



**MKT 524 01W**  
**Consumer Behavior Analytics**  
**SPRING 2020**

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<b>Office Hours:</b>	(T) 12:00- 2:00 p.m.-office hours (other times by appointment)

*General Course Information*

<b>Course Description:</b>
Buyer behavior introduces the student to concepts and theories as they relate to consumer and business markets. This will include an analysis of internal and external influences on exchange decision making process. The frameworks are discussed in context of advertising/promotion, product management, and the development of effective marketing strategies.
<b>Course Objectives:</b>
The course has the following primary objectives: 1. to understand what is meant by buyer behavior; 2. to define and identify ‘good’ segments of markets and describe a buyer profile; 3. to learn and understand the decision making process of consumers; 4. to understand the internal processes that influence marketplace behavior; 5. to identify and discuss major external factors directly impacting buyer behavior (e.g., global influences); and 6. to understand the implications of understanding consumers and their behaviors to marketing strategy.
<b>Required Text:</b>
Solomon, M. R., Buyer Behavior: Buying, Having, and Being, 12th edition (ISBN: 1-292-15310-5)

*Class Policies*

**Grading:**

- Cases (50 points each for a total of 100 points)
- Analytics Project (100 points)
- Discussion Postings, Online activities and Participation (100 points)
- Midterm Exam (100 points)
- Final Exam (100 points)
- **Total (500 points)**

Your final grade will be based on the following scale:

A=450-500

B=400-449

C=350-399

D=300-349

F=299 and below

\* Unexcused absences for exams or other assignments will result in a grade of zero. Academic regulations and procedures as found in the Texas A&M-Commerce govern all grading and academic policies.

**Attendance & Class Participation:**

Attendance and participation are vital to the success of your learning experience.

The roll will be taken during the first 5-10 minutes of the class. If you are not in class when the roll is taken you will be marked as absent. Students who leave early without advance notice to the instructor and sleeping during the class session will be marked as absent.

Please note you will not be allowed to make up missed work or exams (arrangements must be made with me **prior** to the due date of the assignment or day of the exam).

It is the student's responsibility to find out from their classmates what materials were covered, distributed, or assigned during any missed classes.

***The attendance policy does not apply to the students of the online class. However, they are expected to be active participants of the class and will be evaluated for participation.***

**School Policies**

### **Student Conduct**

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: <https://www.britannica.com/topic/netiquette>

### **TAMUC Attendance**

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

### **Academic Integrity**

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty 13.99.99.R0.10](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

### **Students with Disabilities-- ADA Statement**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

**Office of Student Disability Resources and Services**

Texas A&M University-Commerce

Gee Library- Room 162

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

Email: [studentdisabilityservices@tamuc.edu](mailto:studentdisabilityservices@tamuc.edu)

Website: [Office of Student Disability Resources and Services](#)

<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

### **Nondiscrimination Notice**

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

### **Campus Concealed Carry Statement**

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Web url:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

### **Course Communication:**

It is the responsibility of the student to ensure that all notifications and materials sent to the instructor are received by the instructor.

Students are required to check their email at least once a day. The D2L environment will be used for class related material and document posting so the students are expected and required to have access to that platform.

You will submit your class assignments through the D2L location and your grades will be recorded for you in the course grade book. PowerPoint slides will be available for each of the chapters. You should submit your work in the appropriate area when it is due.

**Case Assignments**

Throughout the semester, you will be required to analyze cases. Each case is worth 50 points. Specific instructions for each case will be posted in D2L prior to the week the case is scheduled to be assigned. You will prepare written analyses based on application of marketing concepts. Instructions are provided in eCollege under doc sharing. There are two cases. Cases should be submitted to D2L as a Word document. Please note that cases will be analyzed by turnitin.com for plagiarism.

**Class Time and Location**

Online

**Midterm and Final Exam**

The midterm and final exam is a combination of multiple choice, true false or/and short answer questions which will test your competency over basic marketing concepts. Each exam is worth 100 points. The questions will come from the text, lectures and discussion material.

	Dates		Week	Dates	
Week 1	1/30/2020	2/2/2020	Week 9	3/23/2020	3/29/2020
Week 2	2/3/2020	2/9/2020	Week 10	3/30/2020	4/5/2020
Week 3	2/10/2020	2/16/2020	Week 11	4/6/2020	4/12/2020
Week 4	2/17/2020	2/23/2020	Week 12	4/13/2020	4/19/2020
Week 5	2/24/2020	3/1/2020	Week 13	4/20/2020	4/26/2020
Week 6	3/2/2020	3/8/2020	Week 14	4/27/2020	5/3/2020
Week 7	3/9/2020	3/15/2020	Week 15	5/4/2020	5/8/2020
Week 8	3/16/2020	3/22/2020			

*Course Schedule*

<b>Week</b>	<b>Chapter(s)</b>	<b>Activities / Assignments</b>
1		Review Syllabus, Submit Academic Honesty Policy
2	1	
3	2,3	
4	4	Discussion/Online activity
5	5	
6	6, 7	Analytics Case 1 due
7		<b>Spring Break</b>
8		<b>Midterm Exam</b>
9	8	
10	9, 10	Discussion/Online activity
11	11	
12	12	Analytics Case 2 due
13	13, 14	Discussion/Online activity
14	15	Analytics Project is due
15		<b>Final Exam</b>

The above schedule is tentative and subject to change at the discretion of the instructor.  
(The official schedule will be followed for the final exam date)