



## UNIVERSITY OF CENTRAL ARKANSAS COLLEGE OF BUSINESS VISION, MISSION, AND CORE VALUES STATEMENT

### **COB Vision**

Our vision is to be a recognized leader in developing business talent and ideas that create growth and opportunity in Arkansas and globally.

### **COB Statement of Mission and Core Values**

We educate a diverse population of current and future business professionals to successfully and ethically meet the challenges of the global business environment. Through active engagement with the local, regional, national, and global communities, our faculty strive to deliver a high-quality business education via experiential education, a relevant curriculum, and scholarly contributions. We pursue continuous improvement opportunities to add value for our College and its stakeholders.

#### **1. Intellectual Excellence.**

- 1.1. Educate students: We promote intellectual and professional development of students by emphasizing communication, critical and analytical thinking, collaboration, information management and a broad exposure to key business disciplines.
- 1.2. Scholarship: We believe that faculty and students should engage in professional development and scholarly endeavors that promote the application and creation of knowledge in business practice and education.
- 1.3. Cultural competence: We maintain and develop current and responsive curriculum that prepares students for the global business environment through broad exposure to key business disciplines.
- 1.4. Physical learning environment: We strive to provide a physical infrastructure with appropriate technology that provides an environment in which our students and faculty can thrive professionally and intellectually.

#### **2. Community.**

- 2.1. Collegiality: We encourage transparency in our decision making practice through a process of shared governance based on interactions among faculty, staff, and students.
- 2.2. Service: We pursue collaborative partnerships between our internal and external stakeholders to promote life-long and experiential learning, research, service, and community interaction.

#### **3. Diversity.**

- 3.1. We value the opportunity to work, learn, and develop in a community that embraces the diversity of individuals and ideas.

#### **4. Integrity.**

- 4.1. Ethics: We are committed to ethical and responsible behavior in our own actions and to developing the same commitment in our students by promoting the awareness of professional ethical responsibilities.
- 4.2. Responsibility: We commit to being responsible and accountable in our operations at all levels, including assessment and continuous improvement of our academic programs and transparency in our fiscal and operational proceedings.

### **Learning Goals**

*Our graduates shall possess:*

1. Critical Thinking & Analytical Thinking Skills;
2. Awareness of the Global Business Environment;
3. Ethical Reasoning Abilities;
4. Effective Communication Abilities;
5. Effective Collaborative Skills;
6. Effective Information Management Skills;
7. Understanding of a Broad Range of Business Disciplines.

## Course Information

<b>Course Number:</b>	MKTG 4354
<b>Course Name:</b>	Consumer Behavior
<b>CRN:</b>	21091
<b>Semester:</b>	Spring
<b>Location:</b>	COB 210
<b>Class Hours:</b>	11:00-11:50 a.m

## Instructor Information

<b>Name:</b> Susan Myers	
<b>Office Location:</b> COB 312D	
<b>Work Email:</b> smyers@uca.edu	
<b>Phone:</b> 450-5323	Please email for quickest response.
<b>Office Hours:</b>	MW 8:30-9:00; 10:00-11:00; 1:00-2:15; F 8:30-11 or by appointment

## Prerequisites:

MKTG 2350 (Basic Marketing) **or** MKTG 3350 (Principles of Marketing) is required for this course.

## Textbook and Instructional Materials Required:

CB8 by [Barry J. Babin](#) (Author), [Eric Harris](#) (Author)  
 ISBN-13: 978-1305577244  
 ISBN-10: 1305577248

## Course Description:

This course is a survey of the marketing and psychological principles that influence all stages of consumption and the consumption process.

## Course Objectives:

We are all consumers on a variety of levels and, as such, are often exposed to marketing attempts to influence our intentions and behaviors in the consumption world. The main objective of this course is for students to gain a thorough understanding of the underlying theories related to consumer behavior and the strategic implications for marketing professionals. This requires mastery of both the psychological and practical components of the overall consumer behavior landscape.

- In addition, this course is meant to:
- Encourage academic thought.
- Expand competence in academic writing.
- Develop presentation and communication skills.
- Improve capabilities relating to team work.

These goals will be achieved in part by utilizing a colloquium format where both the instructor and the students present their thoughts and views on the topics at hand.

### Course Delivery Method:

This course will use a combination of lecture and in class activities.

### Grading:

Grades will be assigned according to the following scale

A	>= 90	540 points
B	>= 80 and < 89.5%	480 points
C	>= 70 and < 79.5%	420 points
D	>= 60 and < 69.5%	360 points
F.	< 360	

The various components of your grade are weighted as follows

Exam 1	100 points	16.67%
Exam 2	100 points	16.67%
Exam 3	100 points	16.67%
Exam 4	100 points	16.67%
Daily Attendance*	100 points	In place of lowest test score
Assignments	100 points	16.67%
Journal Assignment	100 points	16.67%

\*These points can be used in place of one of the exam scores.

I do not use the +/- system. Semester grades will be reported through normal university channels with no exceptions. I do not provide grades via e-mail or phone.

### Description of Major Deliverables/Course Requirements:

February 8	Test 1
March 1	Test 2
March 27	Test 3
April 17	Journals due
April 29	Final Exam

### Evaluations

#### Evaluations (Fall & Spring)

Student evaluations of a course and its professor are a crucial element in helping faculty achieve excellence in the classroom and the institution in demonstrating that students are gaining knowledge. Students may evaluate courses they are taking starting on the Monday of the thirteenth week of instruction through the end of finals week by logging in to myUCA and clicking on the Evals button on the top right.

**Policies and Procedures:****ATTENDANCE, TARDINESS, AND PROFESSIONALISM**

On time attendance is expected. It is very disruptive to the class if you are late. I understand that circumstances may cause you to be late on a *rare* occasion. However, if you continually enter the class late, you *may* not receive attendance credit. I regularly give points for class attendance. I am not obligated to give those points to anyone who is perpetually tardy. If you **must** leave early, please let me know **before** class, sit near the door, and then please leave quietly. On test days, you **MUST** be seated within 15 minutes of the start of class; students will not be permitted to enter the room after this time. In this case, the student will receive a “zero” for the test.

Since class lectures and discussions will often include material not covered in the textbook, the material may be difficult to follow from other students' notes. Since all material discussed in class can be on the exams, it is highly recommended that you attend class on a regular basis.

During class periods, I expect you to conduct yourself in a professional manner. **This means no crossword puzzles, newspapers, surfing the Internet, continuous talking or other activities. Cell phones and beepers must be turned OFF during class.** Laptops or other electronic devices are only permitted with prior approval from the instructor. Approval must be approved on each occasion of use. Students may be required to sit in the front row if laptops are used during lectures. Seriously. I know that you are on Twitter.

Unprofessional conduct *will* result in a reduction of your final grade. **IF YOU TEXT MESSAGE IN CLASS, YOU WILL BE ASKED TO LEAVE.** Okay, you won't, but it is rude, and the reality is that it is a terrible compulsion that you should learn to control now. I promise the world will not fall apart in 50 minutes. If you are in a situation where you have to monitor your phone due to emergency circumstances, I understand and ask you to be discreet.

**February 5, Tuesday**

Final date to officially withdraw from classes or the university with a W grade unless already dropped for non-attendance. After this date, no withdrawals are permitted and no W grades are recorded.

**EXAMS**

Four exams will be given including a final. The format will be discussed in class. The final exam is not comprehensive, but you will be expected to know some of the important concepts from throughout the semester. **Under NO circumstances will a test be administered to one (or a few students) separately, on a day different from the date scheduled for the entire class.** This means that exams will NOT be given early because of travel, etc. If you fail to show up for an exam without contacting me prior to the exam, you will receive a zero for the exam.

A make-up exam for individuals missing any exams will be available **only** under the following conditions: 1) The individual notifies the instructor the day before the exam or before class on the day of the exam; and 2) has an official university excused absence or a written doctor's excuse. **(Make-up exams will not be permitted without written documentation of the absence!)** Make-up exams are not a guarantee and are at the discretion of the instructor. The make-up exam will be scheduled at the professor's discretion and will consist of a series of essay questions. If such procedures are not followed, a zero will be assigned for a missed exam. Makeup tests will not be given for any other reason because students have the opportunity to replace the missed exam with the homework score.

Although all the text material may not be covered in class, students are responsible for all assigned readings and handouts. Of course, anything discussed in class or presented on video or by guest speakers may be included on the exams.

No cell phones, PDAs, laptops or programmable calculators are allowed in any test. You may bring a simple calculator only if instructed.

You will be allowed to replace one exam score the attendance points that you have accumulated throughout the semester—this includes the final. For example if you get an 80 on exam 1, a 75 on exam 2, a 65 on exam 3, and a 75 on exam 4, and you attend class and receive a score of 85—you will be allowed to substitute the exam 3 score. The attendance score is not in addition to your exam scores. On the other hand if you have a 90 on exam 1, a 95 on exam 2, an 88 on exam 3, and you have an attendance score of 95—you will not be expected to take the final (you can if you really want to, but it probably wouldn't help your grade much).

If you are concerned about a test grade, please **do not** wait until the end of the semester to discuss it with me. I am more than happy to discuss your exams with you during my office hours or other mutually convenient times. However, any test concerns should be raised within two class meetings following the return of the exam.

Special care will be given during the preparation of exams to avoid typographical and other errors. However, mistakes do happen, and the instructor may choose to exclude any questions that may contain inadvertent errors. But this is dependent solely on the discretion of the instructor. If you disagree with any type of scoring in the context of a test, please see me during my regular office hours or during a mutually agreed upon appointment time. Bring a written explanation of your concern. Any such questions must be brought to my attention within two class meetings from the day a test score is provided.

## **ASSIGNMENTS**

The teacher will give relevant assignments to be completed in or out of class. Many of these assignments will be turned in using the university blackboard systems. Assignments scheduled to be turned in on blackboard will only be accepted this way. As a norm, chapter assignments are due the day the test is given over those chapters. It is good practice to complete assignments using a word processing program and paste your answers into the assignment box. *Attachments should be avoided.* Assignments given during the class are due at the end of the class the same day, you must be in class to receive credit. Outside assignments are due before the next class (including blackboard assignments). Late assignments will not be accepted. If you are going to miss class for a school event, I still expect all work to be completed before the assignment is due. Assignments should be completed by the instructed dates.

**DO NOT TRUST THE TOTAL POINTS ON BLACKBOARD.** There are sometimes more or less than 100 points available in certain categories. Your grade is calculated based on the percentage of the total available points that you earn.

## **JOURNAL ASSIGNMENT**

To foster your creativity and understanding of the CB curriculum, you will be responsible for completing a journal outlining interesting things that you have noticed related to the specific chapters in the text book. These observations can come from your television viewing time, your trip to the grocery store, your commute to school, etc. I expect you to make journal notes for each of the chapters. They should be turned in via blackboard as 20 separate journal entries. They should be based on something you see that is interesting and related to what we are learning in the book. I expect you to do your entries as the semester progresses rather than all at once at the end. Journals will be due within the last 2 weeks of the semester

(TBD). How long should a journal entry be? Well, first you need to explain the phenomenon (what is it that you noticed), then you need to explain how it relates to the book (what concept is it), then you need to spend a little bit of time elaborating on your personal opinions. Because I want these journals to be more about the practical implications of CB in your daily activities, I will not grade them for grammar or writing. BUT, I will deduct points for lazy or interesting work.

- Journals must be completed by the due date.
- Journals must be submitted on blackboard—emails will not be accepted.
- You must have 20 separate journal entries. Do not copy and paste all of your entries into a single entry—I will deduct points.
- NO ATTACHMENTS. I will not grade journals with attachments.

## **LATE WORK**

Many reasons are given for late work (e.g., flat tires, printer problems, illness, oversleeping, etc.) No matter the reason, the bottom line is 1) the work was completed and turned in on time or 2) the work was not completed and not turned in on time. There is, therefore, no provision for late work on any assignments. Plan and schedule your time and have back-up systems in place so you can complete your work on time. Meeting deadlines is critical to success in business. I suggest you begin now to develop good work habits. In the case of truly extenuating circumstances, please see me as soon as possible!

## **ACADEMIC HONESTY**

Plagiarism is “stealing the ideas or words of another’s and passing it off as one’s own.” It includes using someone else’s work and not crediting the source properly. This means that anything published anywhere – including a Website – cannot be lifted and put in a paper with your name on it. For example, a discussion of the General Mills company at the GM website cannot be copied and pasted into your report. This is plagiarism and will be treated as such. What you can do is rewrite the paragraph **IN YOUR OWN WORDS**. Another option is to use a sentence as is and put it in quotes, and cite the source and the page number. You **MUST** include the site name in your reference list regardless of how you use the information, as long as the information is in your report. The professor regards **ALL TYPES** of dishonesty as serious and will pursue appropriate action in accordance with university policy. Please refer to the UCA Student Handbook for specific guidance relating to the Academic Honesty Policies (pp 40-42).

### **Academic Integrity Statement:**

The University of Central Arkansas affirms its commitment to academic integrity and expects all members of the university community to accept shared responsibility for maintaining academic integrity. Students in this course are subject to the provisions of the university's Academic Integrity Policy, approved by the Board of Trustees as Board Policy No. 709 on February 10, 2010, and published in the Student Handbook. Penalties for academic misconduct in this course may include a failing grade on an assignment, a failing grade in the course, or any other course-related sanction the instructor determines to be appropriate. Continued enrollment in this course affirms a student's acceptance of this university policy.

### **Disabilities Act Statement:**

The University of Central Arkansas adheres to the requirements of the Americans with Disabilities Act. If you need an accommodation under this Act due to a disability, please contact the UCA Office of Disability Services, 450-3613.

**Sexual Harassment and Academic Policies:**

All students are required to familiarize themselves with the University of Central Arkansas policy on sexual harassment and on academic policies. These policies are printed in the Student Handbook.

**Title IX**

"If a student discloses an act of sexual harassment, discrimination, assault, or other sexual misconduct to a faculty member, the faculty member cannot maintain complete confidentiality and is required to report the act and may be required to reveal the names of the parties involved. Any allegations made by a student may or may not trigger an investigation. Each situation differs and the obligation to conduct an investigation will depend on those specific set of circumstances. The determination to conduct an investigation will be made by the Title IX Coordinator. For further information, please visit: <https://uca.edu/titleix>."

**Emergency Procedures Summary (EPS):**

An Emergency Procedures Summary (EPS) for the building in which this class is held will be discussed during the first week of this course. EPS documents for most buildings on campus are available at <http://uca.edu/mysafety/bep/>. Every student should be familiar with emergency procedures for any campus building in which he/she spends time for classes or other purposes.

**Other Required Materials/Competencies/Resources:**

Faculty may add other materials as necessary for their class

**Accreditation & Assurance of Learning**

Learning Goal(s) Assessed in this Class

- There is no formal assessment activity scheduled in this class.
- There is formal assessment activity scheduled in this class.