Graduate Seminar in Marketing 6553









CONTACT INFORMATION

Instructor: Dr. Thuy D. Nguyen

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https://msutexas-edu.zoom.us/j/6172858399

REQUIRED MATERIALS

1. Kotler & Keller (2012), Marketing Management, 15th Edition, Pearson-Prentice Hall. **Moffett Library has two copies for borrowing.**

- 2. Harvard Business Cases. Links to purchase these cases are under the Harvard assignment section.
- 3. Supplemental Materials: will be provided by me
- 4. Webcam, computer, cellphone, internet
- 5. Access to Flipgrid.com

COURSE DESCRIPTION

The purpose of this course is to provide an overview of marketing management with special emphasis on the marketing mix, target marketing, and marketing strategy. The course is fundamentally a case course. Cases are selected to highlight important marketing concepts and provide students with experience grappling with decisions commonly encountered by practicing marketing managers.

GENERAL LEARNING GOALS

All DCOBA graduate students should:

- 1. Exhibit the characteristics of leadership.
- 2. Conduct themselves professionally in global environments.
- 3. Produce creative responses to business situations.
- 4. Integrate knowledge across business disciplines.
- 5. Communicate at a professional level.

LEARNING OBJECTIVES

After completing this course, students should:

- 1. To understand Marketing as a business philosophy that maintains that the best way to reach company objectives is by satisfying consumer needs.
- 2. To understand the importance of studying marketing management to make marketing decisions.

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- 3. To learn the basic concepts of Marketing Management.
- 4. To relate theoretical concepts to real-life marketing practices.
- 5. To define marketing strategies and make decisions.

CLASS POLICY AND CONDUCT

Professionalism

The faculty, staff, and students of the Dillard College of Business Administration are committed to be 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

Academic Integrity

Concerning 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

For every 24 hours of late submission, 25% of the 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.

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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.

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 a 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

I will post final grades in D2L. Do not call or stop by the office to ask for your grades.

General policies

Exam dates are firm. The student is responsible for having 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 the success depends on the student. I view everyone as an "A" student until proven otherwise. I expect ontime 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.

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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 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 1: Class Components

Category	Maximum	Assignment Notes and Guidelines
	point	Check the course calendar for specific due dates
		and times.
10 Quizzes @ 15 points	150	Quizzes are due weekly and during the weekend from 11:30 Friday night to 11:30 Sunday night. There is a total of 11 quizzes. The lowest quiz is dropped. No make-up quizzes. Each quiz is 15 multiple choice questions with an allotted time of 20 minutes.
		Check the course calendar for specific due dates and times.
Personal Marketing Strategy ~ Resume	70	Resume instruction https://youtu.be/Xl0rIJ-NT6c Work with the Career Management Center (CMC) contact Stephanie.sullivan@msutexas.edu CMC rubric = 50 points My final review = 20 points
Personal Marketing Strategy ~ Elevator pitch	30	Elevator pitch instruction https://youtu.be/2aub3ooCLzQ 60-second elevator pitch with audio and video recorded and posted on Flipgrid.

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Category	Maximum	Assignment Notes and Guidelines
	point	Check the course calendar for specific due dates
		and times.
3 Harvard Case Analyses	300	Harvard cases instructions https://youtu.be/QO3bxrChfs4
and Discussions @ 100 points		Doct your discussions have https://flingwid.com/820715.ed
points		Post your discussions here https://flipgrid.com/829715cd
Team Marketing Plan:	100	Team marketing plan https://youtu.be/U-Iq4Aue2wM
Part 1		
Team Marketing Plan:	100	Team marketing plan https://youtu.be/U-Iq4Aue2wM
Part 2		
Team Marketing Plan:	100	Team marketing plan https://youtu.be/U-Iq4Aue2wM
Part 3		
Extra credit	5	Say hello on Flipgrid https://flipgrid.com/829715cd
Extra credit	15	LinkedIn Learning Marketing Tools SEO
		https://www.linkedin.com/learning/marketing-tools-seo-
		2/using-google-web-dev 1h 37m
Extra credit	25	Linadly Lagraina Casala Analytics
Extra credit	23	LinedIn Learning Google Analytics https://www.linkedin.com/learning/google-analytics-
		essential-training-5/understanding-your-digital-customers-
		with-google-analytics 2h 36m
		with google unaryties 211 Juli
TOTAL	850-895	

Table 2: Grade System

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

Please remember that grades are *earned* not negotiated, and you should consistently perform well for a good grade in the 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.

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****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 Web World account. Only at-risks students' grades are reported at midterm. 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 schedule a meeting with the professor to discuss the performance improvement plan.

CLASS COMPONENTS

Quizzes

- Quizzes are opened book and opened notes
- There are 11 quizzes in total. These quizzes are designed for you to check your comprehension of the lessons. There are **no make-up** quizzes. The lowest quiz is dropped.
- You will get a total of **20 minutes** to answer 15 multiple-choice questions. You will only have one chance to answer these questions. This is because you are being *tested* on the material. You will not get to see the correct answers (to restrict plagiarism).

Harvard Cases Analyses and Discussions

Harvard cases instruction https://youtu.be/QO3bxrChfs4

Objectives:

The purpose of this assignment is for you to develop your critical thinking, problem-solving, and communication skills while learning from your classmates' perspectives, thought processes, and ideas.

The cases are designed for students to apply the concepts learned from the class to real-world scenarios. One of the primary challenges in this course is to not only effectively *analyze* a case, but efficiently and clearly *communicate* the analysis and recommendations.

Go to https://info.flipgrid.com/ use code 829715cd to sign in the class with your Microsoft or Google mail.

Grading Rules:

- 1. You must perform on all three roles to earn a maximum of 150 points.
- 2. Failure to perform any of the roles will result in zero points for this component of the class. If you have received 100 points for the first two roles, but failed to complete the third role, your final grade will be 0/150 points.
- 3. Each role is awarded a maximum of 50 points. Although the workload for each role has different weights, your grade is equally divided in all three roles.

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- 4. Grades earned for the analyzer, critiquer, and evaluator are independent of each other. For example, I do not use the critiquer's critique and evaluator's evaluation of the analyzer to grade the analyzer.
- 5. The grading rubric is the same for each role.

Harvard Cases: Cases https://store.hbr.org/ to buy any cases using "search box" function.

Case 1: Customer Management at Magellan Savings Bank of Philippines:

Product #: W20289-PDF-ENG

Case 2: Promoting Land and Nature Jerky: Product #: 920563-PDF-ENG

Case 3: Measuring ROI on Sponsored Search Ads: Product #: CU181-PDF-ENG

Team Marketing Plan (*Chapter 2)*

Team Marketing Plan https://youtu.be/U-Iq4Aue2wM

(i) (ii) (iii) (ii

Objectives:

This *three-project team assignment* aims to encourage you to create a marketing plan for a brand. This brand can be existing in the marketplace or a business venture generated by you. If you choose an existing brand, I suggest that you either choose a brand from a company that you are currently working for or aspire to work for after your MBA completion.

Overall Instructions:

Submission: Submit one typed report via the Dropbox on D2L per group. You need to write complete sentences with clear headings as indicated in the project outlines.

Project 1: Section A, B, C, D of the Marketing Plan

Project 2: Section E, F, G of the Marketing Plan

Project 3: Section H, I, J, K, L of the Marketing Plan: COMBINE project parts one, two, and three in one submission.

Format: double-spaced, 1-inch margin, 12 fonts, with page numbers. Be sure to include a cover page (with your product/brand name, team member names, course name, my name, current semester) and a table of content.

Be sure to use in-text citations and provide references for each project.

Goals of Projects: the three projects are designed to help you to create a comprehensive marketing plan for your chosen brand.

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Your challenge is to drive awareness of your brand against a primary *new target market*, assuming there will be some spillover between different target markets. You will educate these consumers, driving search and purchase intent for your brand. While you are not tasked with developing sales objectives, the goal is that favorable awareness will lead to brand searching, checking, and purchasing of *your brand*.

Your marketing strategy (based on research) should determine how *your brand* can be reached and be relevant to your target market demographic. What benefits/messaging will persuade them to want to buy *your brand* and to sustain these behaviors as they journey through their lives.

Specifically, you will develop an integrated marketing communications plan that will encourage awareness for *your brand* among *your new target market*. By the end of year 3, at the minimum, the following two objectives will be met:

- 1. 30% unaided awareness of your brand as a preferred brand
- 2. 40% increase in brand searching and checking for your brand; or in other words, 2 in 5 of your target market check for your brands when purchasing, (up from 1 in 5)
- 3. Add any other objectives that make sense to your brand

Your marketing annual budget is approximately 5-15% of your gross revenues. Your three-year marketing plan should cover a 12-month period beginning January 2021 through December 2021. Year one should be considered the launch year. Provide an additional two years of awareness and brand searching projections assuming a continuation of your strategy, including how your campaign will be modified for years 2 and 3.

Please note that *your brand* wants to make authentic and meaningful connections with consumers but must be mindful of creative tone (PG-13 - no profanity, nudity, violence, etc.), and media publisher/influencers and content alignment due to federal oversight (avoid politics, social issues/causes, sensitive topics, etc.)

Resume

Resume instruction https://youtu.be/Xl0rIJ-NT6c

The Resume Project requires you to develop a resume to addresses the anticipated needs of a prospective employer. To complete the resume, you will develop career goals and inventory your job skills. This exercise will help you evaluate yourself as a marketable product for a job or internship application.

Instructions

You are required to do the following:

1. Submit a copy of your aspired job description / responsibility. You can find the job description on any career website, indeed.com or linkedin.com

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- 2. Schedule with Career Center Management to improve your resume according to your aspired job description at stephanie.sullivan@msutexas.edu
- 3. Create a LinkedIn account and include the link in your resume prior to resume submission.
- 4. Connect with all your classmates in LinkedIn.
- 5. Submit your final resume and job description/responsibility on D2L by due date (see class calendar).

As part of the project, your resume will be reviewed by an MSU Career Center counselors. A member of the Career Center will be evaluating your resume. You must work with Career Center Management until your resume achieves a grade of 50 points / 60 points. The due date is listed on the class schedule.

Elevator Pitch Elevator pitch instruction https://youtu.be/2aub3ooCLzQ

The elevator pitch is an **intriguing invitation to have further conversation**. The elevator pitch is designed to help you "think on your feet" to sell yourself in your career.

An "elevator pitch"—so called because you should be able to give it within the course of an elevator ride—serves as your introduction. You may have a 15 second version to use at a party, a 30 second version for someone you sit next to at an alumni dinner, or a full minute to kick off an informational interview at networking events. The questions below are designed to help you craft your pitch.

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.

Works submitted for this class must be, in fact, done in this class. Repackaging older assignments without complete disclosure will be considered plagiarism and treated as such.

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CLASS CALENDAR: TENTATIVE SCHEDULE

#	Date	Topic	Lesson	Project	Quiz
1	1.11	Understanding Marketing Management Defining Marketing for the New Realities	Chp. 1	Go to https://info.flipgrid.com/ > use code 829715cd to sign in the class with your Microsoft or Google mail. The hello instruction video is a "standard" video. It used the Consumer Behavior class as an example. The actual link for the class is listed above. Download Harvard cases https://store.hbr.org/ using the search box function.	1 due @11:30 pm on 1.16. All quizzes are closed book and closed notes.
2	1.13	Understanding Marketing Management – Knowing Your Company and Brand Developing Marketing Strategies and Plans	Chp. 2	Team contract due @ 11:30 pm on D2L Reach out to Stephanie.sullivan@msute xas.edu to work on your resume. MKTG plan: A, B	
3	1.18	Understanding Marketing Management – Knowing Your Company and Brand Case 1: Chateau Margaux: Launching the third wine	Chp. 2	MKTG plan: C Situation analysis https://youtu.be/U83Hb0fJ CmA Mandatory meeting with Dr. Nguyen to answer any questions you have,	2 due @11:30 pm on 1.23









#	Date	Topic	Lesson	Project	Quiz
		•		according to this	
		Developing Marketing		schedule.	
		Strategies and Plans			
				Time Team	
				9:45 am 1	
				10:00 am 2 10:15 am 3	
				10:13 am 3	
				10:45 am 5	
4	1.20	Understanding the Market	Chp. 3	MKTG plan: C	3 due @11:30 pm on 1.30
		Collecting Information and Forecasting Demand			
5	1.25	Understanding the	Chp. 12	MKTG plan: C	
		Competitive Landscape			
		Harvard case: Sandlands Vineyards			
		Addressing competition and driving growth			
6	1.27	Understanding the	Chp. 12	MKTG plan: C	4 due
		Competitive Landscape			@11:30 pm
		Add and a second state of			on 1.30
		Addressing competition and driving growth			
7	2.1	Knowing the	Chp. 4	Case 1 analyzer due @	
'		Consumers – Primary	I	11:30 pm on Flipgrid.	
		Research		MKTG plan: D	
				Primary research	
		Conducting Marketing		https://youtu.be/XIcr2594	
		Research		<u>1T8</u>	
				Designing Questionnaire	
				and Coding in Excel	
<u> </u>			l	and Coung in Excer	









#	Date	Topic	Lesson	Project	Quiz
				https://youtu.be/0tDtibn2x	
				<u>mw</u>	
8	2.3	Knowing the	Chp. 4	Case 1 critiquer due @	5 due
		Consumers – Primary		11:30 pm on Flipgrid	@11:30 pm
		Research		MKTG plan: D	on 2.6
		Conducting Marketing			
		Research			
9	2.8	Knowing the	Supple	Case 1 evaluator due @	
		Consumers – Primary	ment	11:30 pm on Flipgrid.	
		Research		MKTG plan: D	
		Conducting Marketing		Questionnaire due @ 11:30 pm on D2L	
		Research		11.30 pm on D2L	
10	2.10	Knowing the	Supple	MKTG plan: D	
		Consumers – Primary Research	ment		
		Conducting Marketing			
	2.1.5	Research	G1 6	157770	
11	2.15	Knowing the Consumers – Consumer	Chp. 6	MKTG plan: E	6
		Behaviors		Last day to vote out non- performing team	
		Denaviors		members for Project 1	
		Case 2: Promoting land		· ·	
		and nature jerky		Survey results entered in	
		Making stick Stick: The		Excel and upload due @	
		Making stick Stick: The Business of Behavioral		11:30 pm on D2L	
		Economics			
		An alumina Construction			
		Analyzing Consumer Markets			
		WINITELS			









#	Date	Topic	Lesson	Project	Quiz
12	2.17	Knowing the Consumers – Consumer Behaviors Analyzing Consumer Markets	Chp. 6	Project 1 (A, B, C, D) due @ 11:30 pm on D2L MKTG plan: E	due @11:30 pm on 2.20
13	2.22	Knowing the Consumers – Consumer Behaviors Analyzing Consumer Markets	Supple ment	Case 2 analyzer due @ 11:30 pm on Flipgrid. MKTG plan: E Target market https://youtu.be/NsfimlyHc q8	
14	2.24	Creating Values – Segmentation Identifying Market Segments and Targets	Chp. 9	Case 2 critiquer due @ 11:30 pm on Flipgrid. MKTG plan: E	7
15	3.1	Creating Values – Segmentation Identifying Market Segments and Targets	Chp. 9	Case 2 evaluator due @ 11:30 pm on Flipgrid. MKTG plan: E	7 due @11:30 pm on 2.27
16	3.3			Catch up with the MKTG plan	
17	3.8	Conquering the Consumer's Mind Crafting the Brand Positioning	Chp. 10	MKTG plan: F Current position https://youtu.be/t8di3sW4Z w	8
18	3.10	Conquering the Consumer's Mind Crafting the Brand Positioning	Chp. 10	MKTG plan: G Marketing strategy https://youtu.be/_zGoD19B XGA	due @11:30 pm on 3.13









#	Date	Topic	Lesson	Project	Quiz
				Last day to vote out non- performing team members for Project 2	
19	3.22	Creating Tangibility – Product Harvard case: Protean Electric Setting Product Strategy	Chp. 13	Project 2 (E, F, G) due @ 11:30 pm on D2L	9
20	3.24	Creating Tangibility – Price Developing Pricing Strategies and Programs [LinkedIn Learning provides a one-month free subscription. Please plan your schedule accordingly to learn these for lessons for free!]	Chp. 16	MKTG plan: H Marketing tactics https://youtu.be/R5s1BhbH 6Zk https://www.linkedin.com/ learning/google-ads- essential-training/the- power-of-google-ads https://www.linkedin.com/ learning/marketing-tools- seo-2/using-google-web- dev https://www.linkedin.com/ learning/google-analytics- essential-training- 5/understanding-your- digital-customers-with- google-analytics https://www.linkedin.com/ learning/advanced-google- analytics-4/gain-a-better- understanding-of-your- data	Extra credits due @ 11:30 pm on D2l
21	3.29	Creating Tangibility – Place Case 3: Measuring ROI on sponsored search ads	Chp. 17	MKTG plan: H	9 due @11:30 pm on 3.27









#	Date	Topic	Lesson	Project	Quiz
		Designing and Managing Integrated Marketing Channels			
22	3.31	Communicating to the Consumers – Promotion Designing and Managing Integrated Marketing Communications	Chp. 19	Case 3 analyzer due @ 11:30 pm on Flipgrid. MKTG plan: H	10
23	4.5	Communicating to the Consumers – Promotion Designing and Managing Integrated Marketing Communications	Chp. 19	Case 3 critiquer due @ 11:30 pm on Flipgrid.	10 due @11:30 pm on 4.3
24	4.7	Financial Projections	Supple ment	MKTG plan: I Financial projections https://youtu.be/Efg34wGh Egk Case 3 evaluator due @ 11:30 pm on Flipgrid.	
25	4.12	Reaching the Consumers – Global Market Tapping into Global Markets	Chp. 8	MKTP plan: J, K, and L Implementation https://youtu.be/UljNrReT3 GI Last day to vote out non- performing team members for Project 3	11 due @11:30 pm on 4.10
26	4.19	Review and catchup		Project 3 (H, I, J, K, L and combine with Project 1 & 2) due @ 11:30 pm on D2L	
27	4.21	Review and catchup		Resume due @ 11:30 pm on D2L	









#	Date	Topic	Lesson	Project	Quiz
28	4.26	Review and catchup		Elevator Pitch due @	
				11:30 pm on Flipgrid	
29	4.29	There is no final exam		Enjoy your Summer!	