Systems and Internet Marketing Syllabus
Spring 2018
Department of Management, Marketing and International Business

MKT 425.001 (3 credit hour class)
Wednesday, 4:00 pm – 6:30 pm, BU 477

MKT 425.022 (3 credit hour class)
Tuesday, 4:00 pm – 6:30 pm, BU 369

Instructor: Dr. Charlotte Allen
Office Phone: 936-468-1789
Email: caallen@sfasu.edu
Dept. Office: 936-468-4103
Office: BU 403J
Fax Number: 936-468-1600

Office Hours: Monday, 11:00 – noon and 2:00-4:30 pm; Tuesday and Wednesday from 1:30-4:00 pm, Thursday from 2:00 pm 3:30 pm; and by appointment with instructor.

Student Requirements:

SFASU Email Account: in order to access mySFA for class email and communications
Prerequisites: MKT 351 and MGT 272 (or equivalent class)

Course Description: An integrative overview of marketing information systems and Internet marketing with an emphasis on major strategic opportunities, issues, and problems. Covers the use of information systems and technology to interact, collaborate, and transact business with the company’s customers, employees, suppliers, partners, and society.

Objectives (or Student Learning Outcomes): Upon completion of this course, a student should be able to:

- describe how information systems and technology may impact a company’s policies and interactions within the company and with consumers, other businesses, and society in general.
- discuss how the Internet and information systems influences marketing, management and business decisions;
- explain how information technology and marketing work together in the areas of branding, consumer and organizational behavior, supplier relationships, communications, research and ethics; and
• demonstrate an ability to apply knowledge and skills in a business case study.

Course Requirements:

1. **Student responsibilities:** Each student is expected to come to class having read the assigned chapter and/or assigned readings. Lecture material and other sources will be used to supplement and expand upon text material. Every student has the opportunity and the ability to make an "A" in this class, but your grade in this class will depend on how well you prepare and study for the exams, the assignments, and your conduct in the classroom. Student participation is expected in class. Unless the student has permission from the instructor, all cell phones or pagers should be turned off during class and exams.

2. **Exams:** All exams and quizzes will consist of multiple choice, short essay, and/or problem type questions. Unless there is an unusual situation, exams will not be individually reviewed during class time. However, any student may review his/her exam during office hours. Any missed test questions may be appealed in writing. Each appeal must be typed and received by the instructor no later than one week after the grades were handed out. Any appeal with thorough justifications (including references) will be considered.

3. **Projects:** All projects in this class should be prepared in a professional manner. Any handwritten projects will automatically be given a zero. In class exercises will be assigned and due in class. Any student who is not in class that day will receive a zero on the exercise. If the student misses class due to a university or instructor approved excuse, the student will be given a comparable assignment or case to complete in order to replace the zero on the exercise. Please note that Wikipedia.com is not allowed as a source for projects in this class.

4. **Attendance:** On-time attendance for each class is expected. You are responsible for all material covered in class whether or not you attended that class. If late attendance becomes a problem for a class, the instructor reserves the right to alter syllabus so that late attendance will negatively affect a student's grade; the class would receive any changes of the syllabus in writing from the instructor.

5. **Late Work:** The student is responsible for having all work turned in on time. Projects and assignments will be taken up at the beginning of class (i.e. if the class begins at 2:00, then 2:00 is the beginning of class, not 2:01 or any other time after 2:00 pm); any projects or assignments that are turned in after that will be considered late. No late papers or assignments will be accepted. If the student is late for an exam, extra time will not be given to the student to finish the exam. If the student has a university approved absence that corresponds with a due date, the student must meet with the instructor to make appropriate arrangements.

6. **Class Communications:** The professor will send out class information and other material through email to each student’s SFA email address. Each student should check their email every weekday since emails to and from SFA addresses are considered official university communication and should be treated as such. If a student decides to forward their SFA email to another email address, it is the
student’s responsibility to make sure the other email account is able to and can accept forwards from the SFA email address. All email communication between student and professor should be done in a professional manner.

7. **Acceptable Student Behavior:** Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program (see the Student Conduct Code, policy 10-4). Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program (see the full Student Conduct Code at [http://www.sfasu.edu/policies/student-conduct-code.pdf](http://www.sfasu.edu/policies/student-conduct-code.pdf).) Unacceptable or disruptive behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic, or other penalties. This prohibition applies to all instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc. The instructor shall have full discretion over what behavior is appropriate/inappropriate in the classroom. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the iCare Early Alert Program. This program provides students with recommendations for resources or other assistance that is available to help SFA students succeed.

8. **Academic Integrity:** Abiding by university policy on academic integrity is a responsibility of all university faculty and students. **Definition of Academic Dishonesty** Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not limited to (1) using or attempting to use unauthorized materials on any assignment or exam; (2) falsifying or inventing of any information, including citations, on an assigned exercise; and/or (3) helping or attempting to help another in an act of cheating or plagiarism. Plagiarism is presenting the words or ideas of another person as if they were one’s own. Examples of plagiarism include, but are not limited to (1) submitting an assignment as if it were one's own work when is at least partly the work of another person; (2) submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or (3) incorporating the words or ideas of an author into one's paper without giving the author credit. Penalties may include, but are not limited to reprimand, no credit for the assignment or exam, re-submission of the work, make-up exam, failure of the course, or expulsion from the university. In classroom and online activities are expected to follow university guidelines concerning student conduct and academic honesty. The exams in this class are tests of what you know, not what you can look up. Students are expected to not use any materials or online resources while taking the exams in this class. Possession or use of a test bank or an instructor’s manual or the attempt to possess any of these materials will be considered a violation of academic honesty. Students may not take pictures of, screenshot, or record in any way test questions or exams, with the one exception of taking a picture or screenshot of any error messages that occur for technical support. Please read the complete policy at [http://www.sfasu.edu/policies/student_academic_dishonesty.pdf](http://www.sfasu.edu/policies/student_academic_dishonesty.pdf) (Definition of Academic Dishonesty, University Policy 4.1).

9. **Students with Disabilities:** The College of Business complies with the Americans
with Disabilities Act in making reasonable accommodation for qualified students with a
disability. To obtain disability related accommodations, alternate formats and/or
auxiliary aids, students with disabilities must contact the Office of Disability Services
(ODS), Room 325 in the Human Services Building, 468-3004/468-1004 (TDD) as early
as possible in the semester. Once verified, ODS will notify the course instructor and
outline the accommodation and/or auxiliary aids to be provided. Failure to request
services in a timely manner may delay your accommodations. For additional
information, go to http://www.sfasu.edu/disabilityservices/.

10. Withheld Grades (Semester Grades Policy 5.5): At the discretion of the instructor
of record and with the approval of the academic unit head, a grade of WH will be
assigned only if the student cannot complete the course work because of unavoidable
circumstances. Students must complete the work within one calendar year from the end
of the semester in which they receive a WH, or the grade automatically becomes an F,
except as allowed through policy related to active military service. If students register
for the same course in future semesters, the WH will automatically become an F and
will be counted as a repeated course for the purpose of computing the grade point
average. Please refer to the complete policy at http://www.sfasu.edu/policies/course-
grades.pdf.

11. Program Learning Outcomes: Program learning outcomes define the knowledge,
skills, and abilities students are expected to demonstrate upon completion of an
academic program. These learning outcomes are regularly assessed to determine
student learning and to evaluate overall program effectiveness. You may access the
program learning outcomes for your major and particular courses at
http://www.sfasu.edu/cob/ug-plo.asp.

**Grading**

There will be four exams in this class during the semester. Each exam is
designed to cover approximately one fourth of the class material. Each exam will consist
of multiple choice, short answer and/or financial questions. The fourth exam in the class
will take place during final week. Questions will be taken from chapters in the text,
lecture notes and discussions, presentations, and class handouts. If a student is going
to miss a scheduled exam, they will be eligible to take a makeup exam before or after
the scheduled test date only if (1) the student notifies Dr. Allen before the exam AND
(2) has an official university or instructor approved excuse. Any makeup exam will be
scheduled at a time agreed upon by student and instructor. There is one major group
project scheduled for this class that is worth 150 points of the total class points along
with 50 points of homework and class assignments.

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<tr>
<td>Exams 1-4</td>
<td>200 points</td>
<td>(50 points each)</td>
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<tr>
<td>Homework and Class Assignments</td>
<td>50 points</td>
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<tr>
<td>Project</td>
<td>150 points</td>
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<td><strong>Total:</strong></td>
<td>400 points</td>
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Grading Scale: A (90% and above), B (80% - 89%), C (70% - 79%), D (60% - 69%), and F (less than 60%). At the professor's option, a grade may be curved by adding points across the board.

**Posting of Grades:** Grades will not be publicly posted for this class. In accordance with university policy, grades will not be released to anyone through unsecured email or over the phone or through any other unsecured method.

**Schedule:** A tentative schedule will be handed out the first week of class and is attached to this syllabus. You are responsible for all information contained in the syllabus and for any changes in the syllabus or schedule, which will be communicated in class. The instructor reserves the right to make any necessary changes to the syllabus or schedule. This syllabus is provided to you as a guide for the class content and expectations this semester; it is not a contract, and is subject to change as necessary.

**Class Schedule**

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<tr>
<th>Week Beginning</th>
<th>Class Information</th>
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| 1/16           | Introduction, Chapter 1 (Introduction to Electronic Commerce)  
                 First day of Spring Semester: January 16th (Tuesday) |
| 1/22           | Chapter 1 (Introduction to Electronic Commerce), Project Overview |
| 1/29           | Chapter 2 (Technology Infrastructure), Project Discussion  
                 Project Memo must be uploaded into Class Dropbox on D2L by  
                 11:00 pm on Sunday, 2/4/18 |
| 2/5            | Chapter 3 (Selling on the Web), Review for First Exam (Chapters 1-3) |
| 2/12           | Chapter 4 (Marketing on the Web)  
                 Exam 1 (Chapters 1-3), Tuesday, Feb. 13th (Section 022)  
                 Exam 1 (Chapters 1-3), Wednesday, Feb. 14th (Section 001) |
<p>| 2/19           | Chapters 4 and 5 (Marketing on the Web, B2B Activities), Project Discussion |</p>
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<tr>
<th>Date</th>
<th>Content</th>
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<tbody>
<tr>
<td>2/26</td>
<td>Chapters 5 &amp; 6 (B2B Activities; Social Networking, Mobile Commerce, Online Auctions), Project Discussion Review for Exam 2 (Chapters 4-6)</td>
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<td>3/5</td>
<td>Chapter 7 (Legal, Ethical and Tax Issues) Exam 2 (Chapters 4-6), Tuesday, March 6th (Section 022) Exam 2 (Chapters 4-6), Wednesday, March 7th (Section 001) Group Progress Report must be uploaded into Class Dropbox on D2L by 11:00 pm on Sunday, 3/11/18</td>
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<tr>
<td>3/12</td>
<td>Spring Break</td>
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<tr>
<td>3/19</td>
<td>Chapters 7 &amp; 8 (Legal, Ethical and Tax Issues; Web Server Hardware and Software) Last Day to Drop Full Semester Classes: March 21st</td>
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<td>3/26</td>
<td>Chapter 9 (Electronic Commerce Software) Review for Exam 3 (Chapters 7-9)</td>
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<td>4/2</td>
<td>Chapter 10 (Electronic Commerce Security) Exam 3 (Chapters 7-9), Tuesday, April 3rd (Section 022) Exam 3 (Chapters 7-9), Wednesday, April 4th (Section 001)</td>
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<td>4/9</td>
<td>Chapters 10 and 11 (Payment Systems), Project Discussions, One-Button Studio Presentations</td>
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<td>4/16</td>
<td>Chapter 12 (Ecommerce Implementation) Group Project must be uploaded into Class Dropbox on D2L by 11:00 pm on Sunday, 4/22/18</td>
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<td>4/23</td>
<td>Class Presentations for Project</td>
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<tr>
<td>4/30</td>
<td>Class Presentations for Project Review for Final Exam (Chapters 10-12)</td>
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<td>5/7</td>
<td>Exam 4 (Final Exam) for MKT 425.001 (Wednesday 4:00-6:30) is on Wednesday, May 9th from 4:00 – 6:00 pm. Exam 4 (Final Exam) for MKT 425.022 (Tuesday 4:00-6:30) is on Tuesday, May 8th from 4:00 pm – 6:00 pm.</td>
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May 12: Graduation
Student Information Sheet

Name:___________________________________________________________

Address:________________________________________________________________

Phone Number:_____________________________________________________

Email Address:_____________________________________________________

Major:________________________________________________________________

Career Goals:________________________________________________________________

______________________________________________________________________

______________________________________________________________________

Hobbies:________________________________________________________________

______________________________________________________________________

______________________________________________________________________

Any Internet programming experience? If yes, please explain__________

______________________________________________________________________

SFA School Activities:________________________________________________________________

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______________________________________________________________________

I hereby certify that I have received a copy of the syllabus for MKT 425 for Spring 2018. I have read and understood all of the syllabus, and I further certify that I have met all the prerequisites as listed in the syllabus.

Signature:_________________________________ Date:_______________