

**University of Texas at Tyler**  
MARK 3311.001: Principles of Marketing

**PROFESSOR INFORMATION**

Instructor: Dr. Zhi (Kacie) Pei  
Office Location: COB 350.48  
Office Hours: By appointment  
Email: [ZPei@uttyler.edu](mailto:ZPei@uttyler.edu) (the best way to contact me)  
Preferred Form of Communication: Email. **It is the responsibility of the student to regularly check the announcements and their Patriot e-mail address.**

**\*\*\* Email subject should begin with "MARK 3311.001". Email with the right format can expect response within 24 hours\*\*\***

**COURSE INFORMATION**

MARK 3311: Principle of Marketing  
1/09-4/29 2022, 3 Credit Hours

**Materials –**

**TEXTBOOK: *Marketing, 3rd Edition by Shane Hunt, John Mello, and George Deitz (McGraw Hill).* ISBN13: 9781260088878**

**CONNECT CODE (mandatory): ISBN13: 9781260800470**

**Students mostly buy Connect Access Card only which comes with a free e-book.** For those who prefer to have a hard copy of textbook, the textbook and Connect access card can be purchased separately or as a bundle (ISBN13: 9781264091669 for the bundle).

You may purchase earlier editions of textbook for budget consideration. However, chapters will differ and you will not have access to Connect where the assignments are located. You will be responsible to locate the updated information to complete your assignments, and take the exams.

**Course Description**

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This course is an introduction to the concepts, principles, problems and applications of marketing. We will emphasize all functional areas and institutions of marketing including target marketing and positioning of products and organizations, consumer and organizational markets, product management, pricing, channels of distribution, marketing ethics, promotions, services and international marketing.

**Goals / Rationale of the course:**

- Students will be able to use this course to understand the marketing function within organizations and apply marketing tools at the brand/product level.
- The course will require you to learn the vocabulary and concepts that are used to analyze and develop appropriate marketing plans, and then to apply these concepts to a real brand or company in the team project.

- The course is organized with weekly assignments. Exams will be grouped in four modules: CH 1-4; CH 5-8; CH 9-12 and CH 13-15.

**Course Outcomes/Objectives**

This course aims to improve student understanding of concepts, principles, problems and applications of marketing. After completing this course, students should be able to:

1. Students will demonstrate an understanding of essential marketing terminology and concepts, including the marketing concept, market analysis and planning and the marketing mix.
2. Students will apply essential marketing terminology and concepts to a personal branding assignment.
3. Students will apply the market planning process to develop a strategic marketing plan.
4. Students will work cooperatively on a team project.

**COURSE REQUIREMENTS**

**Grading**

**Total Points Possible for Semester = 800 pts**

90% - 100%= A
80% - 89.9% = B
70% - 79.9%= C
60% - 69.9%= D
0 – 60% = F

<b>Weights for Assessment</b>	
Canvas self-introduction	10 pts
Class participation	70 pts
Lab attendance	20 pts
4 Exams@ 100 pts each	400 pts
Connect homework	150 pts
CPCA Certification	40 pts
SAP assignments	60 pts
Project participation	50 pts
Project presentation	100 pts
Project writing	100 pts
Total:	1000 pts

**Please note: The completion of CPCA certification and SAP are required to pass this course. All Marketing 3311 courses in the Soules College of Business at UT Tyler include these two components as mandatory tasks.**

**(1) Canvas Self-Introduction**

Communication is an important part of marketing. Let's start our class with self-introduction and communication. The self-introduction may include but not limited to, your name, where you are from, your academic plans and goals, hobbies and personal interests, and don't forget to attach a picture of yourself. In addition, please reply to at least one another student. I look forward to knowing each of you! **Please post your self-introduction by Sunday Jan 15 11:59pm.**

**(2) Class attendance & Lab attendance**

The attendance is mandatory because students are more likely to succeed in academics when they attend school consistently. It's difficult for the professor and the class to build their skills and progress if students are frequently absent. **If you miss three classes consecutively, your class attendance is 0. If you miss five classes consecutively, you will need to drop the class. If you think you have difficulty in attending the class meetings, please enroll in the online section instead of face to face class. At least ONE lab session attendance is REQUIRED.**

**(3) Exams**

Exams are multiple choice questions. You will be tested 50 multiple choice question in 100 minutes. Grading is objective, based on terms, concepts and examples in the textbook. **NO MAKE-UP EXAM** unless a document for an excuse is submitted to the instructor before the exam day.

- Exam I (CH 1-4) on Thursday of Week 4 (2/2);
- Exam II (CH 5-8) on Thursday of Week 8 (3/2);
- Exam III (CH 9-12) on Thursday of Week 12 (4/6);
- Exam IV (CH 13-15) on Tuesday of Week 15 (4/25).

If you lose Internet connectivity during the exam, log back in immediately and continue on with the exam. Save your answers often (every 5-10 minutes). If you experience any issues while taking the exam, you must contact the Helpdesk immediately so that your issue is documented with a helpdesk ticket number. Considerations regarding exam issues will be made by the instructor on an individual basis based on the documentation.

**(4) Connect homework**

You are required to do online connect homework for 15 chapters in the textbook. These practice questions will give you immediate feedback on what you have learned from reading and lectures, and will also strengthen memory recall, improve course retention and boost grades. The questions will adjust to the level of difficulty needed.

**Assessment Method:** Connect homework are objective-formatted questions. Your points are weighted to 10 points per chapter or 150 pts total. You will receive your grades immediately right after the completion of each assignment.

**Tips for success:** Meeting the deadline is extremely important. If you finish these homework on time, your homework grade is 100%. Otherwise, your grade will be partial or even ZERO depending on the time you start and finish. In other words, the deadlines are firm. DO NOT ask for homework make-up because these connect homework are open for the whole semester. But your grade will be ZERO if you cannot meet the deadline.

- Set I: Chapter 1-4. Deadline: 1/29 11:59pm.
- Set II: Chapter 5-8. Deadline: 2/26 11:59pm.

- Set III: Chapter 9-12. Deadline: 4/2 11:59pm.
- Set IV: Chapter 13-15. Deadline: 4/23 11:59pm.

### (5) CPCA Module

All Principles of Marketing courses at University of Texas at Tyler include a required component in which the student will complete an online certification from the Category Management Association that relates to the history and background of Category Management. Students will complete the Category Management Association Certification Program online and outside of class. Upon completion, the student will receive a certificate indicating completion. The student will have three chances to successfully pass the exam. Successfully passing the module exam with 80% or higher will result in 40 points in the class and failure to pass after three attempts results in 0 points. This is not optional and you will be emailed the assignment.

Deadline: 3/24

This certification is the first of eight available through a variety of marketing courses that will culminate in giving the student the option to sit for a final Category Management exam outside of University of Texas at Tyler where, upon successfully passing the exam, the student will become a Certified Category Manager.

### (6) SAP Assignments

**FAILURE TO COMPLETE SAP WILL RESULT IN EITHER A GRADE OF D OR F IN THE COURSE. THIS MEANS THAT IF YOU RECEIVE A 100 ON ALL OTHER MATERIAL THE BEST YOU CAN EARN IS A D IN THIS COURSE. DO NOT LET THIS HAPPEN TO YOU!! THIS POLICY IS MANDATED BY OUR DEAN AND MARKETING DEPARTMENT HEAD.** Refer to assignment instructions posted in the Assignments section of Canvas. You may download the SAP GUI on your personal computer or use the SAP Dedicated Lab on Campus. More information will be available about the lab at the start of the semester. The instructions are on Canvas once available.

Deadline: Friday 3/24

During the semester, we will have one dedicated week to complete. I STRONGLY ADVISE YOU TO COMPLETE THE ASSIGNMENTS THEN. I WILL ANNOUNCE IN CLASS AND ON Canvas WHEN THESE DATES ARE. We are working with other faculty who will take responsibility for all questions and grading of the SAP assignments and the faculty and various TA's can assist you in your completion of these assignments. If you still have questions or concerns exist after you have worked with my TA on these assignments, please contact me. You ARE permitted to work with other students to facilitate learning, however you must complete each assignment yourself. Please refer to Canvas for the hours the SAP Dedicated Lab on Campus will be open.

### (7) Group Project – Marketing plan

The instruction of the project will be discussed in class. The project will be evaluated from 3 parts, including project participation (50 pts), project presentation (100 pts), and project submission (100 pts).

**Project participation:** Groups are established at the beginning of the semester and each group should consist of about 5-6 students depending on the class size. Each group member is expected to contribute equally to the project. *If half of your group members complain about your*

*contribution, you will either be removed out of the group or your grade will be at least 30% lower than your group members.* The responsibilities of the group members are such as actively participate in group meetings, contribute ideas and suggestions, praise and accept the contributions of others, reconcile disagreement and mediate differences, encourage and facilitate interactions from group members, ensure the group completes the tasks before the deadline, etc.

**Project Presentation:** Every group member must present on the presentation day. Each group has up to 15 minutes to present. The presenters are expected to deliver the material in a clear and structured manner, are knowledgeable and enthusiastic about the topic, and are able to answer questions effectively.

**Project submission:**

- Format- font size 12, Times New Roman, double space, APA reference page, list all names on Page 1
- Content- Papers will be graded on the comprehensiveness of the assignment (i.e. covering every element in the assignment), quality of research (using appropriate sources, objective sources), thoroughness of research (quantity of sources), quality of writing, incorporation of marketing terms and concepts in the paper, and originality of your recommendation. See the rubric at the end of the syllabus for specific grading criteria;
- Submission- Only one member from a group submit the group paper (in its entirety) to the Canvas project submission folder. Your submission will be checked using UNICHECK (previously “Turnitin”). No project will be accepted for grading if the UNICHECK score is greater than 30%. It’s being said, your project will be ZERO if the UNICHECK score is greater than 30%.
- Submission deadline: 4/27.

**All works/exams must be completed on time. Late works will not be acceptable.**

**Students Rights and Responsibilities**

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: <http://www2.uttyler.edu/wellness/rightsresponsibilities.php>

**Tobacco Free Campus**

UT Tyler is a Tobacco-Free University:

- All forms of tobacco will not be permitted on the UT Tyler main campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the University community, including students, faculty, staff, University affiliates, contractors, and visitors.
- Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products.
- There are several cessation programs available to students looking to quit smoking, including

counseling, quitlines, and group support. For more information on cessation programs please visit <http://catalogs.uttyler.edu/en/UTTyler/HOP/Series-400-Business-Affairs/4-4-2-Tobacco-Free-Campus>

- If you would like to add more than the above information, or have any questions, feel free to contact Casey Heys by email at [cheys@uttyler.edu](mailto:cheys@uttyler.edu) or at extension 7391.

### **Campus Concealed Carry**

In accordance with Senate Bill 11, The University of Texas System Board of Regents has mandated that The University of Texas at Tyler's Concealed Handguns on Campus Policy will go into effect August 01, 2016. All information associated with this policy can be found in the Handbook of Operating Procedures (HOP). Please note the following:

"We respect the right and privacy of students who are duly licensed to carry concealed weapon in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed." More information is available at: <http://www.uttyler.edu/about/campus-carry/index.php>

### **Academic Integrity**

Academic integrity is of the utmost importance. Academic dishonesty will result in the receipt of an F for a final grade in this course. The assessments included in this course are designed to measure your grasp of the information which is examined throughout the course. Please refer to <http://www.uttyler.edu/catalog/10-12/1491.htm> to review the Academic Standards of Conduct.

### **Academic Dishonesty**

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.

### **Copyright Infringement**

Unauthorized distribution of copyrighted material may subject students to civil and criminal penalties under the Federal Copyright law, (See, <http://www.copyright.gov/title17/circ92.pdf>) Material subject to federal law includes, but is not limited to, printed materials, choreographic works, pantomimes, pictorial, graphic, or sculptural works, including the individual images of a motion picture or other audiovisual work. It also includes computer software, computer programs, musical works, sound recordings, and videos and other audiovisual work. It is also a violation of federal copyright law for any of the above to be electronically distributed through peer to peer sharing, Students found in violation of the Federal Copyright law may also be subject to student disciplinary proceedings as described above.

For more information on what constitutes copyright infringement and penalties see The UT System's copyright information website at <http://www.uttyler.edu/ohr/hop/documents/2.3.2IntellectualProperty.pdf>

### **Makeup Exams:**

Makeup exams will be given for documented excuses only, which are subject to the instructor's approval. Any request for a change resulting in an alternate time for an exam will need to be pre-approved prior to the exam in question. Make-up exams could be in an essay format and are considerably more difficult than the actual exam. The essay exam will be due at a time determined by the instructor and communicated to the student with the exam. Whenever possible every effort should be made to take the exam as scheduled.

### **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 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 Accommodation**

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 apply 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).

**Student Absence due to Religious Observance**

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

**Student Absence for University-Sponsored Events and Activities**

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

**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 Services.

**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 students prepare for lives of



personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both students 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 an 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.

## TECHNICAL INFORMATION

**Technical Support** If you experience technical problems or have a technical question about this course, you can obtain assistance by emailing [itsupport@patriots.uttyler.edu](mailto:itsupport@patriots.uttyler.edu)

When you email IT Support, be sure to include a complete description of your question or problem including:

- The title and number of the course
- The page in question
- If you get an error message, a description and message number
- What you were doing at the time you got the error message

## Plug-ins and Helper Applications

UT Tyler online courses use Java, JavaScript, browser plug-ins, helper application and cookies. It is essential that you have these elements installed and enabled in your web browser for optimal viewing of the content and functions of your online course.

- **Adobe Reader** allows you to view, save, and print Portable Document Format (PDF) files.  
<http://get.adobe.com/reader/>
- **Java Runtime Environment (JRE)** allows you to use interactive tools on the web.  
<http://www.java.com/en/download/>
- **Adobe Flash Player** allows you to view content created with Flash such as interactive web applications and animations. <http://get.adobe.com/flashplayer/>
- **QuickTime** allows users to play back audio and video files.  
<http://www.apple.com/quicktime/download/>
- **Windows Media Player** allows you to view, listen and download streaming video and audio  
<http://windows.microsoft.com/en-US/windows/products/windows-media-player>

## COURSE AND UNIVERSITY PROCEDURES/POLICIES

### Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

### Rubric for MARK 3311 Project

Criteria	1 (70%-80%)	2 (80%-90%)	3 (90%-100%)
<b>Comprehensiveness</b>	Significant portions of the paper are ignored or simply mentioned; Paper is more of an outline than a fully developed strategy.	Most elements are covered thoroughly; some are mentioned briefly	All elements are covered thoroughly and are well elaborated
<b>Research</b>	Meets the minimum requirements for number of sources; Source quality is insufficient (outdated, biased, lacking in expertise, or inappropriate for a college paper, such as Wikipedia).	Better than minimum number of sources; Most sources are recently published; a variety of viewpoints are represented (not merely taken from a corporate website or blog).	Exceeds expectations for quantity and quality of sources.
<b>Incorporates marketing terms and concepts</b>	Rarely or never enlightens with demonstrations of course concepts; Just “answers the question” without tying the answer back to marketing theory.	Applies course concepts and terminology correctly, where appropriate.	Applies marketing concepts with a balance of description and analysis; Examples are original and correctly applied.
<b>Writing style</b>	Many grammatical or spelling errors in the paper. Distinct differences exist between sections written by different students. Research sources are not cited or are incorrectly cited.	Generally well-written and edited so that the document “speaks with one voice”; few errors in spelling or grammar. Most research sources are cited correctly.	Extremely well-written and edited. Team projects are written in one voice. Uses APA or MLA style correctly. Grammar and spelling are correct. All research sources are cited correctly.