



**Carleton University  
BIT 2002 A  
Fall 2015**

**Professor:** Dr Les Melamed

**Office:** Dunton Tower Room 919

**Office Hours:** Tuesdays 1:15 pm to 2:15 pm (until the last person visits)

**Phone Number:** 613-520-2600 Extension TBD

**Class:** Tuesdays: 14:35 - 17:25

**Phone Number:** 613-520-2600 Extension TBD

**Location:** Check university schedule

**Email:** Leslie.Melamed@carleton.ca

**Teaching Assistant:** TBD

**Teaching Assistant E-mail:** TBD

*Please read this course outline carefully. A good understanding of it will be a big help in learning, and in achieving good grades.*

**Marketing in the IT sector. BIT 2002 (from University Calendar)**

Basic problems and practices in marketing. Marketing strategies, planning, packaging, branding and promotion at the level of the individual firm; distribution channels.

Prerequisite(s): restricted to students in the B.I.T. degree program.

**Textbook**

Grewal, Dhruv, Michael Levy, Ajax Persaud and Shirley Lichti (2015), Marketing, Third Canadian Edition. Toronto: McGraw Hill Ryerson Ltd. ISBN: 9781259030659

There are 2 purchase options for this textbook:

- 1) Purchase the hardcopy textbook package which includes access to Connect + an eBook version of the text.
- 2) Purchase Connect code only which includes an eBook version of the text (no hardcopy).

Connect is a study resource for this course which includes an interactive eBook, self-

study quizzes, interactive Marketing exercises and LearnSmart- an adaptive learning technology which should make your study time more effective and efficient.

Additional reading may be assigned during the term.

## EVALUATION and ASSIGNMENTS

### Grading

	%
One-pagers	8
Written Case Analysis	20
Mid-term test	24
Final exam	30
Attendance and Participation (including in-class exercises)	10
LearnSmart Exercises	8
<b>Total</b>	<b>100</b>

Note: In addition to achieving a minimum aggregate grade of 50% in the course, students must achieve a minimum grade of 50% on the final exam and a minimum (unweighted) average grade of 50% on the written assignments to pass the course. The written assignments are the One-pagers, the written case analysis, and the LearnSmart Exercises.

- 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

FND grade in this course (in case of missed Final exam or any projects) Yes  No

### Class Participation and Attendance

Your engagement and participation are necessary for learning and success. Class participation is the classroom equivalent to professionals' participation in meetings

Attendance will be taken at each class. Arriving 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.

**Class preparation:** Study the assigned text chapters and assignments before each class. Also do the relevant LearnSmart exercises. Please be prepared to discuss the contents of the assigned chapters, as well as the cases described at the end of each chapter in class on the day for which is assigned.

**"Learnsmart" Assignments:** "Learnsmart", part of the Connect material provided on-line with the textbook will contain a number of assignments. Completion of these assignments by the due dates for each one will help in developing an understanding of the basic concepts of the course. The due date for a specific LearnSmart exercise is the date when the chapter topic is to be discussed according to the Course Schedule. The exception is the first two chapters which are due a week after the first lecture. This is an individual assignment. Please register on-line for the LearnSmart assignments as per the instructions posted on the relevant document on CULearn.

### **Assignments and Late Penalty**

All assignments are due at the start of the class in typewritten form. All should include your name and student number on the top of the first page.

Once the lecture starts, the assignment is late. Late assignments are penalized at the rate of 25% of the value of the assignment per day. This includes the first day. If you hand your assignment in after the lecture begins, you will lose 25%. If your assignment is late, make arrangements to deliver the assignment to the teaching assistant at a time that is mutually convenient. The Business School staff on floor 7 or floor 8 in Dunton Tower will not accept assignments.

Late work for LearnSmart assignments will receive a zero for that assignment.

Always retain a copy of all assignments submitted.

### **Method and Overview of Formal Assignments**

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 ideas and to let others benefit from them. Short case studies and written assignments will help develop and test your decision-making and communication abilities.

### **Written Assignments**

There are three types of written assignments: (i) in-class tutorial exercises, (ii) One-Pagers, and (iii) Written Case Analysis. Each of these is described as follows:

#### **In-Class Tutorial Exercises**

There will be a series of in-class assignments that will be done in self-created teams that could vary with each class. The exact nature of each one will be described in each class where they are done. These will need to be completed and turned in before the end of the lecture. Only one write-up is required for each group. Grading will be on a scale of 5 to 1, with A =5, B = 4, etc. Cumulative grades will be posted on CULearn, and marks

earned will count towards the Attendance and Participation mark.

### **One-Pagers – Individual projects**

Please find an article or story about marketing in the high tech area (e.g. computer, gaming, animation, consumer electronics, medical devices, or telecommunications) in a newspaper or business magazine, or from a source on the internet. Produce a one-page typewritten summary which illustrates the topic of interest in the course. These items must have been published recently, within the past few days, or week. These are to be submitted, as per the class schedule.

Use the following headings:

- Date and source
- Headline (or title)
- Companies involved
- Marketing Issue
- Marketing implications / How did they deal with it?

Use double-spaced typing with 1" margins on all sides on 8 1/2 x 11" paper, Times Roman 12-point font or its equivalent.

Grading will be on a scale of 5 to 1, with A =5, B = 4, etc. You will receive full credit for each of the one-pagers turned in, provided that it follows the required headings and is of suitable content. Those who do not follow these headers will lose 50% on the assignment. The cumulative grade for the one pagers will be posted on CULearn.

Please be prepared to discuss your one-pagers in class.

### **Written Case Analysis: group project – (team sizes will be announced on the first day of class)**

The written case analysis will be implemented and a report written by self-selected teams. It will be done as a group project. Only one project write-up is required for the whole group.

The purpose of the project is to allow you to take a real-life marketing problem, analyze it, and offer a well thought out solution.

### **The Assignment**

Select a real life-marketing problem of interest to you in the high tech area (e.g. computer, gaming, animation, consumer electronics, telecommunications).

This problem may be one faced by a company of which you are a part, or one faced by a company where you can get access to enough information to work on solving the

marketing problem. Alternatively, you may have an idea about a business you'd like to be in, or a product you'd like to market and could select the marketing problems associated with that idea to work on in your project. Possible sources of organizations that could serve as a project site include personal jobs or volunteer activities, family and friends, press stories, etc.

Once you have selected the problem, proceed to gather information, set objectives, conduct your analysis, evaluate alternatives and make your recommendations.

The project consists of a case analysis of a real-world current issue for an organization that you will locate and identify. Your report will consist of a detailed and comprehensive description of the situation facing the manager and an analysis with recommendations for action for the organization.

Note: Please do not choose any of the following companies as the main focus for your project: Apple; RIM; Samsung; Nokia; Blackberry; Huawei; IBM.

Instructor approval (or pre-clearance) of your selected topic is required .

### **Organization and format:**

The report must be in the form of a word processed document and should not exceed 15 pages, double spaced not including appendices, exhibits, and references. Be concise. Submissions exceeding the above limits will have 2 marks deducted per excess page. Double-spaced typing with 1" margins on all sides on 8 1/2 x 11" paper, Times Roman 12-point font or its equivalent is assumed in the length limit. Properly acknowledge all material used in your report that is not your own. Please use in-line citations and include a list of sources cited (Chicago Manual of Style, author/date style. For more information, consult: <http://library.osu.edu/sites/guides/chicagogd.php>).

### **Tips about case analyses**

Cases are brief descriptions of a situation in which an organization finds itself at a certain point in time. The main purpose of casework is to identify the problem(s) / opportunities facing the organization and to make decisions on how to solve them. You should put yourself in the position of the decision maker. You may feel uncomfortable making such decisions even after you have done a thorough analysis of all the information in the case. Some of what you consider to be key pieces of information may be missing, but this is reality. Management decisions are never made on the basis of complete information.

It is expected that students will demonstrate the ability to undertake secondary research about the case and apply course concepts in the case analysis. Seek out as much additional information as you feel is helpful. You are expected to access available resources such as Carleton University library services (e.g., do not simply undertake a Google or Wikipedia search). Generally, researching the cases will require considerable legwork. Thus, effective team organization and division of labour will have an important bearing on the success of the group case preparation.

The report should use the headers shown in the case grading scheme posted on CU Learn.

### **Grading of Projects done in groups: Assessing team-mate performance**

A group grade will be assigned to team projects, but not all members in the group will necessarily receive the same grade. When the report is turned in, each group member will individually and separately turn in a group evaluation as follows:

Each member will take 100 points and allocate those points to all the group members (including him- or herself) in accordance with the work done by each member. So, if there are 4 members in a group, and all 4 group members contribute equally, each would be allocated 25 points. But, if a problem member (hopefully we will have none of these) contributed very little, the remaining group members might individually allocate very few points to that member. If most of the members of a group independently assign few points to a particular member (indicating little contribution), that individual's grade for the Project will be adjusted downward depending on how severe the lack of contribution.

Rating of team mates is an individual activity, and each group member should submit their team mate ratings separately to the instructor.

### **Midterm and Final Exam**

The midterm exam will be held during regular class time. It may consist of multiple choice, short-answer, or essay questions, or may take the form of a short case. Details on the format of the exam will be discussed in class. Regardless of format, the midterm will be based on the textbook chapters assigned up to the midterm date and all lectures and materials covered in class.

The final examination will be held during the formal exam period. The exact date and time will be announced later in the term. The final examination will be based on all topics covered (in class and in the textbook and readings) during the term, with emphasis on the latter part of the course. The format of the final exam will be discussed in class.

## **COURSE MANAGEMENT**

### **Use of CU Learn**

The course website runs under the CU Learn course management system and 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 CU Learn as soon as they become available. In line with Sprout policy, it is your responsibility to check your grades by clicking on

‘Grades.’ In case of class cancellation an announcement will be posted on CU Learn as soon as possible.

### **Email Policy**

In keeping with Carleton University policy, your Connect or CUMail email account must be used for any enquiries which involve confidential student information (e.g., about grades or health issues). Please be aware that I do not always respond to student emails over the weekend. During the week I will try 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.

### **Cellular Phone Usage, Recordings and Photography**

The use of cellular phones is not permitted. It is disruptive to the professor and class members. If you carry a phone to class, please make sure it is turned off. If an emergency situation requires you to keep your cell phone turned on, please discuss this with the instructor prior to the class.

The use of photography and recordings are also not permitted

### **Inability to Complete an Assignment or Write the Midterm due to Illness**

Students who are not able to contribute to a group project, submit an individual assignment, or write the midterm exam due to a certified illness will have the weight of the assignment/exam added to their final examination, upon provision of the appropriate documentation at least two weeks before the final examination.

Students who can not hand the individual case study in by the assigned deadline due to certified illness may have the deadline extended, depending on the contents of the doctor’s note. Please ensure that your medical practitioner includes a date by which s/he expects you to be able to return to your studies along with an estimate of the extent of time during which you were unable to attend to your studies.

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<b>Course Schedule</b>		
<b>Date</b>	<b>Chapter #</b>	<b>Assignments Due</b>
08-Sep-15	Chapter 1 Overview of Marketing; Chapter 2 Developing a Marketing Plan and Marketing Strategies	
15-Sep-15	Written case discussion	For written case analysis: (a) list of team mates (b) Name of company selected and (c) a brief outline of the problem
22-Sep-15	Chapter 3 Analyzing the Marketing Environment	One pager due

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<b>Course Schedule</b>		
<b>Date</b>	<b>Chapter #</b>	<b>Assignments Due</b>
29-Sep-15	Chapter 4 Consumer Behaviour; Chapter 5 Business to Business Marketing	One pager due
06-Oct-15	Chapter 6 Segmentation, targeting, and positioning	
13-Oct-15	Chapter 7 Marketing Research	One pager due
20-Oct-15	MidTerm Exam	
27-Oct-15	Reading Week – No Classes	
03-Nov-15	Chapter 8 Developing New products; Chapter 9 Products, Branding, and Packaging Decisions	
10-Nov-15	Chapter 11 Pricing Concepts and Strategies: Establishing Value	One pager due
17-Nov-15	Chapter 12 Marketing Channels: Distribution Strategy; Chapter 13 Retailing	Written Case Analysis Due
24-Nov-15	Chapter 14 Integrated Marketing Communications; Chapter 15 Advertising, Sales Promotion and Personal Selling	
01-Dec-15	Chapter 18 Ethics and Socially Responsible Marketing; Final Course review	

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

### **ADDITIONAL INFORMATION**

#### **Course Sharing Websites**

Student or professor 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 course examinations: None**

#### **Group work**

The Spratt 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.

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			

WDN = Withdrawn from the course

ABS = Student absent from final exam

DEF = Deferred (See above)

FND = (Failed, no Deferred) = Student could not pass the course even with 100% on final exam

### **Academic Regulations, Accommodations, Etc.**

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 Accommodations**

For Students with Disabilities:

The Paul Menton Centre for Students with Disabilities (PMC) provides services to students with Learning Disabilities (LD), psychiatric/mental health disabilities, Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorders (ASD), chronic medical conditions, and impairments in mobility, hearing, and vision. If you have a disability requiring academic accommodations in this course, please contact PMC at 613-520-6608 or [pmc@carleton.ca](mailto:pmc@carleton.ca) for a formal evaluation. If you are already registered with the PMC, contact your PMC coordinator to send me your Letter of Accommodation at the beginning of the term, and 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 me to ensure accommodation arrangements are made. The deadlines for contacting the Paul Menton Centre regarding accommodation for final exams for the December 2015 exam period is November 6, 2015 and for the April 2016 exam period is March 6, 2016.

### **For Religious Obligations:**

Students requesting academic accommodation on the basis of religious obligation should make a formal, written request to their instructors for alternate dates and/or means of satisfying academic requirements. Such requests should be made during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist, but no later than two weeks before the compulsory event.

Accommodation is to be worked out directly and on an individual basis between the student and the instructor(s) involved. Instructors will make accommodations in a way that avoids academic disadvantage to the student.

Students or instructors who have questions or want to confirm accommodation eligibility of a religious event or practice may refer to the Equity Services website for a list of holy

days and Carleton's Academic Accommodation policies, or may contact an Equity Services Advisor in the Equity Services Department for assistance.

**For Pregnancy:**

Pregnant students requiring academic accommodations are encouraged to contact an Equity Advisor in Equity Services to complete a letter of accommodation. The student must then make an appointment to discuss her needs with the instructor at least two weeks prior to the first academic event in which it is anticipated the accommodation will be required.

**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 in 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: <http://www2.carleton.ca/sasc/advisingcentre/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’re 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/support-services/>  
Be in the know with what’s happening at Sprott: Follow @SprottStudents and find us on Facebook SprottStudents Sprott.

**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, it would be easier to respond to your inquiries if you would send all email from your Carleton 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/>