



Carleton
University

Sprott
School of Business

CARLETON UNIVERSITY
SPROTT SCHOOL OF BUSINESS
BUSI 2204B
WINTER 2025
BASIC MARKETING

Instructor: Murray Sang
Email: murray.sang@carleton.ca
Office Hours: By appointment,
Office Location: Nicol Building 7010 or through Zoom
TA: TBA
TA Office Hours: Not applicable
TA email: TBA
Class Time: Mondays, 18:05 to 20:55
Modality: In-Person

Pre-requisites: None

Precluded Courses: Precludes additional credit for BIT 2002 and BUSI 2208.

Course Calendar Description: Basic problems and practices in marketing. Marketing planning tools and strategies of firms.

Course Description: The main objectives of this course are to introduce students to the basic marketing concepts, methods and terminology, and to enable students to develop an understanding of marketing's role in modern organizations, on the one hand, and in the Canadian economic and social framework, on the other.

As an introductory course, BUSI 2204 presents a comprehensive overview of the entire marketing process. Other courses offered in the Marketing area may allow you to pursue your specific marketing-related interests in more depth.



In order to stay updated with important notifications and announcements from Carleton University, please download the Carleton University App. This will ensure you receive timely information regarding your courses and other university-related updates throughout the term.

Drop Course Policy:

The deadline for academic withdrawal follows the dates prescribed by Carleton University: <https://calendar.carleton.ca/academicyear>

The deadline to drop this course with full fee adjustment is January 31, 2025. The last day to withdraw from full winter courses is March 15, 2025.

Learning Outcomes:

In this course, students will:

- Develop an understanding of i) the role of marketing and its theoretical justification, ii) the core marketing concepts, principles, and terminology and iii) the environmental forces in markets and the behavior of consumers within them
- Develop an understanding of the main elements of marketing strategy and be able to outline the characteristics of marketing strategies in different application contexts.
- Develop basic research and communication skills that are necessary to marketing decision-making and a successful career in marketing.
- Begin developing the analytical and implementation skills needed for effective decision making in marketing and other management disciplines; and
- Develop teamwork skills and group leadership skills

Reading(s)/Textbook(s)/Required Materials:

Textbook: Armstrong, Gary, Philip Kotler, Danielle Wilson and Valerie Trifts (2024)
Marketing: An Introduction, 8th Canadian Edition. North York, ON: Pearson
Digital Rental: \$68, Digital Purchase: \$90

- *please note, this is a new edition of the text from previous years.*

Marketing Plan Report Case:

The Yukon Soaps Company: Indigenous Business Growth (9B21M055)

Please note that this case will be made available at no cost through the Ares link on the Brightspace course website.

Laptop: Students will need a laptop in class for breakout activities.

Course Norms:

Use of Brightspace: This course uses Brightspace, Carleton's learning management system. To access your courses on Brightspace go to <https://brightspace.carleton.ca/>.

For help and support, go to <https://carleton.ca/brightspace/students/>. Any unresolved questions can be directed to Computing and Communication Services (CCS) by phone at 613-520-3700 or via email at its.service.desk@carleton.ca.

The course Brightspace website contains all the pertinent course information. This site will be the primary source for course announcements and distribution of materials including assignments, supplemental readings, etc.

Grades will be posted to Brightspace as soon as they become available. In line with Sprott policy, it is your responsibility to check your grades by clicking on 'Grades.'

Email Policy: The best way to contact the professor is to send them an email. Please be sure to indicate "BUSI 2204" in your email's subject line, so that I will know which of the classes I'm teaching you are taking. In keeping with Carleton University policy, your @cmail accounts must be used for any inquiries which involve confidential student information (e.g., about grades or health issues). During the week the professor will endeavor to answer your emails within 24 hours; you should not expect an immediate response.

Course Material Sharing Policy: Student or professor materials created for this course (including presentations and posted notes/slides, labs, case studies, assignments and exams) remain the intellectual property of the author(s). They are intended for personal use and may not be reproduced or redistributed without prior written consent of the author(s).

Recording or Videotaping Policy: Students are NOT permitted to audio or video record any portion of the class lectures, nor are you permitted to make digital images of the lecture slides. If you feel you require this form of accommodation, please contact the Paul Menton Centre to formally request accommodation.

Evaluation Criteria:

To accomplish the course objectives several learning methods are utilized. You are strongly encouraged to participate in class discussions, which are the best vehicle to fully express your ideas and to let others benefit from them. Short exercises may be integrated into the course lectures and discussions. An in-class midterm exam and a final examination will help you consolidate the knowledge acquired throughout the course. The midterm exam will pull together the material from several chapters and assess how you have been able to integrate the material. The final exam will help you consolidate the knowledge you have acquired throughout the course. A Group case assignment will allow you to develop your skills in developing a marketing plan. Finally, you will have the opportunity to participate in research studies (as they become available) or online workshops for a maximum of 2% in bonus marks. The evaluation criteria are summarized as follows:

1. Class Participation	10%
2. Marketing Plan Report (group)	30%
3. Midterm Exam	25%
4. Final Exam	35%
5. Bonus Marks	2%
TOTAL	102%

1. Class participation

Class participation is equivalent to professionals' participation in meetings. It is, therefore, considered important to success in this course. Mere attendance does not count towards full class participation. Effective participation implies active and continuous contribution to class proceedings on the part of students in the form of engagement in breakout group activities, raising or answering questions, commenting on issues raised by the instructor or other students, or bringing to the attention of the class relevant items of interest from the media or personal experiences. The professor will keep track of student participation at each class. You are also required to keep a record of your own participation.

Please note that Breakout group activities will be integrated into lectures and form the basis for part of your participation grade. To ensure that you receive credit for in-class contributions, make sure to attend all lectures and contribute to the class discussion; and participate in the in-class exercises.

5% of the participation grade will be awarded for in-class attendance and the remaining 5% for the submission of In-class exercises.

2. Marketing Plan Report (Group)

A major takeaway from this course is the ability to construct a marketing plan. This assignment is based on the assigned case (see Required Resources for the case you will be using for these respective assignments). The case may be downloaded via the library's online reserve system. To access materials placed on reserve for this course, login to Brightspace and select this course. Look for the 'Library Reserves' block on the right-hand side. Click on 'view course in Ares'. Locate the case study in the list of items put on reserve. Click 'view item'. If you are accessing the system from off-campus, you will be asked to login using your MyCarletonOne credentials. Once you have done this, you should have access to the case.

The intent of having group assignments is to provide an opportunity for students to learn from each other in a more intimate setting than the classroom provides.

For the Full Marketing plan group assignment, students **may self- select their teams through the link on Brightspace**. Only one project write-up is required for the entire group. Furthermore, please note that a group grade will be assigned. Each group member needs to submit a peer evaluation for the group report by the specified deadline. Students must submit the peer evaluation on time.

The Marketing Plan assignment, Declaration of Academic Integrity and Peer Evaluations should all be uploaded through Brightspace.

You should expect to spend a considerable amount of time and effort on the Marketing Plan assignment, so plan your time wisely.

4. Midterm Exam & 5. Final Exam

The midterm will be an in-person exam. It will be based on the textbook chapters and all lectures and materials covered in class up to the date of the midterm. The format of the exam will be announced in class prior to the exam. No make-up exam will be given unless it is a documented extreme circumstance. In all cases, you must provide supporting documentation within three days after the originally scheduled midterm exam.

The final examination will be an in-person exam and will be held during the formal exam period. The exact date and time will be announced later in the term. Students are advised to take final exam dates into consideration prior to making any travel arrangements. The final exam will be based on all topics covered (in class and in the readings) during the term, with emphasis on the latter part of the course. The format of the final exam will be discussed in class.

The exams should be completed by your own efforts and should not collaborate with any other person for ideas or answers. Violations of academic integrity are a serious academic offence, weaken the quality of the degree, and will not be tolerated.

Penalties may include a grade of Failure on the submitted work and/or course; academic probation; a refusal of permission to continue or to register in a specific degree program; suspension from full-time studies; suspension from all studies at Carleton; expulsion from Carleton, amongst others. Should you wish to review your exams, you need to book an appointment with the professor within one week after receiving your exam grade.

6. Bonus Marks

Students have the opportunity to earn bonus credit in this course through two ways: 1) participation in research studies at the Sprott School of Business, and 2) participation in skill development workshops offered by the Centre for Student Academic Support

1) *Research studies:* As a student enrolled in BUSI 2204, you are eligible to participate in behavioral research in exchange for bonus credit in this course. You will receive 1% bonus credit for each hour of participation in a research study, up to a potential maximum of 2%. Any bonus earned will be added to your final grade at the end of the term. Sign-up for studies is managed via the Sprott SONA research registration system, located at <https://sprott.sonasystems.com/>. All students registered in this course will receive an email from “Sprott Research Study Sign-Up System” sprottadmin@sona-systems.net at the beginning of the term (typically after the course add/drop date), containing the user ID and password that they can use to sign in. In addition to registering to take part in studies, you can use the SONA system to track your participation and ensure that your bonus credit is recorded. If you have questions, please email: behaviourlab@sprott.carleton.ca for more information.

Please note that we cannot guarantee that full 2% bonus credit will be available. Due to variations in research schedules, the number of studies offered each term will vary. In addition, since space in some studies may be limited and certain studies may only be available for a limited time, you are encouraged to register for studies as soon as they become available.

2) *Skill development workshops:* As an alternative to participating in research studies, you may take online workshops offered by the Centre for Student Academic Support. This class is participating in the Incentive Program. Since your completion of the workshops will be tracked by CSAS, you must self-enroll through the CSAD Online Learning Community, at: <https://carleton.ca/csas/learning-support/learning-support-workshops/>. Please note that while you are encouraged to take the Online Learning Orientation workshop, it is not part of the Incentive Program. For each workshop you take during Winter Semester 2025, you will receive 1% bonus credit, up to a maximum of 2%. You may not count workshops completed for other courses or during other time periods towards bonus credit. You may choose to combine participation in research studies with the completion of online workshops. For example, if you participate in two 30-minute research studies, you will earn 1% bonus credit. If you then completed an online workshop, you would earn an additional 1% bonus credit towards the maximum of 2%. Please note that the certification of completions for these workshops must be uploaded to Brightspace prior to the end of our last scheduled classroom session.

Important Notes:**Late Assignments:**

Assignments submitted past the due date will receive a penalty of 5% per day. day (e.g., an assignment worth 30 marks will be penalized 1.5 marks per day).

Assignments that are not submitted after 7 days past the due date will receive a grade of 0. Exceptions to this include verifiable illness and emergencies, only when communicated directly to me within three (3) business days following the due date.

Deferred Examinations:

Midterm Exam Deferral: Midterm deferrals will be granted only in extenuating circumstances. Students must notify the instructor about the need for deferral and the reason prior to the start of the midterm. The weight of the midterm will NOT be transferred to the final as the exams focus on different material. In the case where a midterm deferral is granted, the following single date and time has been set for any student who was unable to write on the original date:

Monday, February 24, 2025, 7:15 AM, Nicol Building Room 4030.

Final Exam Deferral: If you wish to defer a Formal Final Exam, you – the student – must reach out to the registrar's office with the proper documentation prior to the deadline (please refer to <https://carleton.ca/registrar/deferral/> for dates). Once the request has been put through, your instructor will be notified for their approval. Your final exam will be formally scheduled. For more information or to apply for a deferral visit: <https://carleton.ca/registrar/deferral/>. If you miss the deadline for applying for a deferral, please reach out to your instructor personally to discuss.

Preparation and Participation: This is an in-person class, and you are expected to attend all sessions and arrive on time. You must come to class prepared by having checked the course Brightspace for any announcements/updates, and having read the required textbook chapter as noted in the class schedule. Breakout sessions that occur during class time contribute towards your Participation grade and cannot be made up should you miss a class.

Contribution to Learning Goals of the Program (BCom, BIB):

Program Learning Goal	Competencies Not Covered	Competencies Introduced (only)	Competencies Taught But Not Assessed	Competencies Taught and Assessed
CHECK (X) ONE PER ROW				
BC1 Knowledge <i>Graduates will be skilled in applying foundational business knowledge to appropriate business contexts.</i>				X
BC2 Collaboration <i>Graduates will be collaborative and effective contributors in team environments that respect the experience, expertise and interest of all members.</i>		X		
BC3 Critical Thinking <i>Graduates will be discerning critical thinkers, able to discuss different viewpoints, challenge biases and assumptions, and draw conclusions based on analysis and evaluation.</i>		X		
BC4 Communication <i>Graduates will be effective and persuasive in their communications.</i>				X
B15 Global Awareness (BIB ONLY) <i>Graduates will be globally-minded.</i>	X			

ADDITIONAL INFORMATION

Course Sharing Websites

Materials created for this course (including presentations and posted notes, labs, case studies, assignments and exams) remain the intellectual property of the author(s). They are intended for personal use and may not be reproduced or redistributed without prior written consent of the author(s).

Required calculator in BUSI course examinations

If you are purchasing a calculator, we recommend one of the following options: Texas Instruments BA II Plus (including Pro Model), Hewlett Packard HP 12C (including Platinum model), Staples Financial Calculator, Sharp EL-738C & Hewlett Packard HP 10bII

Group work

The Sprott School of Business encourages group assignments in the school for several reasons. They provide you with opportunities to develop and enhance interpersonal communication, leadership, followership and other group skills. Group assignments are also good for learning integrative skills for putting together a complex task. Your professor may assign one or more group tasks/assignments/projects in this course. Before embarking on a specific problem as a group, it is your responsibility to ensure that the problem is meant to be a group assignment and not an individual one.

Grading

In accordance with the Carleton University Undergraduate Calendar (p 34), the letter grades assigned in this course will have the following percentage equivalents:

A+ = 90-100	B+ = 77-79	C+ = 67-69	D+ = 57-59
A = 85-89	B = 73-76	C = 63-66	D = 53-56
A - = 80-84	B - = 70-72	C - = 60-62	D - = 50-52
F = Below 50			

Grades entered by Registrar:

WDN = Withdrawn from the course

DEF = Deferred

Academic Regulations

University rules regarding registration, withdrawal, appealing marks, and most anything else you might need to know can be found on the university's website, here:

<http://calendar.carleton.ca/undergrad/regulations/academicregulationsoftheuniversity/>

Requests for Academic Accommodation

Carleton is committed to providing academic accessibility for all individuals. You may need special arrangements to meet your academic obligations during the term. The accommodation request processes, including information about the Academic Consideration Policy for Students in Medical and Other Extenuating Circumstances, are outlined on the Academic Accommodations website (students.carleton.ca/course-outline).

You may need special arrangements to meet your academic obligations during the term. For an accommodation request, the processes are as follows:

Pregnancy Accommodation

Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist. For more details, visit the Equity Services website:

carleton.ca/equity/wpcontent/uploads/Student-Guide-to-Academic-Accommodation.pdf

Religious obligation

Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist. For more details, visit the Equity Services website:

carleton.ca/equity/wpcontent/uploads/Student-Guide-to-Academic-Accommodation.pdf

Academic Accommodations for Students with Disabilities

If you have a documented disability requiring academic accommodations in this course, please contact the Paul Menton Centre for Students with Disabilities (PMC) at 613-520-6608 or pmc@carleton.ca for a formal evaluation or contact your PMC coordinator to send your instructor your Letter of Accommodation at the beginning of the term. You must also contact the PMC no later than two weeks before the first in-class scheduled test or exam requiring accommodation (if applicable). After requesting accommodation from PMC, meet with your instructor as soon as possible to ensure accommodation arrangements are made. carleton.ca/pmc

Survivors of Sexual Violence

As a community, Carleton University is committed to maintaining a positive learning, working and living environment where sexual violence will not be tolerated, and its survivors are supported through academic accommodations as per Carleton's Sexual Violence Policy. For more information about the services available at the university and to obtain information about sexual violence and/or support, visit: carleton.ca/sexual-violence-support

Accommodation for Student Activities

Carleton University recognizes the substantial benefits, both to the individual student and for the university, that result from a student participating in activities beyond the classroom experience. Reasonable accommodation must be provided to students who compete or perform at the national or international level. Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist.

<https://carleton.ca/senate/wpcontent/uploads/Accommodation-for-Student-Activities-1.pdf>

For more information on academic accommodation, please contact the departmental administrator or visit: students.carleton.ca/course-outline

Academic Integrity

Violations of academic integrity are a serious academic offence. Violations of academic integrity – presenting another’s ideas, arguments, words or images as your own, using unauthorized material, misrepresentation, fabricating or misrepresenting research data, unauthorized co-operation or collaboration or completing work for another student – weaken the quality of the degree and will not be tolerated.

Process: If an alleged violation occurs, all relevant documentation will be forwarded to the Dean. If the allegation proves true, the penalties may include a grade of Failure on the submitted work and/or course; academic probation; a refusal of permission to continue or to register in a specific degree program; suspension from full-time studies; suspension from all studies at Carleton; expulsion from Carleton, amongst others. For a first offence, at a minimum, the penalty assigned will normally be a zero on the submitted work and at least a minimum full grade reduction of the final course grade. For a second offence, at a minimum, the penalty assigned will normally lead to a suspension from studies.

Students are expected to familiarize themselves with and follow the Carleton University Student Academic Integrity Policy which is available, along with resources for compliance at: <https://carleton.ca/registrar/academic-integrity/>.

Sprott Student Services

The Sprott Undergraduate Student Services Office offers program advising and overall student success support. Our team is available to discuss your academic goals and your program progression plans. We can also work with you to develop strategies for success, including study skills for Business. If you experience any difficulty this term or if you would like to access support, please contact our team at bcom@sprott.carleton.ca or at bib@sprott.carleton.ca.

Centre for Student Academic Support

The Centre for Student Academic Support (CSAS) is a centralized collection of learning support services designed to help students achieve their goals and improve their learning both inside and outside the classroom. CSAS offers academic assistance with course content, academic writing and skills development. Visit CSAS on the 4th floor of MacOdrum Library or online at: carleton.ca/csas.

Important Information:

- Students must always retain a copy of all work that is submitted.
- All final grades are subject to the Dean's approval.
- For us to respond to your emails, we need to see your full name, CU ID, and the email must be written from your valid CARLETON address. Therefore, in order to respond to your inquiries, please send all email from your Carleton CMail account. If you do not have or have yet to activate this account, you may wish to do so by visiting <https://carleton.ca/its/getstarted/new-students-2/>

Course Schedule:

WEEK	TOPIC	READINGS	DELIVERABLES
1 JAN 06	Course Overview Marketing: Creating Customer Value and Engagement	Course Outline Chapter 1	
2 JAN 13	Company and Marketing Strategy Analyzing the Marketing Environment Discuss Grading Rubric for Marketing Plan	Chapter 2 Chapter 3	
3 JAN 20	Library Information Session		In-class Break-Out Session (SWOT)
4 JAN 27	Managing Marketing Information to Gain Customer Insights Understanding Consumer Behavior	Chapter 4 Chapter 5	Deadline for students to self-select their teams through the Brightspace link
5 FEB 03	Customer Value-Driven Marketing Strategy	Chapter 6	In-class Break-out session (Segmentation)
6 FEB 10	MIDTERM EXAM	Covers Chapters: 1,2,3,4,5,6	IN-PERSON, 2.5 hours
FEB 17	NO CLASS		
7 FEB 24	Products, Services and Brands Developing New Products	Chapter 7 Chapter 8	
8 MAR 03	Pricing	Chapter 9	In-class Break-out session (Pricing)
9 MAR 10	Engaging Customers/ Marketing Communications Revisit Grading Rubric for Marketing Plan	Chapter 12 Review Marketing Plan Rubric	
10 MAR 17	Search Engines, social media & Mobile Marketing	Chapter 13	In-class Break-out session (Advertising)

11 MAR 24	Channels Retailing and Wholesaling	Chapter 10 Chapter 11	
12 MAR 31	Sustainable Marketing, Ethics and Social Responsibility Final Exam Review	Chapter 16	Due: Marketing Plan Report (group) due at 11:59pm *Important: Remember to include a signed copy of the Declaration of Academic Integrity Form and with your report. Peer Evaluation forms are due as well.
APR 11 TO 28	Final Exam		TBA