



**Carleton University  
Sprott School of Business  
BUSI 2208C  
2019-2020/Fall Semester  
Introduction to Marketing  
Last Revised: 15 August 2019**

**Professor:** Dr. Leighann Neilson

**Office:** 913 Dunton Tower

**Office Hours:** Email me to book an appointment

**Email:** [leighann.neilson@carleton.ca](mailto:leighann.neilson@carleton.ca) (preferred contact method)

**Telephone:** 613-520-2600 ext. 8511

**Teaching Assistant:** TBA

**Teaching Assistant's Office:** TBA

**Teaching Assistant's Office Hours:** Email to book an appointment

**Teaching Assistant's Email:** TBA

**Course Meets:** Tuesdays, 2:35 p.m. to 5:25 p.m., refer to Carleton Central for classroom information

**Pre-requisites and precluded courses:** Precludes additional credit for BUSI 2204.

Prerequisites: BUSI 1004, ECON 1000 and one of BUSI 1701, PSYC 1002, or SOCI 1005. Restricted to students enrolled in B.Comm. or B.I.B.

---

**COURSE DESCRIPTION FROM UNDERGRADUATE CALENDAR:**

Overview of the marketing function within the firm. Introduction to key marketing concepts and principles; business environment analysis, strategic decision making (segmentation, targeting, positioning), marketing mix planning (product, price, place and promotion). Analysis of marketing problems using cases and major project. [0.5 credit]



## **LEARNING OBJECTIVES:**

The main learning objectives of this course are to introduce students to the basic marketing concepts, methods and terminology, and to enable you 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. The course will:

- examine the role of marketing and review its theoretical justification;
- introduce the main concepts, principles, and terminology of marketing;
- study environmental forces in markets and the behaviour of consumers within them;
- familiarize participants with the main elements of marketing strategy;
- outline the characteristics of marketing strategies in different application contexts;
- facilitate the development of basic research and communication skills necessary to marketing decision-making and a successful career in marketing;
- provide an opportunity to begin developing the analytical and implementation skills needed for effective decision making; and
- provide the opportunity to develop team work skills and group leadership skills

As an introductory course, BUSI 2208 presents a comprehensive overview of the entire marketing process. Other courses offered in the Marketing area will allow you to pursue your specific marketing-related interests in more depth.

## **REQUIRED RESOURCES:**

**The required textbook** is: Lamb, C.W., Hair, J.F., McDaniel, C., Boivin, M., Gaudet, D. and Shearer, J. (2019) *MKTG, Fourth Canadian Edition*. Toronto: Nelson Education. ISBN: 978-0-17-672368-2; ISBN: 0-17-672368-4

## **COURSE NORMS:**

### **Use of cuLearn**

This course uses cuLearn, Carleton's learning management system. To access your courses on cuLearn go to <http://carleton.ca/culearn>. For help and support, go to <http://carleton.ca/culearn/students>. Any unresolved questions can be directed to Information Technology Services (ITS) by phone at 613-520-3700 or via email at [its.service.desk@carleton.ca](mailto:its.service.desk@carleton.ca).

The course cuLearn 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 cuLearn as soon as they become available. In line with Sprott policy, it is your responsibility to check your grades by clicking on 'Grades.' In case of class cancellation due to inclement weather, an announcement will be posted on cuLearn as soon as possible.

### **Email Policy**

The best way to reach the professor is by email. **Please be sure to indicate BUSI 2208C in the 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 email account must be used for any enquiries which involve confidential student information (e.g., about grades or health

issues). I do not respond to student emails over the weekend. During the week I will endeavor to answer your emails within 48 hours; you should not expect an immediate response. I will also not answer by email questions that have already been asked and answered in class. Please use the cuLearn course forum (discussion board) to ascertain whether your classmates can assist you.

### **Cellular Phone Usage**

The use of cellular phones is not permitted in this class. It is disruptive to the professor and other class members. If you carry a phone to class, please make sure it is turned off. If your cell phone rings during class, you will be asked to leave the class and not return that day. If an emergency situation requires you to keep your cell phone turned on, please discuss this with the instructor prior to the class.

### **Recording/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 make a formal request.

### **Laptop Usage Policy**

Laptop use is encouraged in the classroom, but only for activities related to the course. Please do not use your laptop for other purposes (e.g., watching videos on YouTube). This can be distracting to other students. If I receive complaints to this effect, I will ask you to leave the class and not return that day.

### **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).

### **EVALUATION CRITERIA:**

To accomplish the course learning objectives several methods are utilized. You are strongly encouraged to participate in class discussions, which are the best vehicle to fully express your ideas and let others benefit from them. Short exercises may be integrated into the course lectures and discussions. Group assignments allow you to develop your group work and leadership skills. An in-class midterm exam and a final examination will help you consolidate the knowledge acquired throughout the course. The evaluation criteria are summarized as follows:

1. Class Attendance (individual)	5%
2. Partial Marketing Plan Analysis (group)	20%
3. Full Marketing Plan Report (group)	25%
4. Midterm Exam	20%
5. Final Exam	30%
6. Bonus Marks	2%
Total	102%

## **Satisfactory In-term Performance**

- The criteria and standard(s) for Satisfactory In-term Performance are as follows:
  - Minimum grade of 50% on the Partial Marketing Plan Analysis
  - Minimum grade of 50% on the Full Marketing Plan Report
  - Minimum grade of 50% on the midterm exam.
- Unsatisfactory In-term Performance in this course will lead to:  
Failure in this course (regardless of the performance at the Final Exam or final project) Yes  No

### **1. Class Attendance:**

Students are expected to attend all classes. Course topics build on each other on a weekly basis; missing a class can be detrimental to understanding new material. Therefore, attendance will be taken at each class and will count for 5% of your final grade. **Attendance will be taken at the beginning of class. If you arrive after attendance has been taken, you are considered LATE and will NOT receive credit for attending class that day.** Punctuality is important in the work place and important to your performance as a student. Arriving to class late or leaving during a class (except in extenuating circumstances and after informing the professor) is rude to the instructor and your fellow students and disruptive of the learning environment. Such behaviour is not appreciated in any situation or organization, including this classroom.

**It is a serious violation of academic integrity to ask someone to sign an attendance sheet for you or to sign an attendance sheet for others. Students who violate this regulation will automatically fail the course.**

If you must miss a class, you are responsible for obtaining any missed information by contacting your classmates to obtain notes or determine if any announcements, especially regarding assignment deadlines, were made.

Please note that **attendance at the library information session is mandatory**; failure to attend this class will result in a reduction of your final grade. The penalty is 3% (e.g., your final grade will be reduced by 3% for missing this session).

### **2. Partial Marketing Plan Analysis and 3. Full Marketing Plan Report:**

A major take-away from this course is the ability to construct a marketing plan. You will have the opportunity to practice this skill twice during the semester, both times as part of a group that you will form. Both group assignments, the Partial Marketing Plan Analysis and the Full Marketing Plan Report, will be based on the case, *Kookie Kutter Bakery: Crunch Time* (Ivey Publishing Case No: 9B17A063). The case may be downloaded via the library's online reserve system (new this year).

To access materials placed on reserve for this course, login to cuLearn 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.

A grading rubric for each of these assignments will be posted on cuLearn. **You should expect to spend a considerable amount of time and effort on this assignment, so plan your time wisely.**

#### **4. Midterm Exam and 5. Final Exam**

The midterm exam will be held during regular class time. The midterm 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 discussed in class prior to the exam, but will most likely be multiple choice. If you miss the midterm exam, you may make arrangements to write a make-up exam provided that you provide me with supporting documentation, for example, a formal medical note in case of illness or a police report or funeral announcement in the case of family emergencies. In all cases, you must provide such documentation in a timely manner, e.g., before the exam is debriefed in class (see class schedule for dates).

The final examination will be held during the formal exam period, December 9 – 21, 2019, for fall term courses. 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. You will need to deal with the registrar’s office should you miss a formally scheduled examination.

**For all occasions that call for a medical certificate** you must use or furnish the information demanded in: [https://carleton.ca/registrar/wp-content/uploads/med\\_cert.pdf](https://carleton.ca/registrar/wp-content/uploads/med_cert.pdf)

#### **6. Bonus Marks**

As a student enrolled in BUSI 2208, you are eligible to participate in behavioural 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 credit 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.sona-systems.com/>. All students registered in this course will receive an email from “Sprott Research Study Sign-Up System” [sprott-admin@sona-systems.net](mailto:sprott-admin@sona-systems.net) at the beginning of the term, 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](mailto:behaviourlab@sprott.carleton.ca) for more information.

**IMPORTANT NOTE:** We do not guarantee that a 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.

**AN IMPORTANT NOTE ON GROUP ASSIGNMENTS:**

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. Group work does NOT consist of dividing the assignment up into parts that may be completed by individuals and then throwing those parts together into one document. That is why a certain portion of the marks is dedicated to how the assignment reads; it should flow as one piece of writing, not a collection of individual styles. Since you are considered to be working on the entire assignment together, **you are all jointly and individually responsible for any infractions of academic integrity**. This means that if one of you plagiarizes or fails to cite sources, all of you will receive the same penalty. You do not have recourse to the excuse that you personally did not complete that portion of the assignment – this is GROUP work. Please keep this in mind as you complete the Academic Integrity Declaration.

**INABILITY TO COMPLETE A GROUP ASSIGNMENT DUE TO ILLNESS:**

The situation of students who cannot contribute to the group marketing plan assignments due to certified illness or family emergency will be dealt with according to the provisions of your Group Contract. Please be sure that you contribute to and are aware of the provisions outlined in your group's contract.

**For all occasions that call for a medical certificate** you must use or furnish the information demanded in: [https://carleton.ca/registrar/wp-content/uploads/med\\_cert.pdf](https://carleton.ca/registrar/wp-content/uploads/med_cert.pdf)

**LATE PENALTY:**

Late assignments are penalized at the rate of 5% of the value of the assignment per day (e.g., an assignment worth 15 marks will be penalized 0.75 marks per day). The Partial Marketing Plan will be uploaded through cuLearn. The Full Marketing Plan Report should be handed in to the professor in hard copy. If you hand your Full Marketing Plan Report in after the lecture begins, you will lose 5%. Do NOT slide assignments under the professor's office door – this will result in a grade of 0 for the assignment. If your assignment is late, you must make arrangements to deliver the assignment to the professor at a time that is mutually convenient – I will not make a trip to campus simply to pick up your late assignment. This course is very demanding. It is to your advantage to keep up with the required work and hand your assignments in on time.

**CLASS SCHEDULE:**

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

<b>Session /Date</b>	<b>Topics</b>	<b>Readings</b>	<b>Deliverables</b>
1 Sept 10	- Course Overview - An Introduction to Marketing	Chapter 1	Formulation of groups – submit members' names to Professor via email
2 Sept 17	- Strategic Planning for Competitive Advantage - Marketing Environment, Social Responsibility, and Ethics	Chapter 3 Chapter 2 Grading rubric for Assignment 1	
3 Sept 24	- <b>Library Information Session</b> - Class will meet in room 252 in MacOdrum Library	+ Time to work on Marketing Analysis in your groups	<b>Hard copy of Group Contract due in class</b> <b>Note:</b> Failure to attend will result in a 3% penalty to your final grade
4 Oct 1	- Consumer Decision Making - Segmentation, Targeting and Positioning	Chapter 6 Chapter 8	
5 Oct 8	- Marketing Research - Business Marketing	Chapter 5 Chapter 7	
6 Oct 15	- <b>Midterm Examination</b> – in class		
7 Oct 22	- <b>Reading Week</b> No Classes		
8 Oct 29	- Midterm Debrief - Services and Nonprofit Organizations	Chapter 12	<b>Due through cuLearn:</b> Partial Marketing Plan Analysis, Academic Integrity Declaration, Peer Evaluations (if using)
9 Nov 5	- Marketing Communications - Promotion Decisions	Chapter 16 Chapter 17-19	
10 Nov 12	- Pricing	Chapter 13	
11 Nov 19	- Marketing Channels & Supply Chain Management - Retailing	Chapter 14 Chapter 15	

12	-	Product Concepts	Chapter 10
Nov 26	-	Developing and Managing Products	Chapter 11
13	-	Course Wrap-up	<b>Due in Hard Copy:</b> Full Marketing Plan Report, Academic Integrity Declaration, Peer Evaluations (if using)
	Dec 3		

## 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 any 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, follower-ship 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.

### **Grades**

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**

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

### **Pregnancy 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/wp-content/uploads/Student-Guide-to-Academic-Accommodation.pdf](https://carleton.ca/equity/wp-content/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/wp-content/uploads/Student-Guide-to-Academic-Accommodation.pdf](https://carleton.ca/equity/wp-content/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](mailto: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](https://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 is 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](https://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/wp-content/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](https://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. 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. 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 student services office, located in 710 Dunton Tower, offers academic advising, study skills advising, and overall academic success support. If you are having a difficult time with this course or others, or just need some guidance on how to successfully complete your Sprott degree, please drop in any weekday between 8:30am and 4:30pm. Our advisors are happy to discuss grades, course selection, tutoring, concentrations, and will ensure that you get connected with the resources you need to succeed! <http://sprott.carleton.ca/students/undergraduate/learning-support/>

### **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 hard 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 <http://carleton.ca/ccs/students/>
-