

**THE UNIVERSITY OF TEXAS AT TYLER**  
**SOULES COLLEGE OF BUSINESS**  
**Fall 2022**

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**Course Title: Consumer Behavior (MARK 3350.001)**

Instructor Information

Instructor: Dr. JungHwa (Jenny) Hong

Office: COB 350.28

Office hour: (virtual) Tues 12:30 – 2:00 pm or by appointment

Email: [jhong@uttyler.edu](mailto:jhong@uttyler.edu)

\*Email is the primary contact.

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**NATURE AND PURPOSE OF THE COURSE**

Consumption is a fundamental aspect of all our lives. We make various consumption choices such as deciding what groceries to buy, what car to drive, where to go for vacation, what career to pursue etc. In this class, we will learn the various influences that affect consumers' choices. As consumers, you can bring your own perspectives and experiences into the course in making various consumption decisions. This will be valuable in understanding consumer behavior concepts.

We will study the various decision processes from psychology, sociology, anthropology, and other behavioral disciplines to understand and predict the reactions of consumers to marketing decisions. This course is relevant to those who are thinking about careers in *advertising, product and brand management, and market research.*

**OBJECTIVES**

- (1) Develop an understanding of factors that influence consumers and gain insight into their decision processes
- (2) Cultivate a consumer orientation to market analysis
- (3) Incorporate our understanding of consumers into the formulation of a better marketing strategy
- (4) Formulating and analyzing consumer experiments in designing effective marketing communications

**INSTRUCTION MATERIAL**

Text: (Required) *Consumer Behavior* by Wayne Hoyer, Deborah MacInnis, & Rik Peters, 7th Ed., South-Western Cengage Learning.

(Note: There are several options to purchase textbook. You can choose:

i) Rent. OR ii) Purchase a looseleaf version with MindTap, which is cheaper than a hardcopy (Bookstore at school). OR iii) Purchase eBook. \*MindTap will NOT be used in this course but you may use as your self-learning tool)

**Cengage learning website for more options:** <https://www.cengage.com/c/consumer-behavior-7e-hoyer>

**REQUIRED EQUIPMENT:** Viral advertisement and Current topic discussion assignments will be implemented via FlipGrid application on Canvas. Therefore, it is required to have a web camera with a microphone to submit these assignments. If you do not have a web camera built into your laptop or desktop, you will need to purchase an inexpensive one. I found one on Amazon for \$9.99 [Amazon Web Camera](#)

Powerpoint Slides: Downloads lecture outline slides for each topic from Canvas

## COMMUNICATION

You are expected to **check Canvas and your email regularly** for any updates regarding this course. Email is my primary contact and the fastest way that you get a response from me. You can communicate with me to clarify any problems regarding class materials and/or assignments. Please make sure that you send an email to this address: [jhong@uttyler.edu](mailto:jhong@uttyler.edu). (NO patriots email: I DO NOT use patriots email address).

## METHOD OF INSTRUCTION

The method of instruction for this course will be lectures, video films, discussion sections, and final projects.

## EVALUATION

Your course grade will be determined as follows:

<b>Method</b>	<b>Points</b>
2 Exams	200
Experiment Assessment	50
Viral Ads. assignment	50
Topic Discussion (25 *2)	50
Quiz (25 pts * 4)	100
Current Topic Presentation	50
<b>Total</b>	<b><u>500</u></b>

\*\* Please note that poor performance in any one or more of the above components of your grade cannot be made-up by any extra assignment or report.

## (A) EXAMS

There will be **2 exams** for this course. The exam will be either essay type questions or multiple choices or the combination of both. These are designed to test your knowledge, comprehension, and application of the concepts presented in the text and those discussed in the class. There is **NO MAKE-UP EXAM** unless a document for an excuse is submitted to the instructor (e.g. doctor's note). All exams will be posted on Canvas and you have to take the exam via online. Exam date is posted on the schedule on the syllabus. You can take anytime on that day however, once you open the exam, you have to complete it at one setting. (i.e. you can't save it and comeback later). More information will be available as the exam approaches.

**Exam 1: Chrs. 1,2,3,4 (100 points)**

**Exam 2: Chrs. 5,6,7,8 (100 points)**

## (B) ASSIGNMENTS

### 1. EXPERIMENTS ASSESSMENT (50 points)

You will have to answer multiple-choice questions and short answers about experiments that you have learned in the first week. This is to evaluate how you understand the concepts and logics of consumer experiments, which is widely used in marketing research. If you understand the concepts clearly from my lecture, you should be able to apply those concepts in different context as well. You will have 2 attempts to make sure that you understand the concepts clearly and takeaway useful knowledge. **NO LATE SUBMISSION!**

## **2. QUIZ (100 points)**

We will have **4 quizzes that cover every chapter (25 points for one Quiz which includes 2 chapters \* 4 times)**. I.e. Quiz 1 includes chapter 1 & 2 and Quiz 2 includes chapter 3 & 4, Quiz 3 covers chapter 5 & 6, and Quiz 4 covers chapter 7 & 8. The questions will be based on the contents you learned in the previous lecture. This will be helpful to review the important concepts and prepare for the exams. The quiz will be posted on Canvas. **NO LATE SUBMISSION!**

## **3. TOPIC ASSIGNMENTS/DISCUSSION (50 points)**

You will have to submit one short paragraph for each topic assignment. After studying 1 or 2 chapter(s), you have to pick 1 the most interesting concept/theory in my lecture (ppt slides) and write about it. Then you will discuss it with your classmates. The purpose of this task is not only to increase your critical thinking but also to help you remember at least one important concept among core values of consumer behavior for a long time, of course after this semester! Your topic will be discussed in class. (2 topics) More details will be announced. **NO LATE SUBMISSION!**

## **4. VIRAL ADVERTISEMENT (50 points)**

### What Makes an Ad Go Viral?

The assignment is based on 6 Sticky Principles articulated by Chip and Dan Heath in their book, *Made to Stick*. The 6 Sticky Principles will be summarized and explained. For this assignment, you will have to find an ad that you believe has gone viral. Please write a short summary of how the ad embodies the principles. You will present the ads and your reflection based on sticky principles. **NO LATE SUBMISSION!**

## **5. CURRENT TOPIC ON CB PRESENTATION (50 points)**

The objective of this task allows students to think critically about the current issues. For example, covid-19 is still a very serious issue as the omicron variant increases, and that influences consumer's daily life. You will present your opinion about this topic. You may write a short reflective essay or make ppt slides including the analysis of the situation and present yours. You may discuss with classmates. More detailed information will be provided. **NO LATE SUBMISSION!**

## **(C) EXTRA CREDIT OPPORTUNITY**

You may have the opportunity to earn extra credit points by participating in surveys conducted by faculty as part of their research. I will provide more details in the class. Your participation is voluntary and your responses are completely confidential.

## **(D) COURSE GRADE**

Each of the course requirements (e.g., exams, group project) will be graded by assigning numerical points. Your final letter grade for this class will be assigned only at the end of the course based on the points accumulated by the student. Letter grades are assigned on the basis of a curve. Normally, the grades are curved as follows:

A's (including A & A-)	.....	35%
B's (including B+, B, & B-)	.....	55%
C's (including C+, C, & C-)	.....	<u>10%</u>

**100%**

However, the above distribution is tentative and simply an indicator. Letter grades also depend on the *absolute level of performance*. The number of As, Bs & Cs given could be more or less than indicated by the foregoing distribution depending upon the level of performance.

Please note the following:

- 1) I will definitely fail a student for dishonest behavior e.g., cheating or plagiarism in midterms or assignments
  - 2) This class may seem easy but that does not automatically imply that you will earn an A in the class
  - 3) Also, just because you worked hard for this class does not automatically entitle you to an A in this class. Everyone is supposed to work hard.
  - 4) Please realize that just because you received an A in the exams (40% of the grade) does not automatically imply that your final grade will be an A because article discussion report and quizzes constitute 60% of the final grade, which we don't know until the very end of the semester.
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**PERSONAL DATA SHEETS**

Students are required to turn in their personal data sheets. With your background information, these sheets will not only enable me to tailor the classes to your specific expectations but will also help me place your faces (you may provide a copy of your picture instead of the original) with your names. Form is posted on Canvas.

**COLLEGE OF BUSINESS STATEMENT OF ETHICS**

The ethical problems facing local, national and global business communities are an ever-increasing challenge. It is essential the College of Business and Technology help student s prepare for lives of personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both student s and faculty of the College of Business and Technology at The University of Texas at Tyler will:

- Ensure honesty in all behavior, never cheating or knowingly giving false information.
- Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age or religion.
- Develop any environment conducive to learning.
- Encourage and support student organizations and activities.
- Protect property and personal information from theft, damage and misuse.
- Conduct yourself in a professional manner both on and off campus

**ACADEMIC DISHONESTY STATEMENT**

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes, but is not limited to, statements, acts or omissions related to applications for enrollment of the award of a degree, and/or the submission, as one's own work of material that is not one's own. As a general rule, scholastic dishonesty involves one of the following acts: cheating, plagiarism, collusion and/or falsifying academic records. Students suspected of academic dishonesty are subject to disciplinary proceedings.

University regulations require the instructor to report all suspected cases of academic dishonesty to the Dean of Students for disciplinary action. In the event disciplinary measures are imposed on the student, it becomes part of the students' official school records. Also, please note that the handbook obligates you to report all observed cases of academic dishonesty to the instructor.

**GRADE REPLACEMENT/FORGIVENESS AND CENSUS DATE POLICIES**

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>.

Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar. Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

## **STATE-MANDATED COURSE DROP POLICY**

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

## **DISABILITY ACCOMODATION**

Any student who feels their performance in this class may be impacted by a disability, in accordance with federal law, must provide documentation of his/her disability. It is university policy to evaluate the need for an accommodation on a case by case basis. In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University offers accommodations to students with learning, physical and/or psychiatric disabilities. If you have a disability, including non-visible disabilities such as chronic diseases, learning disabilities, head injury, PTSD or ADHD, or you have a history of modifications or accommodations in a previous educational environment you are encouraged to contact the Student Accessibility and Resources office and schedule an interview with the Accessibility Case Manager/ADA Coordinator, Cynthia Lowery Staples. If you are unsure if the above criteria applies to you, but have questions or concerns please contact the SAR office. For more information or to set up an appointment please visit the SAR office located in the University Center, Room 3150 or call 903.566.7079. You may also send an email to [cstaples@uttyler.edu](mailto:cstaples@uttyler.edu)

## **SOCIAL SECURITY AND FERPA STATEMENT**

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The university issues a unique identifying ID number to all students. The electronic transmission of grades (e.g., email) risks violation of the Family Educational Rights and Privacy Act (FERPA) and therefore will not be transmitted

electronically. Further, in accordance with FERPA, any information regarding assignments and grading will be discussed between the instructor and the student only. All requests made to the instructor, which are initiated by someone other than the student, regarding information about a student's activity, will be advised by the instructor to seek that information from the student.

#### Emergency Exits and Evacuation:

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Service.

### **Important Covid-19 Information for Classrooms and Laboratories**

Students are required to wear face masks covering their nose and mouth, and follow social distancing guidelines, at all times in public settings (including classrooms and laboratories), as specified by [Procedures for Fall 2020 Return to Normal Operations](#). The UT Tyler community of Patriots views adoption of these practices consistent with its [Honor Code](#) and a sign of good citizenship and respectful care of fellow classmates, faculty, and staff.

Students who are feeling ill or experiencing symptoms such as sneezing, coughing, or a higher than normal temperature will be excused from class and should stay at home and may join the class remotely. Students who have difficulty adhering to the Covid-19 safety policies for health reasons are also encouraged to join the class remotely. Students needing additional accommodations may contact the Office of Student Accessibility and Resources at University Center 3150, or call (903) 566-7079 or email [saroffice@uttyler.edu](mailto:saroffice@uttyler.edu).

### **Recording of Class Sessions**

Class sessions may be recorded by the instructor for use by students enrolled in this course. Recordings that contain personally identifiable information or other information subject to FERPA shall not be shared with individuals not enrolled in this course unless appropriate consent is obtained from all relevant students. Class recordings are reserved only for the use of students enrolled in the course and only for educational purposes. Course recordings should not be shared outside of the course in any form without express permission.

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<sup>1</sup> **YOU ARE RESPONSIBLE FOR ALL OF THE INFORMATION PROVIDED IN THIS DOCUMENT.**

## TENTATIVE COURSE SCHEDULE

Week	Topic	Book Chs.	Assignments/ Project Due
1 (8/23 & 8/25)	Overview of course Intro Experiments		Syllabus Personal Data Sheet
2 (8/30 & 9/1)	Experiments (What is experiments and how to conduct consumer research using experiments) Experiment 1 & 2 & 3	ppt slides	
3 (9/6 & 9/8)	Understanding CB Motivation/ Ability/ Opportunity	1 2	Quiz 1
4 (9/13 & 9/15)	Experiment 4 (review) <b>Experiment Assessment</b>	1 2	Experiment assessment
5 (9/20 & 9/22)	From Exposure to Comprehension	3	Quiz 2
6 (9/27 & 9/29)	Topic discussion 1		
7 (10/4 & 10/6)	Memory and Knowledge	4	
8 (10/11&10/13)	<b>Exam 1</b>		Exam 1
9 (10/18 & 10/20)	Attitudes 1 Attitudes 2	5 6	Quiz 3
10 (10/25 & 10/27)	Viral Ads. presentation		
11 (11/1 & 11/3)	Problem Recognition/ Information Search Judgment and Decision Making	7 8	Quiz 4
12 (11/8 &11/10)	Topic Discussion 2		
13 (11/15&11/17)	<b>Exam 2</b>		
14 (11/22& 11/24)	<b>Thanksgiving</b>		
15, 16 (11/29, 12/1 & 12/6)	Current Topic on CB		Presentation by 12/6

**\*The course schedule is subject to change. Changes, if necessary, will be posted on Canvas.**