and may be worked on in groups. While coming to class is a necessary component to success in this course, it is not sufficient. Even more important is the effort that you put forth. *Each student will be eligible to earn up to 25 “effort points” for contribution to the class and our projects and will account for half of your attendance/participation grade.* These points will be distributed by the instructor to students who are actively participating, leading, etc. ***It is the responsibility of the student to turn these completed cards into the instructor for redemption prior to the final exam or they will expire.***

GRADING:

The final course grade will be determined as follows:

| | |
|--|--------------|
| In-class exams (2 @ 200 pts each)----- | 400 pts |
| Quizzes (4 at 50 pts each)----- | 200 pts |
| Optional Final Examination----- | (200 pts) |
| Personal Positioning Project----- | 150 pts |
| Marketing Plan----- | 200 pts |
| Class Participation and effort----- | 50 pts |
| TOTAL ----- | 1000 pts |

Extra Credit: Opportunities for extra credit will be made available throughout the semester. Students will be made aware of these opportunities as they arise.

GENERAL TEACHING PHILOSOPHY:

I believe that learning is primarily an internal process, and my job is to help provide stimulation and guide your thinking so that you can discover things for yourself. I believe that thinking and application of knowledge is crucial to learning and success in life. As such, I will not spend a lot of class time repeating the facts and definitions in the text, but instead will be asking you a lot of questions and engaging you in different experiential activities designed to make you think about and apply the text and course content. The questions I ask may seem rather basic at first, but the purpose is to show you how to integrate a new body of knowledge into the world you already know. Please don't be offended if some of the questions seem rather simple. They are meant to encourage you to think about how the course topics apply to you and the world. Therefore, I expect a very interactive class experience, one where we will all be asking and answering lots of questions.

I also expect that you will have read the textbook and any other materials that I provide to you for class discussion. I will not spend a lot of lecture time repeating facts and definitions from the text, but rather will focus the discussions on application and integration of the material into a broader context. While facts are necessary, they aren't necessarily interesting! I believe that you learn much more by understanding examples of success and failure and gleaning the key insights from these that can be applied to a multitude of situations. **What this means to you is that if you have a specific question about a definition or example in the text, ASK!!** If you don't ask me, I will assume that you have an understanding of the basic facts and will use that information as a springboard for learning.

Special Note on Grading: Quizzes and exams will be used to help assess your understanding and application of course content. Please do not fall into the trap of thinking that these will not be rigorous. The quizzes and exams in this course **WILL BE** challenging. Practice quizzes can be found on the textbook website which will familiarize you with examples of the type and wording of questions. Exams will be graded for complete and thorough responses. Merely providing a quick answer will get you an average grade at best. *If you want to excel in this course, you must provide a*

deeper level of insight and analysis in your work. You must be able to support your answer, not just give an opinion. This support must draw from the book and lectures. For essay assignments, you must consider multiple options and defend why you chose the answer that you chose. If a topic is discussed in class, it is fair game for assessment. Due to time limits we are not able to cover all angles of the topic during class. This is what the textbook and your questions to me are for. Please be sure to review the text as well as your notes in preparation for quizzes and exams.

In general, you can expect that I will grade essays and other non-quiz work according to the following schedule:

- A Superior (wow! I wish I had said that)
- A- Outstanding (I would probably hire you)
- B+ Very good (you really know your stuff)
- B Good (way to go, better than most)
- B- Better than average (pretty good, could use some work, but pretty good)
- C+ Above average (better than your typical answer)
- C Average (okay, a typical student answer,...but is that all you really have to say?)
- C- Below average (really now, you could put some more thought into it)
- D Poor (It doesn't appear that you're really trying or you totally missed the point)
- F Failure (To be truthful, you should probably not consider Marketing as a career)

If you want a high grade in this class you must show consistent, thoughtful and well-explained work. Just doing the minimal assignment or providing a minimal answer will get you a C at best.

WRITING STANDARDS:

Effective managers, leaders, and teachers are also effective communicators. Written communication is an important element of the total communication process. Moravian College recognizes and expects exemplary writing to be the norm for course work. To this end, all papers, individual and group, must demonstrate high-quality level writing and comply with the format requirements of the Publication Manual of the American Psychological Association, 5th Edition or other generally accepted academic format. Careful attention should be given to spelling, punctuation, source citations, references, and the presentation of tables and figures. It is expected that all course work will be presented on time and error free. Work submitted online should follow standard procedures for formatting and citations.

POLICY ON ACADEMIC HONESTY AND PLAGIARISM:

Academic integrity is central to the learning and teaching process. Students are expected to conduct themselves in a manner that will contribute to the maintenance of academic integrity by making all reasonable efforts to prevent the occurrence of academic dishonesty. Academic dishonesty includes, but is not limited to, obtaining or giving aid on an examination, having unauthorized prior knowledge of an examination, doing work for another student, and plagiarism of all types.

Plagiarism is the intentional or unintentional presentation of another person's idea or product as one's own. Plagiarism includes, but is not limited to, the following: copying

verbatim all or part of another's written work; using phrases, charts, figures, illustrations, or mathematical or scientific solutions without citing the source; paraphrasing ideas, conclusions, or research without citing the source; and using all or part of a literary plot, poem, film, musical score, or other artistic product without attributing the work to its creator. Students can avoid unintentional plagiarism by following carefully accepted scholarly practices. Notes taken for papers and research projects should accurately record sources to material to be cited, quoted, paraphrased, or summarized, and papers should acknowledge these sources. The penalties for plagiarism include a grade of "F" on the work in question, a grade of "F" in the course. All acts of suspected plagiarism will also be reported to the College. Students are encouraged to review the student handbook (pgs. 51 – 56) for further clarification on academic honesty.

Students with Disabilities:

Students who wish to request accommodations in this class for a disability must contact Ms. Elaine Mara, assistant director of academic support services for academic and disability support, at the lower level of Monocacy Hall, or by calling [610-861-1401](tel:610-861-1401). Accommodations cannot be provided until authorization is received from the Academic Support Center.

NOTE ON TIME COMMITMENT:

The student work in this course is in full compliance with the federal definition of a four credit hour course. It is expected that you will work an average of 10 hours per week on this course outside of the regularly scheduled class meetings.

COURSE ASSIGNMENTS AND SCHEDULE*:

| Date | Topic | Reading Due | Assignment Due |
|-----------------|----------------------------------|----------------------------|--|
| 8/25/14 | Course Intro – Mktg Overview | | |
| 8/27/14 | Mktg Environment/planning/ethics | Armstrong/Kotler: 1,2,3 | |
| 9/01/14 | “ | | |
| 9/03/14 | “ | | |
| 9/08/14 | “ | | Quiz 1 due by 9/14 at 11:59 pm |
| 9/10/14 | Marketing Research | Armstrong/Kotler: 4 | <i>Team sign-ups completed</i> |
| 9/15/14 | “ | | |
| 9/17/14 | Consumer Behavior and Value | Armstrong/Kotler: 5, 6 | |
| 9/22/14 | “ | | |
| 9/24/14 | “ | | Quiz 2 due by 9/28 at 11:59 pm |
| 9/29/14 | “ | | |
| 10/01/14 | Exam 1 | | Exam 1 |
| 10/06/14 | Branding | TBA | |
| 10/08/14 | “ | | |
| 10/13/14 | Fall Break | | |
| 10/15/14 | Product Decisions | Armstrong/Kotler: 7, 8 | |
| 10/20/14 | “ | | |
| 10/22/14 | Pricing Decisions | Armstrong/Kotler: 9 | Quiz 3 due by 11/2 at 11:59 pm |
| 10/27/14 | “ | | |
| 11/03/14 | Placement Decisions | Armstrong/Kotler: 10,11 | |
| 11/05/14 | “ | | |
| 11/10/14 | Promotion & Sales | Armstrong/Kotler: 12,13 | Personal Positioning Papers due |
| 11/12/14 | “ | | |
| 11/17/14 | “ | | Quiz 4 due by 11/23 at 11:59 pm |
| 11/19/14 | Exam 2 | | Exam 2 |
| 11/24/14 | Online and Social Marketing | Armstrong/Kotler: 14 | |
| 11/26/14 | Thanksgiving Break | | |
| 12/01/14 | <i>Student Presentations</i> | | Marketing Plans due |
| 12/03/14 | <i>Student Presentations</i> | | |
| 12/10/14 | Final Exam – 8:30 a.m. | | |

***Note:** The schedule, topics and assignments outlined above are subject to change throughout the semester.