

University of New Hampshire
Peter T. Paul College of Business and Economics

MKTG 550.1ON
Survey of Marketing

Summer Term I 2020
May 18 through June 19, 2020

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Course Overview

Welcome to Survey of Marketing, the on-line summer course. This course will be run totally asynchronously, meaning that students can access the material 24/7 and there will never be a set time that all students must be on-line simultaneously.

Students will be required to keep up with the readings and the discussion forums. The course spans five weeks, which means an intensive experience. As your instructor I will be on-line a minimum of twice daily, with the exception of Sundays. If there are any questions/problems/challenges, contact me so we can resolve them quickly. Use my email account if you need/want confidentiality. So, fasten your seat belts and we will be off.

Course Description

MKTG 550, Survey of Marketing, focuses on marketing as the process of planning and executing the conception, pricing, promotion, and distribution of ideas, goods and services to create exchanges that satisfy individual and organizational objectives. For non-business administration majors and for business minors. No credit for students who have had ADMN 585.

Course Materials

Required text: Grewal and Levy, Marketing. Edition 7e. 2019. McGraw-Hill, New York

Note: This text is included in the First Day inclusive access program. Students' tuition bill includes the cost of this text (\$43.75). Students have been assessed this as a course charge and will have access to this e-book via Canvas for a period of five years. Unlike other course charges, students do have the choice of opting-out before the semester deadline for adding/dropping courses.

Students who opt out of the First Day access program can obtain the text at the UNH Bookstore. The text is available as:

- **Hardcover (Rent Only - one semester): \$98.00**
- **Loose-Leaf: \$164.00 (new, purchase) / \$123.00 (used, purchase) / \$100 (rent)**
- **E-Book (Purchase): \$93.75**
- **E-book (Rental - one semester): \$57.50**

Note: All prices are approximate and subject to change by the publisher.

Needed: Regular access to a PC, a printer and the Internet

Learning Objectives

After successful completion of this course, students will:

- Have the key marketing concepts and vocabulary needed to interact effectively in today's business environment
- Know the critical questions to ask and answer in developing a marketing plan and have experience in developing a marketing plan
- Have a solid foundational understanding of marketing that will:
 - Enable them to decide if marketing is a future career path option
 - Serve as a starting point for future marketing coursework
 - Provide a basis for integrating marketing with other coursework
 - Have the ability to think like a marketing manager
 - Be a more effective communicator

Course Structure

Mycourses.com.edu is the learning management tool used for this course. The course is online and asynchronous and organized by weeks. The overall course navigation consists of:

<i>Course Navigation</i>	<i>Description</i>
Announcements	Regular class announcements regarding assignments, overall class progress or messages and information and reminders about upcoming events or assignments.
Syllabus	The syllabus, course schedule and other key class documents are located here.
Modules	This area contains the weekly activities. The majority of course content, activities, assignments and participation is located in this area.
Discussions	Discussion forum assignments will take place in this area.
Collaborations	Any assigned group work will take place in this area.
Video Lectures	This contains the lectures that will be assigned for viewing.

<i>Weekly Activities Structure</i>	
Lecture	The primary lecture(s) or media and key concepts.
Resources (or Review)	Assigned readings or media for review.
Participation	Every week there will be a participation component. This could take the shape of a discussion forum, wiki, blog, collaborate event, etc.
Assignments	Activities and assignments.

Course Schedule

<i>Week</i>	<i>Date</i>	<i>Topics Covered</i>	<i>Assignments and Due Dates</i>
One	May 18-24	<ul style="list-style-type: none"> • Introductions and Course Overview • Marketing Planning • External Environments 	<ul style="list-style-type: none"> • Read chapters 1,2,4,5 in text • Watch assigned video • Participate in Discussion Forum #1, 2 and 3
Two	May 25-31	<ul style="list-style-type: none"> • Understanding Consumer Behavior • Segmentation, Targeting and Positioning 	<ul style="list-style-type: none"> • Read chapters 6,8,9,10 in text • Watch assigned videos • Participate in assigned Discussion Forum
Three	June 1-7	<ul style="list-style-type: none"> • Products, Branding, New Product Development 	<ul style="list-style-type: none"> • Read chapters 11,12,13 in text • Watch assigned videos • Participate in assigned Discussion Forum • Submit individual case analysis #1 by June 7th • Work on midterm take home exam due June 7th
Four	June 8-14	<ul style="list-style-type: none"> • Pricing and Distribution 	<ul style="list-style-type: none"> • Read chapters 14,15,16,17 in text • Watch assigned videos • Participate in assigned Discussion Forum • Submit pricing problem worksheet by June 14th
Five	June 15-21	<ul style="list-style-type: none"> • Integrated Marketing Communications 	<ul style="list-style-type: none"> • Read chapters 18, 19, 20 in text • Watch assigned videos • Participate in assigned Discussion Forum • Submit individual case analysis #2 by June 20th • Submit Final Exam due June 21st

Grades

Exams: There will be two (2) examinations, each based on material from the textbook, as well as other material and exercises done in class. Exam #1 is worth 20 points; exam #2 is worth 25 points.

Case Analysis: There will be two individual case analyses, each worth 20 points.

Pricing Problem Worksheet: This assignment allows students to demonstrate their understanding of mark-up pricing and breakeven analysis. The worksheet is worth 3 points.

Participation: Students are expected to be active participants in the discussion forums. Multiple contributions are anticipated as the instructor and students post their thoughts and reflections on the posted topic. Overall participation will be worth 12 points toward the final grade.

Class Participation	12%	Overall participation is worth 12% of the grade. Students are expected to actively participate several times in each discussion forum.
Mid-term exam and Final Exam	45%	The midterm and final exam will be a take home exam (open book). Midterm is worth 20 points and final exam is 25 points.
Individual case analyses	40%	There will two case analyses, each worth 20 points.
Pricing Problem Worksheet	3%	Mark-up pricing problems and breakeven analysis.

Final grades will be calculated based on the following scale:

Grade	Cutoff Percentage	Grade	Cutoff Percentage
A	94% or higher	C	73% - 76.9%
A-	90% - 93.9%	C-	70% - 72.9%
B+	87% - 89.9%	D+	67% - 69.9%
B	83% - 86.9%	D	63% - 66.9%
B-	80% - 82.9%	D-	60% - 62.9%
C+	77% - 79.9%	F	Below 60%

Note: Final grades are not rounded up, thus a 93.9% is an A-.

Assignment Details

Details on each assignment will be posted on the mycourses site on a timely basis.

Policy on Late Submissions and Quizzes

All exams and written assignments must be submitted by the due date. Written assignments should be in a professional business style (use 3rd person; double spaced; correct spelling and grammar; well organized). Any late submissions must be accompanied by an explanation and accompanying documentation. All late submissions are subject to grade penalties including a grade of zero. The instructor reserves the right to refuse late submissions.

Class Participation

Weekly participation is required. For discussion and other postings, the participation will be graded based on the following criteria and values. Review this carefully.

Quality of postings

Below are desired attributes for a posting.

- Ability to synthesize the main concepts from instructor, course content, external resources and class community.
- Use of proper grammar.
- Ideas are organized, persuasive and elevate the overall dialogue.
- Opinions are substantiated.
- Demonstration of critical or creative thinking.
- Evidence of preparation.

Quantity of postings

Per forum, three to five postings spread out over the duration of the week are expected. Posting 5 times in one sitting is not acceptable. When you contribute over several days, you are more able to synthesize other perspectives and contribute to an evolving discussion. A good rule of thumb is to post early in the week after you have reviewed the related materials and reading. Allow others to respond and then post again after the dialogue has developed. Simple “I agree” comments are not considered as valid contributions unless they are backed up by a substantive discussion.

Etiquette

- Divergent opinions. Academic debate and differences are embraced in higher education and the forums in this course. Be mindful and respectful of how you articulate a difference or divergent opinion.
- ‘I agree’ statements. Unsubstantiated ‘I agree’ posts will not count to final participation grade without articulated rationale to support opinion.
- Off-topic postings. Discussions occasional veer off-topic. This is normal. These posts will not count and students are asked to stay on-topic.
- Long responses. Grades will be influenced by an ability to demonstrate an understanding of the topic or question and on one’s ability to be concise.

	Poor effort	Average effort	Excellent effort
Promptness and frequency	Does not post; posts marginally.	Postings are on time and random.	Postings are early, frequent and between 3-5 postings.
Grammar	Grammar has not been checked.	Poor grammar or typos appear in postings.	Proper grammar is consistently applied.
Relevance	Postings have no relevance on the topic or assignment.	Some postings are pertinent to topic and assignment.	Postings are consistently connected to the topic and assignment and reflect student's preparation.
Expression & Organization of Ideas	Ideas and or opinions are not organized.	Some postings convey clear ideas and opinions. Other postings are lacking in organization or original expression.	Contributions are clearly articulated; reflect understanding of topic, substantive insights and persuasive logic.
Building Community	Does not participate in learning community.	Irregularly demonstrates initiative in adding to the dialogue and creating community.	Demonstrates consistent initiative in building community through discussion. Demonstrates 'listening' to peers and elevates the overall quality of the discussion.

Student to Instructor Communication Expectations

I will be active in the class daily, Monday through Saturday. I usually login early in the afternoon and again in the evening. If you post a question for me in a forum, anticipate a response within 24 hours or sooner. On Sunday, I may not login at all. If you post late on Saturday, I might not respond until Monday afternoon.

Questions related to assignments or learning should first be asked, if possible, in the respective discussion forums. The use of email is reserved for questions of a private nature. If you would like to schedule virtual office hours, send me an email and I will respond promptly. My contact information is as follows:

Audrey.Ashton-Savage@unh.edu
603-659-3520 (home); 603-303-5021 (cell)

Technical Requirements and Technical Support

See website listings for current recommendations and requirements related to this course - <http://unh.edu/eunh/technical-requirements> Technical assistance related to mycourses is available at <http://unh.edu/eunh/student-resources>

University Disability Accommodations

It is my policy to provide, on a flexible and individualized basis, reasonable accommodations to students who have disabilities that may affect their ability to participate in course activities or to meet course requirements. Reasonable accommodations will be provided for students with physical, sensory, systemic, cognitive, learning, and psychiatric disabilities which have been documented by the University's ACCESS Center. If you have a disability requiring accommodations in this class, please let me know.

Academic Honesty and Plagiarism

Students are required to abide by the UNH Academic Honesty policy located in the [Student Rights, Rules, and Responsibilities Handbook](#).

As your instructor, I proactively monitor academic integrity through regular use of tools like [SafeAssign](#) and a diversified assessment approach. All work submitted to SafeAssign becomes a part of a UNH proprietary database. This is actively used to identify future intellectual property theft. Plagiarism of any type may be grounds for receiving an "F" in an assignment or an "F" in the overall course. Plagiarism is defined as "the unattributed use of the ideas, evidence, or words of another person, or the conveying the false impression that the arguments and writing in a paper are your own." (UNH Academic Honesty Policy, 09.3) Incidents are reported to the college dean and may be grounds for further action. If you have questions about proper citation, refer to your department's writing guidelines. You can contact me at any time on this issue. Additional resources are:

<http://libraryguides.unh.edu/unhmcitingsources>
<http://www.library.unh.edu/reference/citation.shtml>

Background of the Instructor

Audrey Ashton-Savage has a B.A. in German and an M.B.A., both from the University of New Hampshire. She has had a variety of jobs in her career, all of which centered on marketing. She has served as Vice President of Enrollment Management at the University of Bridgeport in Connecticut. Prior to that, she was Vice President for Strategic Initiatives at Spalding University in Louisville, Kentucky. In the late 90s Audrey was Dean of Graduate and Professional Programs at Emmanuel College in Boston. In the 1980s she worked at Nashua Corporation in New Hampshire as a Product Manager and New Product Development Manager. She has served as national chair for the Commission for Accelerated Programs and continues to serve on its board of directors. For over 25 years Audrey has served on the Board of Directors of Lamprey Health Care, a community health center, serving 7 terms as its President. She currently serves on the Executive Committee as the immediate Past President of the Board.

Note: This syllabus is subject to change. Students will be promptly notified of any changes.