



MKT 367 Selling & Sales Management Fall 2025, Section 01W

COURSE DESCRIPTION

This course focuses on developing and maintaining relationships with customers and managing the sales process of finding, converting, and keeping customers while achieving the organization's goals. Communication techniques, career planning, selling strategies and tactics as well as sales duties, responsibilities, and problems are included.

PREREQUISITES

Junior standing, MKT 306

COURSE INFORMATION

Professor: Dr. Karen James

Email: Karen.James@tamuc.edu

Office Hours: Via email. Email is the primary and preferred mode of communicating in this class. Typical response time is 24-48 hours. Be sure to use professional email protocol. See Interaction with Instructor guidelines on page 6.

REQUIRED COURSE MATERIALS

- Professional Selling Courseware/Professional Selling Simternship Bundle, ISBN: 978-1-7374823-6-9 by Donald Kelly and B.J. Allen. Publisher: Stukent. Price: \$129.99. Follow this link <https://join.stukent.com/join/CC6-E18>, create your account, and pay for your bundle.
- See Technology Requirements on pages 4-5

CLASS STRUCTURE

MKT 367 is a 100% online course delivered via D2L. The Module To-Do List each week describes required assignments and tasks (e.g., readings, exams, assignments, etc.). Remember to check MKT 367 D2L site daily for announcements. Online interactions in MKT 367 occur asynchronously. Each course module covers a specific time period, and course requirements must be submitted by the deadline. Regardless of your current time zone location, course due dates are based on Central Time (CT).

- Each module opens and closes at designated times on its appropriate week.
- Previous modules remain open, but late submissions for prior work are not allowed.
- See the Course Schedule and D2L for official start and end dates/times for each module.

- Modules 1-12 close on **Sunday at 11:00 p.m. CT.** of their appropriate week.
- Module 13 is open longer than other modules due to the holiday break.
- Module 13 **closes on Friday at 11 p.m. CT** of its appropriate week.
- Please be aware that this MKT 367 course may differ in terms of course requirements, grading, and course expectations than other undergraduate courses you have taken.

LEARNING OUTCOMES

- Demonstrate an understanding of entrepreneurship concepts and terminology.
- Gain knowledge of business plan components and the business planning process.
- Understand entrepreneurial business strategies.

MEANS OF ASSESSMENT

Class Introduction (10 points)

Students will be required to introduce themselves to the class by acknowledging future exam dates and sharing educational and professional details. See class schedule and D2L for due dates.

Module Quizzes (60 points)

Students will be required to complete twelve module quizzes worth 5 points each. Module quizzes consist of 5 questions and test knowledge of the material covered in the corresponding chapter(s). For those who choose to complete all 13 quizzes, the lowest quiz score will be dropped. **Module Quizzes will be available during the entire period of time when the corresponding module is open.** Module quizzes are open book and not timed.

Module quizzes are independent student assignments. **Outside assistance of any kind other than the open book/open notes allowance described above is strictly prohibited.** Additionally, copying or sharing questions in any format is strictly prohibited and will be considered a violation of the ETAMU Student Code of Conduct, and copyright law. Overall class results will be shared for quizzes and exams, but graded tests will not be returned. Quizzes and exams will be reviewed to ensure question quality and overall question performance. See Class Schedule and D2L for quiz dates.

Exams (180 points)

Four exams are available in the course, and top three exam scores will be used in computing your final grade.. These exams are **closed book/closed notes** and may contain multiple-choice and true/false questions. Each exam is worth 60 points and assesses student knowledge regarding module readings, module videos, and other assigned materials. Exams are timed; students will be allowed a 60-minute window in which to complete an exam from the time it begins. Please be sure that you have allowed enough time to complete each exam once you start as exams will automatically be submitted at the deadline.

If you miss Exam #1, #2, or #3 for any reason, you will need to take the final exam – no exceptions!

You may also choose to take the last exam if you performed poorly on one of the first three tests. Your lowest exam score will be dropped regardless of which test it is. If you are happy with your first three exam scores you do not need to take the last exam.

Exams 1, 2, 3 and 4 are independent student assignments. **Outside assistance of any kind and copying/sharing questions in any format are strictly prohibited** and will be considered a violation of the ETAMU Student Code of Conduct and copyright law. Overall class results will be shared for quizzes and exams, but graded tests will not be returned. Quizzes and exams will be reviewed to ensure question quality and overall question performance. **The open and close times listed below for exams may not coincide with the beginning and end of each module.**

- **Exam 1**

- Exam Opens in D2L: Saturday, September 27, 1 a.m. CT
- Exam Closes in D2L: Tuesday, September 30, 11 p.m. CT
- **Note:** Exam 1 covers Chapters 1, 2, 3, and 4. Exam 1 will close on 9/30, 11:00 p.m. CT whether you are finished or not. Make sure to start the exam with ample time to complete it prior to closing.

- **Exam 2**

- Exam Opens in D2L: Saturday, October 25, 1 a.m. CT
- Exam Closes in D2L: Tuesday, October 28, 11 p.m. CT
- **Note:** Exam 2 covers Chapters 5, 6, 7, and 8. Exam 2 will close on 10/28, 11:00 p.m. CT whether you are finished or not. Make sure to start the exam with ample time to complete it prior to closing.

- **Exam 3**

- Exam Opens in D2L: **FRIDAY**, December 5, 1 a.m. CT
- Exam Closes in D2L: **MONDAY**, December 8, 11 p.m. CT
- **Note:** Exam 3 covers Chapters 9, 10, 11, 12 and 13.. Exam 3 will close on 12/8, 11:00 p.m. CT whether you are finished or not. Make sure to start the exam with ample time to complete it prior to closing.

- **Exam 4 – Make-up/Score Improvement Exam**

- Exam Opens in D2L: **MONDAY**, December 8, 1 a.m. CT
- Exam Closes in D2L: **WEDNESDAY**, December 10, 11 p.m. CT
- **Note:** Exam 4 covers ALL chapters, 1 – 13. Exam 4 will close on 12/10, 11:00 p.m. CT whether you are finished or not. Make sure to start the exam with ample time to complete it prior to closing.

Simulation Activities (200 points)

Students will be required to participate in 14 simulation activities. Each simulation decision requires watching a *simulation walk-through video*, reviewing the *inbox* for memos you're your supervisor, answering questions posed by peers via the *notification hub*, and engaging in different graded *tasks* according to the topic being covered. The *resources* tab provides access to any information needed for the round. All simulation activities are to be completed individually. The simulation provides much of the sales management learning activities in the course.

Round 1: Onboarding and Training

Round 2: Customer and City Selection

Round 3: Sales Training

Round 4: Weekly Planning

Round 5: Creating a Pitch

Round 6: Peer Evaluation

Round 7: Creating a Pitch

Round 8: Peer Evaluation

Round 9: Discovery Call

Round 10: Discovery Call

Round 11: Closing the Deal

Round 12: Peer Feedback

Round 13: Closing the Deal

Round 14: Peer Feedback

You will notice that peer review of other students' work is required in round 6, 8, 12, and 14. For example, in round 6 you will review 3 students video pitches using a built in rubric. It is important that you take careful notes of what your peers might do differently to improve. You will also be tasked with using peer reviews of your work to improve your submission. For this reason, you need to be specific in your observations and focus on both things you liked and disliked when critiquing videos. Students will be able to see one another's feedback so be professional in your review. Finally, make use of the Sales and Excellence guide to properly critique your peer's work.

Copying/sharing information in any format for these activities is strictly prohibited and will be considered a violation of the ETAMU Student Code of Conduct.

Sales and Sales Management Activities (50 points)

Students are required to complete five specific activities related to personal selling or sales management over the course of the term. Each activity is worth 10 points.

Copying/sharing information in any format for these activities is strictly prohibited and will be considered a violation of the ETAMU Student Code of Conduct.

GRADING FORMAT

The course grading scale is: 90-100% A; 80-89% B; 70-79% C; 60-69% D; below 60% F. Students have one week to query a grade once posted. Grades are based on a total of 650 points from the following items:

Class Introduction	1 @ 10 pts	10 pts
Module Quizzes (lowest quiz score dropped)	12 @ 5 pts	60 pts
Exam 1	1 @ 75 pts	60 pts
Exam 2	1 @ 75 pts	60 pts
Exam 3	1 @ 75 pts	60 pts
Simulation Activities	varies	200 pts
Sales and Sales Management Activities	5 @ 10 pts	50 pts
Total		500 pts

TECHNOLOGY REQUIREMENTS

CWID and Password

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@etamu.edu.

Technology-Related Issues

Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, an ETAMU campus open computer lab, etc.

Minimal Technical Skills Needed

Students will need reliable computer and internet access for this course. Students must be able to effectively use myLeo email, myLeo Online D2L, and Microsoft Office.

Learning Management System (LMS) – D2L

All course sections offered by East Texas A&M University have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are the technical requirements:

- View the [Learning Management System Requirements Webpage](#).
- Learn more on the [LMS Browser Support Webpage](#).

Turnitin

MKT 367 will use Turnitin, an originality checker. This service is free for students. Personal selling and sales management activities must meet a 20% or less similarity threshold. Prior to a deadline, students can resubmit their assignment as many times as needed during the week it is due in order to meet the 20% or less threshold (**not counting highlighted parts related to assignment headings, references, and correctly quoted material**). It is the student's responsibility to allow enough time for resubmission of their assignment to Turnitin if their initial report did not meet the 20% or less threshold. An assignment not

meeting the 20% or less threshold by the due date/time may earn a zero (no exceptions for procrastination, lack of planning, etc.).

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778. Other support options can be found on the [Brightspace Support Webpage](#).

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

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 online in the [Student Guidebook](#). Students should also consult the [Rules of Netiquette Webpage](#) for more information regarding how to interact with students in an online forum.

Interaction with Instructor

If you have any questions or are having difficulties with the course material, please contact your instructor. Correspondence will always be through university email (your “myLeo” mail) and announcements in myLeo online (D2L). You will not RECEIVE email through D2L, so be sure to check your ETAMU email for communication. Students are encouraged to check university email daily.

Include the Following in Emails with Instructor:

- Course name and subject in the subject line;
- Salutation (Good afternoon, Dr. James)
- Proper email etiquette (no “text” emails – use proper grammar and punctuation)
- Student name and CWID after the body of the email (possibly add to student signature on email)

Course Participation and ETAMU Attendance

As this is an online course, submission takes the place of attendance and will be monitored closely by the instructor. Student online activity is monitored. Students are expected to participate each week. A student who does not participate in the class and complete requirements on time will find it difficult to fulfill his/her course obligations. D2L automatically maintains a log of when students open documents. For more information about the University’s attendance policy, please view the [Attendance Webpage](#) and the [Class Attendance Policy](#).

Policy on Late Assignments and Makeups

Late submissions continue to be a serious problem for students. Not fully enforcing deadlines is unfair to those students who sacrifice to meet deadlines. Because unexpected personal emergencies arise, technology fails, and other delays occur, students should make every effort to submit their work well in advance of any deadline. **You will earn ZERO points for late work.** All assignment submissions must be submitted to the designated area. To reiterate, late submissions will NOT be accepted. Computer problems, work issues, last-minute illnesses, and other such reasons do not qualify as valid excuses. If you miss a simulation assignment deadline, you must still complete the work in order to advance to the next round.

Exams and assessments are delivered online using D2L and involve a defined completion and submission window. As such, makeups are not permitted for any reason. Students missing exams are required to take Exam #4..

Academic Integrity

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

- [Undergraduate Academic Dishonesty University Procedure 13.99.99.R0.03](#)
- [Undergraduate Student Academic Dishonesty Form](#)
- [Graduate Student Academic Dishonesty University Procedure 13.99.99.R0.10](#)
- [Graduate Student Academic Dishonesty Form](#)

Use of Artificial Intelligence

East Texas A&M University acknowledges that there are legitimate uses of Artificial Intelligence, ChatBots, or other software that has the capacity to generate text, or suggest replacements for text beyond individual words, as determined by the instructor of the course. Any use of such software must be documented. Any undocumented use of such software constitutes an instance of academic dishonesty (plagiarism). Individual instructors may disallow entirely the use of such software for individual assignments or for the entire course. Students should be aware of such requirements and follow their instructors' guidelines. **If no instructions are provided the student should assume that the use of such software is disallowed.** In any case, students are fully responsible for the content of any assignment they submit, regardless of whether they used an AI, in any way. This specifically includes cases in which the AI plagiarized another text or misrepresented sources.

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

East Texas A&M University

Velma K. Waters Library Rm 162

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

Fax (903) 468-8148

Email: studentdisabilityservices@etamu.edu

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

Nondiscrimination Notice

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

East Texas A&M Supports Students' Mental Health – Counseling Services

The Counseling Center at East Texas A&M University, located in the Halladay Building, Room 203, offers counseling services, educational programming, and connection to community resources for students. Students have 24/7 access to the Counseling Center's crisis assessment services by calling 903-886-5145. For more information regarding Counseling Center events and confidential services, please visit www.tamuc.edu/counsel

Mental Health and Well-Being

The university aims to provide students with essential knowledge and tools to understand and support mental health. As part of our commitment to your well-being, we offer access to Telus Health, a service available 24/7/365 via chat, phone, or webinar. Scan the QR code to download the app and explore the resources available to you for guidance and support whenever you need it.



IMPORTANT DATES AND INFORMATION

Please be mindful not only of the important dates associated with this particular course but also of the important dates associated with related academic matters, such as registration dates, drop dates, etc. These can be found in the ETAMU Academic Calendar by clicking [here](#).

MKT 367 COURSE SCHEDULE

Module Dates		Topics & Readings	Simulation Decision	Class Requirements (All Deadlines are Central Time)
1	9/2-9/7	<ul style="list-style-type: none"> Ch1: What is Professional Selling? 		Submit Class Introduction (Due 9/7, 11 pm) Take Module 1 Quiz (Due 9/7, 11 pm)
2	9/8-9/14	<ul style="list-style-type: none"> Ch2: Mentality of Successful Sellers 	1 and 2	Complete Simulation #1 and #2 (Due 9/14, 11 pm) Take Module 2 Quiz (Due 9/14, 11 pm)
3	9/15-9/21	<ul style="list-style-type: none"> Ch3: Planning and Goal Setting 	3	Complete Simulation #3 (Due 9/21, 11 pm) Take Module 3 Quiz (Due 9/21, 11 pm)
4	9/22-9/28	<ul style="list-style-type: none"> Ch4: Strategic Sales Management & Analytics 	4	Complete Simulation #4 (Due 9/28, 11 pm) Take Module 4 Quiz (Due 9/28, 11 pm)
E1	9/27-9/30	EXAM 1: Chapters 1, 2, 3, 4		Exam Opens 9/27, SATURDAY, 1 am Exam Closes 9/30, TUESDAY, 11 pm
5	9/29-10/5	<ul style="list-style-type: none"> Ch5: Understanding Prospective Customers 	5	Complete Simulation #5 (Due 10/5, 11 pm) Take Module 5 Quiz (Due 10/5, 11 pm)
6	10/6-10/12	<ul style="list-style-type: none"> Ch6: Traditional Prospecting Methods 	6	Complete Simulation #6 (Due 10/12, 11 pm) Take Module 6 Quiz (Due 10/12, 11 pm)
7	10/13-10/19	<ul style="list-style-type: none"> Ch7: Digital Prospecting and Social Selling 	7	Complete Simulation #7 (Due 10/19, 11 pm) Take Module 7 Quiz (Due 10/19, 11 pm)
8	10/20-10/26	<ul style="list-style-type: none"> Ch8: Discovery Meetings with Prospective Customers 	8	Complete Simulation #8 (Due 10/26, 11 pm) Take Module 8 Quiz (Due 10/26, 11 pm)
E2	10/25-10/28	EXAM 2: Chapters 5, 6, 7, 8		Exam Opens 10/25, SATURDAY, 1 am Exam Closes 10/28, TUESDAY, 11 pm
9	10/27-11/2	<ul style="list-style-type: none"> Ch9: Creating Individualized Customer Value 	9	Complete Simulation #9 (Due 11/2, 11 pm) Take Module 9 Quiz (Due 11/2, 11 pm)
10	11/3-11/9	<ul style="list-style-type: none"> Ch10: Demonstrations and Proposals 	10	Complete Simulation 10 (Due 11/9, 11 pm) Take Module 10 Quiz (Due 11/9, 11 pm)
11	11/10-11/16	<ul style="list-style-type: none"> Ch11: Closing the Deal 	11	Complete Simulation #11 (Due 11/16, 11 pm) Take Module 11 Quiz (Due 11/16, 11 pm)
12	11/17-11/23	<ul style="list-style-type: none"> Ch12: Maintaining and Utilizing Customer Relationships 	12	Complete Simulation #12 (Due 11/23, 11 pm) Take Module 12 Quiz (Due 11/23, 11 pm)
13	11/24-12/5	<ul style="list-style-type: none"> Ch13: Improving Selling Skills 	13 & 14	Complete Sim #13 and 14 (Due 12/5, 11 pm) Take Chapter 13 Quiz (Due 12/5, 11 pm)
E3	12/5-12/8	EXAM 3: Chapters 9, 10, 11, 12, 13		Exam Opens 12/5, FRIDAY, 1 am Exam Closes 12/9, MONDAY 11 pm
14	12/6-12/10	Optional EXAM #4: Chapters 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13		Exam Opens 12/8, MONDAY, 1 am Exam Closes 12/10, WEDNESDAY 11 pm

NOTE: Due dates for Personal Selling and Sales Management activities will be noted in the Module "TO DO" List