

CONTACT INFO

Instructor: Carla Nevarez
 Mobile Phone: 407-900-5412 text / call
 Office Phone: 407-582-5130
 Email: cnevarez2@valenciacollege.edu
 Campus: West – Division of Business
 Office Hours: By Appointment (Online / Email)
 Canvas Support Hotline: 407-582-5600

COURSE INFO

Building/Room: Online
 Meeting Time: Monday at 12:00am EST to
 Sunday at 11:59pm EST
 Credit Hours: 3
 Prerequisites: Admission to the BAS degree in Business and Organizational Leadership or departmental approval
 Text & Required Supplies: Free E-Book: [Principles of Business: Marketing](#)
 Publisher: Salem Press

COURSE DESCRIPTION & PREREQUISITES

This course covers the study of how firms create and communicate value in order to build and maintain customer relationships while benefiting the organization and its stakeholders. Emphasis is placed on the functions, institutions, and basic problems in marketing of goods and services in our domestic economy and abroad.

TOPICS/AREAS COVERED

1. Designing Customer-Orientated Marketing Strategies	5. Distribution Decisions
2. Understanding Buyers and Markets	6. Promotional Decisions
3. Target Market Selection	7. Pricing Decisions
4. Product Decisions	

These may be covered as discrete topics and/or integrated with other topic areas in an order at the discretion of the professor. These and other topics may be expanded or elaborated at the discretion of the individual professor and is in no way intended to be comprehensive or all-inclusive.

This course reinforces the [Valencia Student Competencies](#) of Think, Value, Act, and Communicate described in the Valencia College Catalog.

MAJOR LEARNING OUTCOMES (MLO) FOR THIS COURSE

The following MLOs will be assessed through online assessment techniques, discussion questions, weekly LearnSmart activities, and multiple-choice quizzes administered after the material is covered in the course.

- Classify the internal and external factors that affect the marketing environment and assess their impact on competitive strategy.
- Make the pricing calculations and apply related pricing strategies to make the pricing decisions contained in a marketing plan.
- Understand how markets are segmented and how target markets are selected.
- Identify advantages and disadvantages of communications options and apply related strategies to make the communications decisions contained in a marketing plan.
- Identify the steps in the new product development process and apply product related strategies to make the product and branding decisions contained in a marketing plan.
- Identify the steps in the strategic planning process, recognize the types of competitive strategies, and indicate how products are positioned for competitive advantage.
- Identify the steps in the buying decision making process that differ across buying situations.
- Identify the steps in the marketing research process and recognize how various marketing research techniques can be used to answer marketing questions.

All these MLOs will be assessed using specific discussion questions, written assessments, quizzes, and a final project.

EVALUATION

1. There is a required attendance quiz, which is worth 50 points. The quiz is our Canvas course within the Orientation Module (last page).
2. There will be discussion questions to give us the opportunity to explore the course concepts. Each discussion will be based on the chapter's main topics and requires you to post a substantive response to the initial discussion prompt and respond to at least one classmate's posting. The discussions are worth 25 points each and they are completed online. **Your initial (first) post should be completed no later than Wednesday at 11:59pm ET of each week and your reply is due by Sunday at 11:59pm ET.** Once the discussion has closed for the week it will not be reopen.
For credit, the discussion board requirements are to post a substantive reply to the instructions posted for that discussion and a substantive comment to a classmate's posting for that discussion thread. Responses must be in your own words. Substantive means responses that add depth and detail to the discussions. For example, use specific examples to support your responses and explain why you agree or disagree with something. "I agree with him/her/them" is not a posting. Late postings will not be accepted.
3. There will be Marketing Plan that will be completed throughout the course. You will have **twelve** assignments to create your Marketing Plan and relevant components. The assignments **are due by Sunday at 11:59pm ET** of that week (an outline is provided in this syllabus). Late submissions will have a deduction of 10% per day.
4. There will be **three** quizzes and each quiz have 5 questions worth 5 points each. Quizzes can be taken twice (highest score will count towards final grade) and must be completed once they are started. The quizzes **are due by Sunday at 11:59pm ET** of that week (an outline is provided in this syllabus). Late submissions will have a deduction of 10% per day.
5. The final project submission is worth 100 points. The final project must be submitted by **Sunday, April 21, 2024, at 11:59 pm ET**. Late submissions will not be accepted.
6. The reflection paper is worth 50 points and must be submitted by **Friday, April 26, 2024, at 11:59 pm ET**. Late submissions will not be accepted.

You should complete the assessments using Mozilla Firefox or Google Chrome as your browser. Canvas no longer supports Internet Explorer. You can use the following links to download the software: [Google Chrome](#) | [Mozilla Firefox](#)

If you experience difficulties with Canvas, please contact Canvas Support Hotline at 407-582-5600 or use the chat feature within Canvas located under the Help Button.

IMPORTANT DATES

Start Date:	Monday, January 8, 2024
End Date:	Reflection Paper is due Friday, April 28, 2024 at 11:59 pm ET
Drop/Refund Deadline:	January 16 at 11:59pm ET
No Show Reporting Period:	January 18 – 27, 2024
Withdrawal Deadline- "W" Grade:	March 15, 2024
College Closed:	January 15 - Martin Luther King Jr. Day February 9 - Learning Day March 18–24 - Spring Break

GRADING BREAKDOWN

Assessment	Total Points	Percentage of Grade
Attendance Quiz	50	5%
Discussion (4 discussions, 25 points each)	100	10%
Final Marketing Plan Project	100	10%
Marketing Plan Components (12 assignments, 50 points each)	600	60%
Quizzes (4 quizzes, 25 points per quiz)	100	10%
Reflection Paper	50	5%
Total	1000	100%

GRADING SCALE

Points	Percentage	Letter Grade
900 - 1000	90% – 100%	A
800 - 899	80% - 89%	B
700 - 799	70% - 79%	C
600 - 699	60% - 69%	D
0 - 599	0% - 59%	F

COLLEGE POLICIES

Academic Honesty:

All forms of academic dishonesty are prohibited at Valencia College. Academic dishonesty includes, but is not limited to, acts or attempted acts of plagiarism, cheating, furnishing false information, forgery, alteration or misuse of documents, misconduct during a testing situation, facilitating academic dishonesty, and misuse of identification with intent to defraud or deceive.

All work submitted by students is expected to be the result of the students' individual thoughts, research, and self-expression. Whenever a student uses ideas, wording, or organization from another source, the source shall be appropriately acknowledged.

Students will be expected to adhere to the Valencia College Student LifeMap Handbook as it references Valencia College's [Policy #6HX28:08-11](#).

Student Code of Conduct:

Valencia College is dedicated to the advancement of knowledge and learning and also to the development of responsible personal and social conduct. The primary purpose for the maintenance of discipline in the College setting is to support a civil environment conducive to learning and inquiry.

Students will be expected to adhere to the Valencia College Student LifeMap Handbook as it references Valencia College's [Policy #6HX28:08-03](#)

Student Assistance Program:

Valencia College has contracted with a [private and confidential counseling service](#) to provide short-term assistance to credit students who need to resolve problems that are affecting their college performance. Examples might include: stress, relationship/family issues, alcohol/drug problems, eating disorders, depression, and gender issues. Students who are experiencing any of these issues and who are enrolled in credit classes at Valencia should call the toll-free number 1 800-878-5470 to speak to a professional counselor.

Withdrawal Policy:

The student is permitted to withdraw from a class on or before the withdrawal deadline as published in the College calendar. A student is not permitted to withdraw from a class after the withdrawal deadline, which is **3/15 11:59pm ET** for this class in the **Spring 2024 Semester**. I also highly recommend you contact your academic advisor and financial aid counselor as students on financial aid may be adversely affected by withdrawing from classes. The professor is permitted to withdraw a student from the class for violation of the professor's attendance policy with written notification to the student prior to the beginning of the final exam period.

A student who withdraws from a class before the withdrawal deadline will receive a grade of "W." A student who is withdrawn by a professor will receive a grade of "W." A student who is withdrawn for administrative reasons at any time will receive a grade of "W" or other grade as determined in consultation with the professor. Any student who withdraws or is withdrawn from a class during a third or subsequent attempt in the same course will be assigned a grade of "F".

Final course grades of "A", "B", "C", "D", or "F" shall be assigned based upon the student's cumulative points earned.

“No Show” Status:

Class attendance is required beginning with the first week of class. If you do not attend the first week of class, you may be withdrawn from the class as a “no show.” Students who are not actively participating in an online class and/or do not submit the first assignment by the scheduled due date must be withdrawn by the instructor at the end of the first week as a “no show”. If you are withdrawn as a “no show,” you will be financially responsible for the class and a final grade of “WN” will appear on your transcript for the course. [Class Attendance Policy](#).

No Show Report is from 1/18 – 1/27. Remember that the Drop/Refund Deadline is 1/16 at 11:59pm ET

CLASS POLICIES

Attendance:

Class attendance is an essential component of your success in this course. **If you are absent more than two weeks in the semester, you are subject to withdrawal.** Attendance is recorded each week you submit any of that week’s required assessments. You are marked absent each week you do not submit any of the weekly assignments. Logging into Canvas without submitting something does not count for attendance. The academic week runs from Monday at 12:00am EST to Sunday at 11:59pm EST.

If the syllabus notes additional activities that must be completed during a given week or time period for the student to be viewed as having “attended” the course, those instructions apply in addition to the minimal requirements listed above.

Exams and Assignments:

The student is responsible for taking their exams and completing assignments during the week they are assigned. **Assessments not submitted by the assigned due dates will have a deduction of 10% per day.** Exceptions to this would be extenuating circumstances such as hospitalization or a death in the immediate family preventing the completion of an exam or assignment must be documented and provided to the instructor. Make up exams and assignments are subject to the approval of the instructor based on documentation provided by the student. Extra credit is not available in this course.

Students must do their own work; there are no exceptions. All written assignments are submitted to an online plagiarism checker. Students who plagiarize or cheat in any way, risk dismissal from the class and expulsion from the college.

Atlas:

Students must have an active Atlas account. Students must check their Atlas e-mails regularly as to not miss any important messages from the professor. Missed messages via Atlas or any other medium (in-class, etc.) may affect your grade and are the responsibility of the student.

Academic Accommodations:

Students with disabilities who qualify for academic accommodations must provide a letter from the Office for Students with Disabilities (OSD) and discuss specific needs with the professor, preferably during the first week of class. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities (West Campus SSB 102, ext. 1523).

Use of Generative AI Tools:

Of special note: This statement is specific to our class and Prof. Nevarez's stance on AI and various generative tools in the writing process. Please note, you should always follow your professors' guidance and policies in other classes. These may be significantly different, based on the content and outcomes of the course.

- **Acceptable and Unacceptable Use of AI**
 - Most importantly, the vast majority of the work in this course will ask you to reflect on the readings and make connections to your own experiences. While tools like ChatGPT, Bard, etc. can be helpful, your ideas and writings are what should drive your responses. When using these tools for information, you are required to check the material for accuracy (hallucinations) and will need to find and include citations from academic sources and the tools you have used.
- **Permitted Usage**
 - The use of generative AI tools (e.g. ChatGPT, Bard, etc.) is permitted in this course for the following activities:
 - Refining your original ideas
 - Fine-tuning and revising your research questions
 - Finding general information on your topic (academic sources will still be necessary)
 - Getting feedback on your own work
 - Checking grammar and style

- **Not Permitted Usage**

- The use of generative AI tools is not permitted in this course for the following activities:
 - Impersonating you in classroom contexts, such as by using the tool to compose any part of your writings. The tools should be seen as support (and should be cited as such) - they should not be the creators of your work. Submitting a document composed by AI is a form of Academic Dishonesty. Remember, the tools can be used to support and refine, not to write your assignments.
 - Completing group work that your group has assigned to you. Submitting a classmate's work to any of these tools violates privacy. Never submit a classmate's work to these tools.
 - Submitting any course content. You are not permitted to submit any material from this course (writing prompts, quiz questions, discussion questions, project instructions, etc.) to any online tool, AI or otherwise. Please note the content created for this course should not be shared outside of our Canvas space.
 - You are responsible for the information you submit based on an AI query (for instance, that it does not violate intellectual property laws, or contain misinformation or unethical content). Your use of AI tools must be properly documented and cited in order to stay within university policies on academic honesty. When in doubt about permitted usage, please ask for clarification. Let's engage in a conversation about these tools.

COURSE SCHEDULE
MAR 3023 – Marketing Management
Spring 2024 – CRN 23880

Week	Assignments	Due Date
1 Monday, 1/8	Read: Syllabus View and Complete: Orientation Module pages and complete the attendance quiz (last page of the Orientation Module) View: Items under Resources Read: Marketing Management Submit: Introduction Responses Submit: Attendance quiz	Sunday, 1/14
2 Monday, 1/15	Read: Marketing Environment View: Items under Resources Submit: Marketing Plan - Section 1 Submit: Week 2 quiz	Sunday, 1/21
3 Monday, 1/22	Read: Marketing Research View: Items under Resources Submit: Marketing Plan - Section 10	Sunday, 1/28
4 Monday, 1/29	Read: Market Environment View: Items under Resources Submit: Discussion Responses Submit: Marketing Plan - Section 4	Sunday, 2/4
5 Monday, 2/5	Read: Alternate OER Resource View: Items under Resources Submit: Marketing Plan - Sections 3 and 5	Sunday, 2/11
6 Monday, 2/12	Read: Alternate OER Resource View: Items under Resources Submit: Marketing Plan - Section 6	Sunday, 2/18
7 Monday, 2/19	Read: Consumer Demographics Read: Consumer and Organizational Buyer Behavior View: Items under Resources Submit: Discussion Responses Submit: Marketing Plan - Section 7	Sunday, 2/25
8 Monday, 2/26	Read: Alternate OER Resource View: Items under Resources Submit: Marketing Plan - Section 8 Submit: Week 8 quiz	Sunday, 3/3
9 Monday, 3/4	Read: Alternate OER Resource View: Items under Resources Submit: Marketing Plan - Section 9	Sunday, 3/10
10 Monday, 3/11	Read: New Product Management View: Items under Resources Submit: Marketing Plan - Section 11 Submit: Week 10 quiz	Sunday, 3/17

Week	Assignments	Due Date
11 Monday, 3/18	Read: Pricing Strategies	--Spring Break--
12 Monday, 3/25	Read: Pricing Strategies View: Items under Resources Submit: Discussion Responses Submit: Marketing Plan - Section 12	Sunday, 3/31
13 Monday, 4/1	Read: Integrated Marketing Communications (IMC) Read: Advertising Management View: Items under Resources Submit: Marketing Plan - Section 13 Submit: Week 13 quiz	Sunday, 4/7
14 Monday, 4/8	Read: Product Placement Read: Multimedia Product Placement View: Items under Resources Submit: Marketing Plan - Section 14	Sunday, 4/14
15 Monday, 4/15	View: Items under Resources Submit: Marketing Plan - Section 2 and Final Version	Sunday, 4/21
16 Monday, 4/22	Submit: Reflection Paper	Friday, 4/26

DISCLAIMER

The schedule, procedures, and assignments are subject to change in the event of extenuating circumstances. However, any such change will be clearly announced. Such changes are designed to deal with unforeseen circumstances that arise during the course. The changes will be intended to benefit the student and will not significantly add to the rigor of the course.