Systems and Internet Marketing Syllabus
Fall 2020
Department of Management and Marketing

MKTG 4325.001 (3 credit hour class) (formerly MKT 425)
Monday and Wednesday, 2:30 – 3:45 pm, BU 116

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: Office Hours: Monday, 10:00 – 11:00 am and 3:45-4:45 pm; Tuesday
from 2:00-5:00 pm; Wednesday from 10:00 am - 12:30 pm, Thursday from 1:00 to
3:30 pm; and by appointment with instructor.

Student Requirements:


SFASU Email Account: in order to access mySFA for class email and
communications
Prerequisites: MKTG 3351 (MKT 351) and MGMT 2372 (MGT 272)

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. Each student should spend six to eight hours a week outside of class on the reading assignments, class homework, class project and other assignments.

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.

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. No handwritten assignments are allowed.

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. **Unacceptable 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.

9. **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 it 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 http://www.sfasu.edu/policies (Definition of Academic Dishonesty, University Policy 4.1).

10. 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/.

11. 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.

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/uq-plo.asp
Grading  complete redo

There will be three exams in this class during the semester. Each exam is
designed to cover approximately one third 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 and will be optional and comprehensive- the final
(fourth) exam can be used to replace a lower test grade if the student does better on
the final (fourth) exam than the other three required exams. 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.

<table>
<thead>
<tr>
<th></th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams 1-3</td>
<td>300</td>
</tr>
<tr>
<td>Practice Quizzes</td>
<td>35</td>
</tr>
<tr>
<td>Marketing Skill Stack</td>
<td></td>
</tr>
<tr>
<td>LinkedIn</td>
<td>25</td>
</tr>
<tr>
<td>Trade Knowledge</td>
<td>40</td>
</tr>
<tr>
<td>Google Analytics</td>
<td>100</td>
</tr>
<tr>
<td>Total:</td>
<td>500</td>
</tr>
</tbody>
</table>

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

*Important dates are in bold print.*

<table>
<thead>
<tr>
<th>Week of</th>
<th>Class Information</th>
</tr>
</thead>
</table>
| 8/24-8/30  | Content: Class Introduction  
**Practice Quiz for Class Introduction will need to be completed and submitted by 11:00 pm on 8/30/20**  
**First day of Fall Semester: August 24th (Monday)** |
| 8/31-9/6   | Content: Chapter 2 (E-Commerce Business Models and Concepts)  
**Practice Quiz for Chapter 2 will need to be completed and submitted by 11:00 pm on 9/6/20** |
| 9/7-9/13   | Content: Chapter 3 (E-Commerce Infrastructure: Internet, Web and Portals)  
**Practice Quiz for Chapter 3 and LinkedIn Assignment will need to be completed and submitted by 11:00 pm on 9/13/20**  
Meet in BU 224 |
| 9/14-9/20  | Content: Chapter 3, Review for Online Exam 1 (Chapters 2 and 3)  
**Exam 1 (Chapters 2 and 3) will be held on Wednesday, Sept. 16th.** |
| 9/21-9/27  | Content: Chapter 4 (Building an E-Commerce Presence: Websites, Mobile and Apps)  
**Practice Quiz for Chapter 4 will need to be completed and submitted by 11:00 pm on 9/27/20** |
| 9/28-10/4  | Content: Chapter 5 (E-Commerce Security and Payment Systems)  
**Practice Quiz for Chapter 5 will need to be completed and submitted by 11:00 pm on 10/4/20.** |
<table>
<thead>
<tr>
<th>Date Range</th>
<th>Content: Chapter(s), Topic(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/5-10/11</td>
<td>Chapter 5, Google Analytics Introduction</td>
</tr>
<tr>
<td>10/12-10/18</td>
<td>Google Analytics</td>
</tr>
<tr>
<td></td>
<td>Review for Exam 2 (Chapters 4 and 5, Google Analytics)</td>
</tr>
<tr>
<td>10/19-10/25</td>
<td>Chapter 6 (Ecommerce Marketing and Advertising Concepts)</td>
</tr>
<tr>
<td></td>
<td>Exam 2 (Chapters 4 and 5, Google Analytics) will be held on Wednesday, Oct. 21st.</td>
</tr>
<tr>
<td></td>
<td>Last Day to Drop Full Semester Classes: October 21st</td>
</tr>
<tr>
<td>10/26-11/1</td>
<td>Chapters 6 &amp; 7 (Social, Mobile and Local Marketing)</td>
</tr>
<tr>
<td></td>
<td>Practice Quiz for Chapters 6 and 7 will need to be completed and submitted by 11:00 pm on 11/1/20</td>
</tr>
<tr>
<td>11/2-11/8</td>
<td>Chapters 7 and 10 (Online Content and Media)</td>
</tr>
<tr>
<td></td>
<td>Practice Quiz for Chapter 10 will need to be completed and submitted by 11:00 pm on 11/8/20.</td>
</tr>
<tr>
<td>11/9-11/15</td>
<td>Chapter 10</td>
</tr>
<tr>
<td></td>
<td>Review for Online Exam 3 (Chapters 6, 7, and 10)</td>
</tr>
<tr>
<td></td>
<td>Exam 3 (Chapters 6, 7, and 10) will be held on Wednesday, Nov. 11th.</td>
</tr>
<tr>
<td>11/16-11/22</td>
<td>Google Analytics</td>
</tr>
<tr>
<td>12/2-12/6</td>
<td>Content: Trade Knowledge Assignment due by 11:00 pm on 12/6/20</td>
</tr>
<tr>
<td>-----------</td>
<td>---------------------------------------------------------</td>
</tr>
<tr>
<td>12/7-12/13</td>
<td><strong>Final Exam (comprehensive and optional) will be held on Friday, December 11th.</strong></td>
</tr>
</tbody>
</table>

**COVID-19 Mask Policy (Face-to-Face/Livestream Hybrid):** Masks (cloth face coverings) must be worn over the nose and mouth at all times in this class and appropriate physical distancing must be observed. Students not wearing a mask and/or not observing appropriate physical distancing will be asked to leave the class. All incidents of not wearing a mask and/or not observing appropriate physical distancing will be reported to the Office of Student Rights and Responsibilities. Students who are reported for multiple infractions of not wearing a mask and/or not observing appropriate physical distancing may be subject to disciplinary actions.

Students are also expected to wear masks (cloth face coverings) over the nose and mouth and maintain appropriate physical distancing when meeting with myself or other students outside of the classroom. If you are unwilling or unable to meet this expectation, plan to meet remotely.
