

# Consumer Behavior

MKTG 5864 - section E01 (Summer 2018)

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Classroom	Online
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Contact	E-mailing tool on CourseDen
Office hours	By appointment

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## Textbook and materials

1. Consumer Behavior: Building Marketing Strategy (13th Edition/2016) by Mothersbaugh & Hawkins, McGraw-Hill.

You will need to register for MH Connect, the online resource that comes with the textbook – you will not be allowed to submit assignments (which represent 50% of your final grade) without your own subscription.

Follow the instructions in this [video](https://www.youtube.com/watch?v=uzZ5qRuVtcQ) (https://www.youtube.com/watch?v=uzZ5qRuVtcQ)

You should visit this [web address to register for MH Connect](http://connect.mheducation.com/class/a-chwialkowska-copy-of-consumer-behavior-section-e01-summer-semester-2018-co-grad)

(http://connect.mheducation.com/class/a-chwialkowska-copy-of-consumer-behavior-section-e01-summer-semester-2018-co-grad)

## Prerequisites

MKTG 4864: MKTG 3803 or MKTG 303 and (GPA 2.00 or above required)

PSYC 4864: PSY 201 or PSYC 1101.

## Course Overview

A comprehensive analysis of the factors in human behavior which influence the choice and the use of products and services.

## Course Objectives

Upon successfully completing the course, you will be able to:

- CO1. Demonstrate a basic knowledge of the fundamental business concepts that are useful for understanding the complexities of buyer behavior (LG4).
- CO2. Demonstrate the ability to analyze issues and situations having ethical and legal implications for business (LG5 -LO5.1)
- CO3. Demonstrate a basic knowledge of international economic and business concepts. (LG5-LO5.2)
- CO4. Be able to analyze the current situation of an organization and develop a plan to ensure organization viability (LG6-LO6.2)

## Course Schedule

The course is worth 3 credit hours.

Please keep in mind the deadlines. All due dates are final. The COURSE SCHEDULE is available on CourseDen. You will be informed of any changes via Announcement tool on CourseDen – please check the CourseDen announcements daily.

*The syllabus is subject to change at the discretion of the professor.*

## WHAT AM I EXPECTED TO DO TO COMPLETE THIS COURSE?

You will be required to:

- Complete assignments introducing you to the course and course policies (See introductory assignments) [INDIVIDUAL]
- Read book chapters and complete assignments on **MH Connect** for each module. [INDIVIDUAL]
- Take module exams (online **CourseDen** quizzes). [INDIVIDUAL]
- Complete term assignment [INDIVIDUAL PROJECTS]

See **COURSE SCHEDULE** for details.

### Introductory assignments

The following assignments have to be completed before the deadline (see **COURSE SCHEDULE**) if you want to be verified as attending the course (roster verification):

1. Registration with MH Connect
2. Syllabus Quiz
3. Confidentiality and Privacy Form
4. Academic Honesty Form

*A failure to complete any of the assignments listed above **before the deadline** will result in being marked as "not attending" during the roster verification process.*

### MH Connect Assignments

*[Individual grade]*

You are required to complete MH Connect assignments in each module. Go to **Content Tab** on CourseDen -> **MHConnect** -> **Connect** and follow their instructions.

If it is your first time using MHConnect you can read their [MHConnect Orientation](#).

*If you have questions regarding MHConnect registration, please **contact them** directly (I am not able to resolve the problems related to MHConnect):*

[MHConnect Support](#)

[https://connect.mheducation.com/connectweb/branding/en\\_US/default/html/support.html](https://connect.mheducation.com/connectweb/branding/en_US/default/html/support.html)

[MHConnect Student Help topics](#)

[http://highered.mheducation.com/sites/0000065899/student\\_view0/getting\\_started/student\\_registration.html](http://highered.mheducation.com/sites/0000065899/student_view0/getting_started/student_registration.html)

There will be **NO** make-ups on the Connect assignments. (Please see the **COURSE SCHEDULE** on CourseDen for deadlines)

### Exams

*[Individual grade]*

You are required to complete a module exam after reading chapters and completing MH Connect assignments in each module. **There are NO make-up exams.** (Please see the **COURSE SCHEDULE** on CourseDen for deadlines).

There are three exams (online). They are available on CourseDen. Go to **Content Tab** on CourseDen -> **Exams** -> Select the exam and follow instructions. (Please see the **COURSE SCHEDULE** on CourseDen).

Exam 1: Module 1 (Chapters 2-7)

Exam 2: Module 2 (Chapters 8-12)

Exam 3: Module 3 (Chapters 13-18)

You have **three attempts** per exam (please note that each attempt might consist of different questions). Your grade will be your highest-scored attempt. You will have several days to complete each exam. Thus, being sick on the due day does not qualify you for special accommodation.

If you do not take the exam before the deadline, you receive 0 points for that quiz.

You are to take the exam by yourself.

*Using your notes during an online exam, checking the answers on the Internet, taking the quiz with another person, or asking someone else to take the exam for you constitute academic dishonesty. Any incidences of academic dishonesty can result in you being withdrawn from the course with a failing grade. They will also be reported and become a part of the student's conduct record at UWG.*

*You have access to each quiz for several days before the deadline. Therefore, informing your professor at the time when the quiz is due that you cannot take it because you have no Internet connection or have to stay at work does not qualify you for an extension.*

*Please use UWG computer labs to take quizzes. Make sure that everything (e.g., your browser) is working properly before starting the quiz. Make sure that you save your answers regularly. Only technical difficulties of UWG IT system might excuse you if your quiz was not successfully submitted.*

## Response time

Online quizzes are graded automatically upon completion. You will see your points in the Grades tab on CourseDen.

## Assignment

*[Individual grade]*

You will individually complete 1 assignment (literature review). For details on the assignment due dates, please see the [COURSE SCHEDULE](#).

*It is your responsibility to familiarize yourself with all the deadlines listed there, mark them on your calendar, and plan ahead to complete all of them on time. It is not your professor's responsibility to remind you about the due dates.*

Assignment guide and assessment rubric are available on CourseDen.

## Response time

The assignments will be graded within seven business days (Monday-Friday 9 a.m. - 5 p.m.) from the submission deadline.

## Extra Credit Assignments

There will be **no** extra-credit assignment. Time management is an important and appreciated skill. You must take responsibility for planning and pacing your work throughout the semester.

## HOW WILL I BE GRADED?

The grading for this course is:

Online Exams on CourseDen (1-3): 20%

MH Connect Assignments: 50%

Assignment: 30%

## Final grade

A: 90%+

B:  $80\% < 90\%$

C:  $70\% < 80\%$

D:  $60\% < 70\%$

F: Less than 60%

## Communication

Please communicate any problems you have. If you need special accommodations, please make sure that you inform me about your situation prior to the beginning of the course or as soon as the need for my assistance arises. Please do not wait until the end of the semester (or on the due date) as at that point I will not be able to help you. **Submit any relevant documentation to "Special accommodations and excused absences"** in "About the Course" folder on CourseDen and e-mail the professor via the CourseDen messaging tool.

Before contacting the professor, consider whether the answer to your question would benefit other students in the class. If so, please post your question to the Q&A Forum. For details, please visit:

COURSEDEN -> CONTENT -> QUESTIONS?

If your question relates to your individual situation, please communicate via **e-mailing tool on CourseDen**. Please make sure that the subject line specifies what your e-mail is about:

**Like this:** Assignment #2. **Not like this:** Question.

## E-mail format

To make sure that your questions are answered promptly and accurately, please follow the format outlined below. Your professor will not answer messages that do not follow this format.

The diagram illustrates an email format template with callouts for specific instructions. The template text is as follows:

**Subject line**

Dear Doctor Chwialkowska,

*I am in your Class Name, Section Number that meets on This Day [1].*

This is the question I have or the help I need [2].

I have looked in the syllabus, Q&A forum, and at my notes from class and online and I asked someone else from the class [3], but I am still not sure about the answer.

This is the action I would like you to take [4].

Saying Thank You is always a good idea [5],

Yours sincerely,

First Name & Last Name [6]

The callouts and their corresponding instructions are:

- Address your professor appropriately.**
  - ✓ NEVER use "Hey" or "Yo!" or "Hi!"
- Write a clear and concise message.**
  - ✓ Avoid wordiness; get to the point:
    - State your problem by being specific and detailed (I will not be in class on Monday; I apologize for missing class on Wednesday; I would like to schedule an appointment to meet with you to discuss my assignment).
    - Include the question relevant to your problem;
    - If you need a response, politely ask for one.
- Proofread your message.**
  - ✓ Never click on "Send" before proofreading your message.
    - Make sure you have complete sentences and that you use punctuation correctly.
    - Check for spelling mistakes.
    - Pay attention to mechanics (proper capitalization) and grammar mistakes.
    - Do not use texting abbreviations.
    - Whenever possible, use paragraph breaks to organize your message.
- Sign with your full name**

## Response time

I will respond to questions sent via CourseDen email and those posted on Q&A Forum within 48 hours during business days (Monday-Friday 9am-5pm). As UWG emphasizes the importance of work-life balance, I will not be responding to any communication after business hours, during weekends and holidays.

## WHAT ELSE DO I NEED TO KNOW BEFORE TAKING THIS COURSE...

### Basic Technical Skills Required

To successfully complete the course, you need to have the following technical skills:

- Navigating CourseDen.
- Communicating via CourseDen email tool.
- Using CourseDen discussion board.
- Taking quizzes on CourseDen.
- Uploading assignments to CourseDen submission folders.
- Using a Web browser such as, e.g., Mozilla Firefox.
- Very good command of office applications, e.g., Microsoft Office (Word, PowerPoint, Excel).
- Ability to google information and use it to solve basic technical problems.

### Reading the Syllabus

Please read the syllabus at the beginning of the semester. When you are informed about the course requirements, you can plan your time to achieve the best result possible.

As this syllabus provides you with a summary of the course of study, examination requirements, and schedule, please consult it before writing an e-mail to your professor or posting to the Q&A forum.

You will also take Syllabus Quiz, and at the beginning of the course.

### Deadline

Deadlines defined as:

**a** : a date or time before which something must be done

**b** : the time after which copy is not accepted for a particular issue of a publication (Merriam-Webster Dictionary)

**Late submissions will not be accepted.**

### Planning

This is a content-rich course and successfully completing it will require self-discipline and planning. That is why you are informed of all the deadlines and assignments at the very beginning of the course.

Please see COURSE SCHEDULE for deadlines and mark them in your calendar.

### What Result Is Not

Hard work does not guarantee that your result is achieved. For instance, telling a professor that you worked very hard on the project does not mean that the result you achieved meets the criteria for an A grade.

NO RESULT + EXCUSE ≠ RESULT

When you are late, having a good excuse does not turn back the clock and make you be on time. Likewise, not delivering what is expected of you and having an excuse does not make a result magically appear.

### Taking Notes

Whether you are taking an in-class class or an online class, it is important to take notes both when you listen to a lecture, watch a video posted on CourseDen, or read your textbook, lecture slides, and articles. Taking notes is a very important skill that is necessary in your future career. Here you can find an interesting guide on how to take notes from your textbook: [Taking notes](#)

### Honor Code

By submitting any of the assignments and online quizzes, you agree with the following statement:

"I pledge on my honor that I have not given or received any unauthorized assistance on this assignment/examination."

You also acknowledge that you were made aware that if your submission turns out to be plagiarism, or does not adhere to the UWG Honor Code in any other way, **you will receive 0 points for this assignment and a failing grade for the entire course.**

In case of group assignments, you are made aware that even if your group member and not you personally plagiarized a part of the assignment, you and all group members are going to be held accountable – **every group member will receive 0 points for this assignment and a failing grade for the entire course.**

## Accessibility

To participate in the course, you will need internet access. All required materials aside from the textbook will be posted on CourseDen or distributed in class.

[CourseDen compatibility check](#)

[D2L Accessibility](#)

[Software FAQs](#)

[Acceptable Use Policy of Computer & Network Equipment](#)

Below you can also find links to technical requirements when viewing PDF documents.

[Adobe technical requirement](#)

You will also need to create and upload a video on YouTube

[YouTube privacy policy](#)

[YouTube uploading videos](#)

[YouTube support](#)

[YouTube accessibility](#)

For more information on technology requirements for courses at UWG, please see the IMPORTANT LINKS file on CourseDen

## OTHER RULES AND POLICIES

### Netiquette

- ✓ Please show respect, courtesy, and professionalism toward your classmates in all communication.
- ✓ Use spell check before posting to the discussion forums or when you write e-mails.
- ✓ Be respectful of others' views and opinions.
- ✓ Express your views even when your point of view contrasts the majority view presented.
- ✓ Think and edit before you click "Submit".
- ✓ Be aware that sometimes humor can be misinterpreted as being sarcastic (online discussions provide a limited possibility for reading your body language/facial expression).
- Don't use ALL CAPITAL LETTERS as this is considered "shouting".
- Avoid using acronyms.
- Do not dominate any discussion. Give your colleagues the space to join the discussion.
- Avoid using slang language.

### ACADEMIC HONESTY POLICY

You must adhere to the Academic Honesty Policy:

Lying, cheating, stealing, or engaging in plagiarism in pursuit of one's studies is a violation of academic honesty policy at UWG and will not be tolerated (Please read the university's catalog for the official statement on academic integrity and plagiarism). Students are responsible for understanding plagiarism.

In general, **plagiarism** is defined as the use of intellectual material produced by another person without acknowledging its source. The following are some examples of what is considered plagiarism:

\* Copying of passages from works of others into an assignment, paper, discussion board posting, without acknowledgment.

\* Cutting/pasting information available on the web or online databases.

\* Using the views, opinions, or insights of another without acknowledgment.

\* Paraphrasing another person's characteristic or original phraseology, metaphor, or other literary device without acknowledgment.

NOTE: Violations of the academic honesty policy may result in expulsion from the University.

Being caught cheating during the exam or plagiarizing an assignment results in a failing grade for this course. There are no exceptions to this rule.

## IMPORTANT LINKS

### CourseDen Help & Troubleshooting

Please contact Courseden Help & Troubleshooting if you encounter technical difficulties unrelated to the course content as I will not be able to help you with technical problems.

[CourseDen \(D2L\)](#)

Monday-Friday

8:00 AM – 5:00 PM

678 839 62 48

[online@westga.edu](mailto:online@westga.edu)

[ITS FAQs](#)

[CourseDen Tutorials](#)

[ITS Chat](#)

[CourseDen Compatibility](#)

[D2L Accessibility](#)

[Software FAQ](#)

[Acceptable Use Policy of Computer & Network Equipment](#)

[About CourseDen](#)

[Textbook website](#)

[University Bookstore](#)

[Ingram Library Services](#)

[Course Evaluations](#)

[UWG Campus Writing Writing Center](#)

### Accessibility Services and Academic support

Students with a documented disability may work with UWG Accessibility Services to receive essential services specific to their disability. All entitlements to accommodations are based on documentation and USG Board of Regents standards. If a student needs course adaptations or accommodations because of a disability or chronic illness, or if he/she needs to make special arrangements in case the building must be evacuated, the student should notify his/her instructor in writing and provide a copy of his/her Student Accommodations Report (SAR), which is available only from Accessibility Services. Faculty cannot offer accommodations without timely receipt of the SAR; further, no retroactive accommodations will be given.

*Please submit a copy of your SAR into „Special accommodations & Excused absences Documentation“ folder on CourseDen, and e-mail me via CourseDen messaging tool.*

Monday-Friday

8:00 AM-5:00 PM

(678) 839-6428

(678) 839-6429

[counseling@westga.edu](mailto:counseling@westga.edu)

[Accessibility Services](#)

For an after-hours psychological crisis, please call 678-839-6428 and you can be connected to our on-call counselor.



## Student Rights and Responsibilities

The document at the following link contains important information pertaining to your rights and responsibilities in this class. Because these statements are updated as federal, state, university, and accreditation standards change, you should review the information each semester.

[Common Language for Course Syllabi](#).

## ONLINE COURSES

UWG takes students' privacy concerns seriously: technology-enhanced and partially and fully online courses use sites and entities beyond UWG and students have the right to know the privacy policies of these entities. For more information on privacy and accessibility for the most commonly used sites, as well as technology requirements visit the UWG Online site.

Students enrolled in online courses can find answers to many of their questions in the Online/Off-Campus Student Guide.

If a student is experiencing distress and needs help, please see the resources available at the UWG Cares site. Online counseling is also available for online students.

## UWG HONOR CODE

At the University of West Georgia, we believe that academic and personal integrity are based upon honesty, trust, fairness, respect, and responsibility. Students at West Georgia assume responsibility for upholding the honor code. West Georgia students pledge to refrain from engaging in acts that do not maintain academic and personal integrity. These include, but are not limited to, plagiarism, cheating, fabrication, aid of academic dishonesty, lying, bribery or threats, and stealing.

The University of West Georgia maintains and monitors a confidential Academic Dishonesty Tracking System. This database collects and reports patterns of repeated student violations across all the Colleges, the Ingram Library, and the School of Nursing. Each incidence of academic dishonesty is subject to review and consideration by the instructor, and is subject to a range of academic penalties including, but not limited to, failing the assignment and/or failing the course. Student conduct sanctions range from verbal warning to suspension or expulsion depending on the magnitude of the offense and/or number of offenses. The incident becomes part of the student's conduct record at UWG.

Additionally, the student is responsible for safeguarding his/her computer account. The student's account and network connection are for his/her individual use. A computer account is to be used only by the person to whom it has been issued. The student is responsible for all actions originating through his/her account or network connection. Students must not impersonate others or misrepresent or conceal their identities in electronic messages and actions. For more information on the University of West Georgia Honor Code, please see the Student Handbook.

## UWG EMAIL POLICY

University of West Georgia students are provided a MyUWG e-mail account. The University considers this account to be an official means of communication between the University and the student. The purpose of the official use of the student e-mail account is to provide an effective means of communicating important university related information to UWG students in a timely manner. It is the student's responsibility to check his or her email.

## Title IX

The Title IX Coordinator monitors UWG's compliance with Title IX, oversees complaints, and carries out on-going Title IX trainings.

[Title IX](#)

## HB280

[HB280](#)