



BUSI 3204A: Digital Marketing

Fall 2026

Instructor	Dr. Dora Wang
Email Address	Dora.wang@carleton.ca
Class Times	Wednesdays (8:35 am – 11:25 pm)
Modality	In-person Please note, if circumstances require it one or more classes MAY be asynchronous or via Zoom/Teams. If so, all class details will be sent to you prior.
Office Hours	By appointment
Office Location	6034 Nicol Building
TA Name/Email	TBD

Pre-Requisites & Preclusions:

Prerequisites & Preclusions: BUSI 2204 or BUSI 2208 with a grade of C- or higher.

Course Description/Instructor's Statement

Carleton Calendar Description (Find at <https://calendar.carleton.ca/undergrad/courses/BUSI/>)
Introduction and assessment of key new marketing tools and approaches, including internet marketing, relationship marketing, direct marketing; effective adoption and implementation of these tools and approaches across industries and organizations.

Instructor's Description:

Since the introduction of the internet, business, communications, marketing, and society have changed. You will explore and analyze the opportunities this rapidly changing environment has created for both marketers and entrepreneurs – including new ways to build businesses, promote brands, connect with and reach customers, and create customer value. We'll learn how digital marketing efforts are crucial for businesses of every size and budget and learn how to use many of these digital marketing tools popular among businesses. Topics covered include starting an online business, implementing e-commerce infrastructure and logistics, and developing an e-marketing plan. Special attention will be given to marketing tactics such as website design, email marketing, mobile marketing, search engine optimization, building online communities, researching online consumer behavior, nurturing user-generated content and harnessing the power of social media.

Learning objectives:

Upon successful course completion, you will be able to:

- Describe what digital marketing and e-commerce are and the specific value they can add to an organization.
- Explain the basic steps in a typical digital marketing process and their application to real business situations.

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- Understand different digital marketing tools.
 - Understand the skills and careers in digital marketing and e-commerce.
 - Explain how to design and conduct a successful digital marketing campaign.
 - Explain the key components, frameworks, and methods used in digital marketing strategy.
 - Design, execute, document, and critique a comprehensive digital marketing strategy for a real organization.
 - How to write an effective digital marketing strategy plan.

Required/Optional Materials & Prices

For this course, no textbook is required but weekly readings such like articles, chapters, and cases will be assigned to students.

We will use SEMrush for Education portal for certification learning and in-class practice.

Grading Scheme

Individual assignments		
	2 Certifications on SEMrush (2*5%)	10
	2 Reflections (2*10)	20
	Social media marketing campaign	20
Group assignments – Digital marketing strategy plan		
	Digital marketing strategy report	30
	Group presentation	10
Class engagement		10
Total marks		100

Important Dates to Note

Certification 1	September 22
Certification 2	October 6
Reflection 1	September 30
Reflection 2	October 21
Social media marketing campaign	November 4
Group presentation	December 1
Group report	December 6
Contribution to Class Discussion	Ongoing

University Academic Calendar: <https://calendar.carleton.ca/academicyear/>

1. Group assignments (40%)

Final strategy report (30%) and presentation (10%)

This is a group assignment comprising a digital marketing strategy plan and presentation. Students will identify some real businesses and/or organizations in Ottawa/Canada, submit a proposal identifying the business's digital marketing issues, conduct a digital media auditing analysis, and finally develop a digital

marketing strategy that will be implemented within June – December 2027 (six months). You should expect to spend a considerable amount of time and effort on the assignment, so plan your time wisely.

Declaration of Academic Integrity MUST be completed and uploaded to Brightspace with each group submission. Peer evaluations MUST be carried out and submitted along with each group submission. Students will evaluate each of their group members (in terms of their respective participation and contribution to all team activities). At the completion of the course, the instructor may adjust group assignment marks awarded to individuals based on peer feedback. Group work is an important component of this course given the realities of selling and the business world in general. A group is defined as students who are actively working together (Team size: 6 students, max). A group is NOT two or more students getting together to reduce workload on an assignment. Students in a group must be actively working together towards a common business goal. All groups must be initiated by week 3 of the course.

2. Individual assignments

Certifications (10%)

As part of this course, you will be required to earn three sets of certifications on SEMrush (5%*2).

Reflections (20%)

We will have two reflections (10% each), completed either in class or as take-home assessments. These reflections cover core course fundamentals. You are strongly encouraged to attend class and complete the exercises in person, as this will allow you to practice using the digital toolkits with guidance from the professor.

If you have a time conflict and cannot attend the scheduled class session, please notify the professor at least 24 hours in advance. A separate timeslot will be arranged for you to complete the exercise remotely.

Social media campaign (20%)

You will be required to create a digital marketing campaign for a real product of your choice. It can be a physical product, a service, a place, etc. The campaign should be rolled out on image-based platforms (e.g., Instagram) or short video-based platforms (e.g., TikTok). A brief report should be submitted to Brightspace along with the digital marketing content (e.g., images or videos), to summarize your rationale of the content design and your plan for the corresponding digital marketing campaign. The content must be newly created and original (you cannot use your works that were created in the past).

Class Participation (10%)

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 individual/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.

10% of your grade is allocated for class participation. This is divided into two components: 1) Subjective Evaluation (2%): At the end of the term, I will assign these marks based on your overall participation and contribution to class discussions. 2) Engagement Activities (8%): Throughout the term, there will be five scheduled engagement activities. You can find the schedule in our course outline. Your grade for this portion will be determined by how many you complete - 4 or 5 activities: 8%; 3 activities: 6%; 2 activities: 4%; 1 activity: 2%; 0 activities: 0%.

Late Assignments:

Late submission will be penalized 5% of the deliverable grade per day (e.g., an assignment graded 8 marks will be penalized 0.4 marks per day). No late deliverables will be accepted after **5 days** past the stated deadline. Missing deliverable will receive a mark of zero, and there is no make-up assignment. Extensions may be granted in the case of exceptional circumstances. You must discuss these circumstances with your instructor at least 24 hours **before** the assignment due date. Please note that discussing the situation is not the same as merely informing your instructor.

Note: Please keep an electronic copy for every exercise and assignment you submit.

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. In-class group/individual activities that occur during class time contribute towards your Contribution grade and **cannot be made up** should you miss a class.

To request a review and re-evaluation of your assignments, please submit your request **within 3 days** of the grade being posted.

Policies & Accommodations

<https://students.carleton.ca/course-outline/>

<https://carleton.ca/pmc/current-students/academic-accommodations/>



Stay updated with important notifications and announcements from Carleton University, by downloading the Carleton University App!

Use of Generative Artificial Intelligence

This is a human-centered course. In this course, evaluation focuses on what you can do *without* AI assistance. While you are welcome to use AI tools to explore ideas, study, or clarify concepts, all submitted work must represent your independent thinking and original effort. Use AI for learning, not for producing graded submissions. Your understanding and reasoning – not AI output – will form the basis of assessment. Using AI for graded submissions constitutes academic integrity violation.

Course Schedule (subject to change)

While every attempt will be made to keep to the schedule listed below, unforeseen circumstances may necessitate modifications throughout the semester.

Please note that additional cases and articles may be added to Brightspace throughout the term to support in-class sessions. All readings will be posted a minimum of 72 hours prior to the in-class session.

Session /Date	Topics	Deadlines & Activities
1 /Sept. 9	• Introduction and course overview • Digitization, businesses, and careers • Strategies in digital marketing	Games – Get to know each other Find your group
2 /Sept. 16	• Social media marketing I (Examples and Discussions)	Group list & names
3 /Sept. 23	• Social media marketing II (Techniques and Practices) • Working on the Group Project	DUE: Semrush Certification 1 (11:59 pm, Sept. 22) Submit to Brightspace - Group list & names Class Engagement 1.
4 /Sept. 30	• Social media marketing III • Reflection 1 (on social media marketing) • Working on the Group Project	
5 /Oct. 7	• SEO (search engine optimization) I (Examples and Discussions)	DUE: Semrush Certification 2 (11:59 pm, Oct. 6)
6 /Oct. 14	• SEO (search engine optimization) II (Techniques and Practices) • Working on the Group Project – feedback and Q&As	Class Engagement 2
7 /Oct. 21	• SEO (search engine optimization) III • Reflection 2 (on SEO & Content strategy)	Class Engagement 3.
<i>October 26 - 30 Reading Break. No class.</i>		
8 /Nov. 4	• Working on the Group Project – what is digital media auditing? How to do it? • Working on the digital media auditing and Q&As	DUE: Social media campaign (11:59 pm, Nov. 4)

9 /Nov. 11	- Digital channels and e-commerce - Hands-on experience on Shopify or Canva	Class Engagement 4.
10 /Nov. 18	- Email marketing - Mobile marketing, Location-based marketing, Live-streaming services	
11 /Nov. 25	- AI, business applications, & management issues - Ethical and privacy issues in digital business	Class Engagement 5.
12 /Dec. 2	- Course wrap-up - Group presentations - digital marketing strategy plan	DUE: Presentation slides due by 11:59 pm, Dec.1 Reports due 11:59 pm, Dec. 6

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
BC1 Knowledge <i>Graduates will be skilled in applying foundational business knowledge to appropriate business contexts.</i>				✓
BC2 Collaboration <i>Graduates will be collaborative and effective contributors in team environments that respect the experience, expertise and interest of all members.</i>				✓
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>				✓
BC4 Communication				✓

<i>Graduates will be effective and persuasive in their communications.</i>				
BI5 Global Awareness (BIB ONLY) <i>Graduates will be globally-minded.</i>				✓

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).

Recommended Calculator for Examinations

If you are purchasing a calculator, we recommend anyone 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).

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, please review the [pregnancy academic accommodation process](#).

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, please review the [religious academic accommodation process](#).

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. For more details, visit the [Paul Menton Centre website](#).

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 where 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 the [Equity and Inclusive Communities website](#).

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. For more details, see the [Senate Policy on Accommodation for Student Activities \(PDF, 25 KB\)](#).

Academic Consideration for Medical and Other Extenuating Circumstances

Due to medical and other extenuating circumstances, students may occasionally be unable to fulfil the academic requirements of their course(s) in a timely manner. The university supports the academic development of students and aims to provide a fair environment for students to succeed academically. Medical and/or other extenuating circumstances are circumstances that are beyond a student's control, have a significant impact on the student's capacity to meet their academic obligations, and could not have reasonably been prevented. Students may request Academic Consideration for Coursework or Other Academic Deliverable. For further information please review the [Procedure for Academic Consideration](#) and the [FAQ page](#).

Scheduling and Examination Support

Scheduling and Examination Services provides various supports for both in-term and end-of-term tests and exams. Details can be found on the [Exam Support website](#).

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 academicadvising@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/get-started/new-students-2/>
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