

Dillard College of Business Administration

MKTG Metrics 3953

CONTACT INFORMATION

Instructor: Dr. Thuy D. Nguyen

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Office: DB 278

Office Hrs: TR 10:00-11:00 AM, 12:30-1:30 PM

Classroom Streaming and Virtual Office: [Zoom office: https://msutexas-edu.zoom.us/j/6172858399](https://msutexas-edu.zoom.us/j/6172858399)

Tutor Zoom Office: <https://msutexas-edu.zoom.us/j/97760953335>

Tutor email: anil.khanal@msutexas.edu

Tutor Office Hours: M 11 AM- 1 PM; T 8 AM- 10:30 AM; W 1:30 PM - 5:00 PM

REQUIRED MATERIALS

1. Textbook: Ganesh, Gopala, *An Introduction to Marketing Metrics*, Fountainhead Press at MSU bookstore OR online at [Book https://www.vitalsource.com/products/an-introduction-to-marketing-metrics-2020-2021-gopala-ganesh-v9781644852781?term=ganesh+marketing+metrics](https://www.vitalsource.com/products/an-introduction-to-marketing-metrics-2020-2021-gopala-ganesh-v9781644852781?term=ganesh+marketing+metrics).
2. [Management by the numbers Http://www.Management-by-the-Numbers.com](http://www.Management-by-the-Numbers.com). A subscription is provided to all Marketing Metrics students by the Dillard College of Business Administration. Purchase access to a specific set of 19 MBTN parts for about \$25.00. MBTN will contact you at your MSU Texas email address to activate your login credentials.
**If you do not pass the certificates by the course deadline, MBTN allows you to try again until end of the semester. However, your grade remains unchanged once the semester ends. These certificates are your differentiators. Please update on your resumes once you complete them.*
3. Notepad, calculator, flash drive, and computer. (Note: we shall be using Excel for all assignments. If you are a MAC user, please access and use Excel for PC in the Lab)
4. **Webcam, cellphone, computer**
5. **MSU Texas Respondus Lockdown Browser, downloadable using this link [RLB https://msutexas.edu/distance/lockdown-browser.php](https://msutexas.edu/distance/lockdown-browser.php)**

Table 1: Important Assignment Guidelines

Topics	Youtube link
Course Syllabus	Metrics syllabus https://youtu.be/P50Bjrj_XSY
MBTN Practices	MBTN practices https://youtu.be/zT_TZWrnIq4
MBTN Certificates	MBTN certificates https://youtu.be/l88nmeIYLMU
Challenging Case 1	Challenging case 1 https://youtu.be/bZ4_ZyOzLI4

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Topics	Youtube link
Challenging Case 2	Challenging case 2 https://youtu.be/QR7YtYOPHKs
Challenging Case 3	Challenging case 3 https://youtu.be/2CZnNm-Xnik

Table 2: MMGG Textbook Cases Lectures

**(H): by hand*

**(E): by excel*

MMGG Textbook Cases	Youtube link
Module 1: Percentages and Weighted Average	
Swaaguth Hotel (H)	Swaaguth hotel https://youtu.be/TxY_pKLUqFI
Module 2: Balance Sheet and Income Statement	Read your book
Module 3: Channel Markups	Channel markups module https://youtu.be/h0z6mZ7tvVY
Lone Star Lamp Company (H)	Lone star lamp H https://youtu.be/1p8-BFAn4Gs
Krispy Kreme Company (H)	Krispy Kreme H https://youtu.be/vQazp_yghZA
Western Boot Company # 1 (H)	Western Boot 1 H https://youtu.be/W7BoeWguSnM
Baby Magic Inc. (H)	Baby Magic H https://youtu.be/ESS3lOj38YM
Module 4: Breakeven Analysis	Breakeven module https://youtu.be/-HGswgB_MbQ
Best Pizza in Town (H)	Best pizza in town H https://youtu.be/qyNhcDtkSTA
Texas Bearing Co (H)	Texas Bearing H https://youtu.be/8yZg8M8hbMM
Galaxy Music Inc (H)	Galaxy Music H https://youtu.be/G0H-US9Bxrg
Metro Manufacturing Co (H)	Metro Mfg H https://youtu.be/ciYSXeH6nZo

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MMGG Textbook Cases	Youtube link
Athens Nurseries (H)	Athens Nurseries H https://youtu.be/BrXZd_ReOHA
Hannibal Appliance Co (H)	Hannibal Appliance H https://youtu.be/Q5zXGeIz_2A
Creating an Excel Worksheet	
Busan Computer Products Inc. (H)	Busan Computer H https://youtu.be/L3UZzO6O5oM
Busan Computer Products Inc. (E)	Busan Computer E https://youtu.be/1L9PfJLYR_w
Busan Computer Products Inc. – How to print excel worksheet to turn in	Busan Computer Printing Excel Worksheet https://youtu.be/uPP4GBAT81M
Busan Computer Products Inc. BEP graph	Busan Computer BEP graph https://youtu.be/3JZV7J5RNf8
Creating PPT presentation , using Busan Computer Products Inc. data	_Creating PPT presentation https://youtu.be/iYkicP1INj8
Module 9: Net Present Value	NPV module https://youtu.be/74SpJl-KgGI
Samraat Maurya Corporation (E)	Samraat Maurya E https://youtu.be/a9YU3Rqe Js
Module 7: Pricing Decisions	Pricing module https://youtu.be/7TqY0MuTQbA
Target pricing LSLC (H)	Target pricing LSLC H https://youtu.be/mBcXqGcUKsU
Target pricing Printo Printers (H)	Target pricing printo printers H https://youtu.be/PF-qRP9Eka4
Price elasticity (H)	Price elasticity H https://youtu.be/ZS9aVymDpzM
Shaaka for Life (E)	Shaaka for life E https://youtu.be/QHgMBg54RVM

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MMGG Textbook Cases	Youtube link
Module 8: Place / Distribution Decisions	Place module https://youtu.be/c75fS-MIY5w
Secure Craft Inc. (H)	Secure craft H https://youtu.be/WZ0fLtZOPxg
Backyard Bonanza Inc. (H)	Backyard bonanza H https://youtu.be/C7i5O8QcwoM
Module 6: Promotion Decisions	Promotion module https://youtu.be/cbwjHXMf8CM
Wichita Super Bag Company	Wichita super bag H https://youtu.be/tboJ9oYGRuo
Boulder Electronics Company	Work on your own
Pegasus Pegasus addendum	Pegasus https://youtu.be/bvRgDfxnmjM Pegasus addendum https://youtu.be/Kl-jLPoVXbs
SmileBrite Inc.	Smilebrite H https://youtu.be/nx5RLEabX-I
Texas Grills Inc.	Texas grills H https://youtu.be/bM2p2e993gs
Lafayette Valves	Lafayette valves H https://youtu.be/AXg32Tu6VvI
Finn Fones Inc.	Finn Fones H https://youtu.be/bAfwWvGHp2o
Promotion Cannibalization at Baja Foods Inc.	Baja foods cannibalization H https://youtu.be/L6UybK7s59I
Dijon Consumer Products Incorporated	Youtube link https://youtu.be/aouvsNa0Jec
Promotion Cannibalization at Swaaguth Inc.	Swaaguth cannibalization H https://youtu.be/4LRYdryDIX4
Module 5 Product Decisions	Product module https://youtu.be/tdwV9YSHrFA
New Product Decision at Denton Delectable Delicacies	Denton delectable delicacies H https://youtu.be/pK33tIj1RvI
Lone Star Publishing Company	Work on your own

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MMGG Textbook Cases	Youtube link
New Product Decision at Fresno Treats Inc.	Youtube link https://youtu.be/e7EdVDGBAkg
New Product Decision at Wipra	Youtube link https://youtu.be/qpweAX560o4
Product Cannibalization at Great Lakes Inc.	Youtube link https://youtu.be/LttAnGMVfqg
Product Cannibalization at Hannibal Co.	Youtube link https://youtu.be/k50_kePJy5w
Cannibalization: Smarter Appliances Inc.	Youtube link https://youtu.be/JXBh0Z6V-2o
Product Cannibalization at Corinth Canning Company	Youtube link https://youtu.be/AsCUobUxSso
Product Cannibalization at Arnol-D Corp	Youtube link https://youtu.be/_nWwFgfQpvg
Product Cannibalization at Aztec Pharma	Youtube link https://youtu.be/BHJffA8OebY

Table 3: Tentative Schedule

#	Date	Metrics	MMGG module	MBTN modules exercises and certificates
1	8.24	Percentages and Weighted Average Self study	1	Advertising metrics
2	8.26	Percentages and Weighted Average Prof Stingy and Markup https://youtu.be/W6trwRPMZI4	1	Advertising metrics
3	8.31	Balance Sheet and Income Statement Self study	2	Advertising metrics
4	9.2	Channel Markups	3	Advertising metrics
5	9.7	Channel Markups Western Boot 1 & 2 and Tejas Publishing https://youtu.be/yVRn-7mpzi4	3	Advertising metrics
6	9.9	Channel Markups	3	Web metrics

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#	Date	Metrics	MMGG module	MBTN modules exercises and certificates
		Tejas publishing and Western Boot 2 https://youtu.be/v6hqduKuRc4		
7	9.10	9.10 @ 11:30 pm – 9.12 @ 11:30 pm Module 1 & 2	Quiz 1 @ D2L	
8	9.14	Channel Markups	3	Web metrics
9	9.16	Contribution Analysis and the Breakeven Point Texas Bearing Co https://youtu.be/_548ehBnzTk	4	Web metrics
10	9.21	Contribution Analysis and the Breakeven Point	4	Web metrics
11	9.23	Contribution Analysis and the Breakeven Point	4	
12	9.28	Constructing an Excel worksheet Format and Print Excel files https://youtu.be/hgkvfc4dU7o <i>Each attempt must be 7 days apart. You can certainly start your attempts prior to this day.</i> <i>You must score 100% on MBTN modules in order to take the certificate. The test is located at the end of the module list. If you do not score 100% on all modules, you will not be able to take the certificate</i> Advertising and Web metrics tutoring https://youtu.be/MoCE3gYDxTw		<i>Advertising and Web metrics (AM) certificate attempt 1</i>
13	9.30	Constructing a PowerPoint presentation		
14	10.5	Net Present Value Net Present Value https://youtu.be/dDrCgao5c_I Project AB https://youtu.be/fAJUe5ZQ7HA	9	<i>AM attempt 2</i>

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#	Date	Metrics	MMGG module	MBTN modules exercises and certificates
		Challenging case 1 due @ 11:30 PM on D2L		
15	10.7	Net Present Value	9	
16	10.12	Price Decisions	7	<i>AM attempt 3</i>
17	10.14	Price Decisions	7	
18	10.19	Place Decisions Secure craft 1 (H) https://youtu.be/jlQu2kxmdDE	8	<i>AM attempt 4</i>
19	10.21	Place Decisions	8	
20	10.26	Challenging case 2 due @ 11:30 PM on D2L Promotion Decisions Promotion decision discussion https://youtu.be/1LCS8EHuOgs Finn Fone (H) https://youtu.be/7EBEsXDQ3AE	6	<i>AM certificate due @ 11:30 pm on D2L</i>
21	10.29	10.29 @ 11:30 pm – 10.31 @ 11:30 pm Module 3 & 4	Quiz 2 @ D2L	
22	10.28	Promotion Decisions SmileBrite (H) https://youtu.be/6PK1f-LTMfE	6	
23	11.2	Promotion Decisions Baja Foods (H) https://youtu.be/QoBNqIZGHxk	6	
24	11.4	Product Decisions Wipra (H) https://youtu.be/slTeMOnrb8M	5	
25	11.9	Product Decisions Denton Delectable (H) https://youtu.be/9pCTx-lxp8E	5	

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#	Date	Metrics	MMGG module	MBTN modules exercises and certificates
26	11.11	Product Decisions Great Lakes (H) https://youtu.be/xigen6jyRcY Hannibal (H) https://youtu.be/CN5GBJWRQQ4	5	
27	11.16	Challenging case 3 due @ 11:30 PM on D2L		
28		11.19 @ 11:30 pm - 11.21 @ 11:30 pm Module 7 – 11	Quiz 3 @ D2L	
29	11.29	Catch up and Review		<i>Profit Impact certificate extra credit due @ 11:30 pm on D2L</i>
30	12.4	12.3 @ 11:30 pm – 12.5 @ 11:30 pm Comprehensive Module 1 - 11	Exam @ D2L	

***PIM: Profit Impact Metrics Certificate**

YOU ARE ONLY REQUIRED TO COMPLETE AM CERTIFICATE. ALL OTHER CERTIFICATES ARE EXTRA CREDITS.

COURSE DESCRIPTION

Students are taught to understand and appreciate the money implications and impact of marketing decisions. The teaching method is “intensively hands-on” and makes use of mini-cases, problems, and exercises in the context of market opportunity analysis, market segmentation, and planning and implementing a marketing mix.

This course aims to provide a basic, managerially relevant understanding of various marketing metrics, which are measures of past or planned performance and serve as benchmarks to guide managerial decision making in a marketing context.

1. Describe the metrics for marketing decision making
2. Recognize the data requirements for each marketing metric.
3. Compute each marketing metric correctly.
4. Interpret each marketing metric in managerial contexts
5. Explain how the metric, as interpreted, would inform and influence marketing decisions.
6. Construct worksheets to calculate various marketing metrics.

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7. Construct charts to present the calculated marketing metrics.

LEARNING GOALS

The fundamental goal of this class is to understand the relationship between marketing decisions and their financial implications and/or consequences.

1. Understand how to solve marketing problems in the context of market opportunity analysis, market segmentation, and planning and implementing a marketing mix.
2. Learn analytical methods that you will be (a) asked to use senior level marketing classes, and (b) expected to know in your marketing career.
3. Use simple mathematical techniques: +, -, *, /, %, some ^ and working with index numbers. However, there will be lots of hands-on and very intensive analysis.
4. Learn how to use Excel and Power Points.
5. Learn to pay *meticulous* attention to detail in all the assignments
6. Appreciate marketing problems surrounding the four Ps.

CLASS POLICY AND CONDUCT

Professionalism

The faculty, staff, and students of the Dillard College of Business Administration are committed to being a “professional” in our words, conduct, and actions. The qualities of a professional include:

- A commitment to the development of specialized knowledge
- Competency in analytical, oral and written communication skills
- Self-discipline
- Reliability
- Honesty and integrity
- Trustworthiness
- Timeliness
- Accountability for words and actions
- Respect for others and other cultures
- Politeness and good manners
- A professional image (professionals look professional)
- An awareness of their environment and adaptability to different settings
- Confidence without arrogance
- A commitment to giving back to your community

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Academic Integrity

With regard to academic honesty students are referred to the “Student Honor Creed” in the current Midwestern State University Undergraduate Catalog. Academic dishonesty (cheating, collusion, and plagiarism) is taken seriously and will be investigated. The minimum penalty is an "F" in this course and referral to the Dean of Students for disciplinary action, which may result in expulsion from the University.

Submitting Assignments

All assignments are to be submitted in PDF format and SHALL NOT be accepted in any other way. For every 24 hours of late submission, 25% of earned grade for that assignment will be deducted. Please maintain an electronic copy of all assignments “as submitted”, showing the actual date and time of completion. I shall ask for *both* a hard copy and a disk copy when necessary.

Non-submission of Quizzes/Assignments/Extra credit

If you do not complete all the required quizzes/examinations/assignments, and extra credit opportunities, you will be denied all doles, curves, etc.

Communication

I believe that frequent and open communication between the professor and students enhances the quality of learning. I urge you to use the university e-mail (outlook) to let me know your concerns or queries. I do not discuss grades during the last two weeks of the semester. At that late stage I cannot do anything to help you. This course offers sufficient opportunity to make good grades without having to resort to extra credit.

Grade Appeals

Any student who believes a grade has been inequitably awarded should first contact the instructor who awarded the grade to discuss the issue and attempt to resolve the differences. A student has 30 days following the first day of the succeeding semester to file a written appeal with the dean of the instructor’s college in which the course was taught. Refer to the Undergraduate Catalogue for further details. **See the *MSU Student Handbook for University policy on grade appeal.***

Grade Changes

No grade except “I” may be removed from a student’s record once properly recorded. Changes are not permitted after grades have been filed except to correct *documented clerical errors*. Requests for error correction must be initiated immediately after the close of the semester for which the grade was recorded.

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Awarding and Removal of I

I - incomplete; a non-punitive grade given only during the last one fourth of a semester and only if a student (1) is passing the course; (2) has reason beyond the control of the student why the work cannot be completed on schedule; and (3) arranges with the instructor to finish the course at a later date by completing specific requirements that the instructor must list on the grade sheet. **A student may remove a grade of I within 30 days by completing the stipulated work.**

Final Grades

The instructor posts final grades in *Desire2Learn*. Do not call or stop by the office to ask for grades.

General policies

Exam dates are firm. The student is responsible to have all materials prepared on time. Please feel free to contact the instructor as needed. I want to see everyone do well in this course, but a big part of success depends on the student. I view everyone as an "A" student until proven otherwise. I expect on-time attendance, preparation, participation, and professional effort. Students who have a good attitude and strive to meet these expectations will find me very supportive - I will do whatever I can to help students succeed in this course and beyond.

Campus Carry: Senate Bill 11 passed by the 84th Texas Legislature allows licensed handgun holders to carry concealed handguns on campus, effective August 1, 2016. Areas excluded from concealed carry are appropriately marked, in accordance with state law. For more information regarding campus carry, please refer to the University's webpage at this link:

<http://mwsu.edu/campus-carry/rules-policies>.

Americans with Disabilities Act

Midwestern State University is committed to providing equal access for qualified students with disabilities to all university courses and programs, and by law all students with disabilities are guaranteed a learning environment that provides reasonable accommodation of their disability. This guarantee is provided through Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. The ADA reads: "No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subject to discrimination by any such entity." The Director of Disability Support Services serves as the ADA Coordinator and may be contacted at (940) 397-4140, TDD (940) 397-4515, or 3410 Taft Blvd., Clark Student Center 168.

IMPORTANT ADMINISTRATIVE DATES

It is the student's responsibility to keep track of administrative dates and initiate the required paperwork for drops etc. If you withdraw from the class, it is your responsibility to remove your

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name from the class rolls. If your name is not removed then you may receive an 'F' for the course at the end of the semester.

GRADING

Your overall semester grade will include evaluations of your performance in the examinations, class participation, and HW assignments.

Table 4: Class Components

Category	Maximum point	Instructions
Challenging Case 1	50 due @ D2L	https://youtu.be/bZ4_ZyOzLI4
Challenging Case 2	100 due @ D2L	https://youtu.be/QR7YtYOPHKs
Challenging Case 3	100 due @ D2L	https://youtu.be/2CZnNm-Xnik
Quiz 1 (25 questions)	50 due @ D2L	Multiple choice
Quiz 2 (25 questions)	100 due @ D2L	Multiple choice
Quiz 3 (25 questions)	100 due @ D2L	Multiple choice
MBTN – Advertising and Web Metrics Certificate	100 due @ D2L (if not passed, your grade is based on % of accuracy you complete.)	https://youtu.be/188nmeIYLMU
Final Exam (50 questions)	400 due @ D2L	
TOTAL	1000	
<i>Extra credit:</i>	50 points for each certificate (or 0 if not passed) due @ D2L. <i>You must score 100% on MBTN modules in order to take the certificate. The test is located at the end of the module list. If you do not score 100% on all modules, you will not be able to take the certificate.</i>	

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Table 5: Grade System

Percentage	Letter grade
90% +	A
80-89%	B
70-79%	C
60-69%	D
<60%	F

Please remember that grades are *earned* not negotiated and you should consistently perform well for a good grade in class. If you are having difficulties with the class come see me early on. There is not much I can do to help you improve your grade if you wait until the end of the semester.

****In order to help students keep track of their progress toward course objectives, the instructor for this class will provide a Midterm Progress Report through each student's WebWorld account. [specify here whether midterm progress for ALL or just at-risk students will be reported]. Midterm grades will not be reported on the students' transcript; nor will they be calculated in the cumulative GPA. They simply give students an idea of where they stand at the midpoint of the semester. Students earning below a C at the midway point should [provide instructions here: schedule a meeting with the professor? Seek out tutoring? Both?]

MBTN Certificate

If you do not pass the certificate, your grade is based on the percentage of accuracy.

Challenging case 1, 2, & 3

You will be asked to create and solve a marketing problem as well as produce a power point presentation from scratch.

Quizzes

Quizzes consist of 25 multiple choice questions and open notes. All three quizzes will be based on MMGG book material and class discussions.

LATE SUBMISSION

Every 24-hour delay beyond the assigned due date and time will result in a deduction of 25% in the grade for that submission only. Every 1-hour delay will result in a deduction of 5 points.

You can submit assignments through D2L or in my office. If you choose to submit through D2L, your turn-in pages MUST BE in the order described in the assignment AND in pdf. format. Failure to do so will result in grade deductions as indicated in the assignment.