



TEXAS A&M UNIVERSITY
SAN ANTONIO

MKTG 3311:900, **Principles of Marketing**, Spring 2024, CRN: 23580
Department of Management and Marketing, College of Business
Course Syllabus

Class Modality: On Campus (hybrid)

Class Meeting Time and Place: **Tuesdays from 2:00 PM – 3:15 PM**
Business Library Hall 266

Class Duration: 01/16/2024 to 05/07/2024

Instructor: Dr. Ruby A. Daniels
Office: Business building 341.F
Tel: 210-784-2308
E-Mail: RDaniels@tamusa.edu
Student emails will receive a reply within two business days.

Course Website: <https://tamusa.blackboard.com/>

Office Hours: Mon & Wed 8:30 AM – 12:30 PM (Phone or Zoom conferences)
Tues 3:30 PM – 4:30 PM (BLH 341.F)
and by appointment
Office hour meetings are available in-person, by phone, or through virtual conference. Students must schedule office hour appointments (preferably at least 24 hours ahead of time) to ensure the instructor does not have a prior appointment.

Catalog Course Description: Examination of marketing goods and services by organizations and individuals in a free enterprise economy. Topics covered include product, channels, price, promotion, consumer behavior, the legal and other uncontrollable environments and research international marketing, strategy, and control.

Course Objectives: The course provides students with an overview of marketing as well as the discipline's influence on business, society, and culture. After learning the course concepts in the first half of the class, students will demonstrate their understanding of marketing by writing, presenting, and defending a personal marketing plan or a team marketing plan for an actual organization.

Prerequisites: ENGL 1301 and ENGL 1302. Students who do not meet the pre-requisites must contact the instructor immediately.

Student Learning Outcomes: After successful completion of this course, students will be able to:

1. Describe the function of the 4P's in domestic and global marketing including how these functions create value for consumers
2. Explain how marketing decisions are influenced by various forces in the external environment including social, legal, and ethical issues
3. Identify marketing strategies and concepts related to the successful running of a business
4. Analyze the importance of information technology and the impact of digital marketing in the 21st century
5. Demonstrate a working knowledge of basic marketing terminology and concepts
6. Describe the importance of Consumer behavior and the consumer decision making process
7. Explain the importance of marketing research and its role in marketing decision-making
8. Describe strategic market planning, implementation and control

AACSB Assessment:

The College of Business received AACSB accreditation in Spring 2023. As part of that ongoing process, students will be assessed on program level outcomes based on course outcomes from various courses. The materials from this course may be used for assessing such program level outcomes, and hence students must follow the necessary rigor to ensure mastery and retention of the above course outcomes.

Required Materials:

▪ **Textbook:**



Albrecht, M. G., Green, M., & Hoffman, L. (2023). *Principles of marketing*. OpenStax.
<https://openstax.org/details/books/principles-marketing>

- **Blackboard:** Connect to <http://tamusa.blackboard.com>. You will have a list of all the readings, video, assignment descriptions, grading rubrics, PPT lectures, and other supplementary materials in Blackboard. To maximize your scores, review all of the material before completing your assignments.
- **Software:** You will be required to use Microsoft to complete various assignments. These products are available in the computer labs on campus. You will also be able to download the installation software from the Microsoft software center. You will receive your login name and password at your Jaguar email address.
- **Computer Hardware:** You will need a computer with an internet connection, a microphone and speakers/headphones.
- **Time:** You are expected to spend 4-8 hours per week for the course. Based on the background, some students may require more time. Time spent may be longer when assignment/exams are due.

Other Recommended / Reading Materials: Additional reading materials are available on the course website as recommended by the instructor.

Course Requirements every student must fulfill in order to succeed in course:

1. Students should check the Course Calendar, Announcements, and Messages (e-mail) systems in Blackboard on a regular basis.
2. Students should keep current with all course assignments, quizzes, and examinations.
3. If the course uses remote proctoring for exams, students must schedule their exam early in the semester.
4. Students should ask questions and communicate with the instructor either in class, online, off-line or during office hours.
5. For all classwork, exams, quizzes etc., if a student is completing it off-campus, then they are responsible for availability of internet connectivity. Extensions will **not** be granted for lack of availability of internet connections.
6. Students should remember that hybrid and online courses assume greater responsibility and independent learning skills by the student for their own learning outcomes.
7. For online-asynchronous courses, students should keep current on class recordings. For online-synchronous courses, students are expected to attend virtually during the class meeting time.
8. For OLC-A courses, students are not required to come to class, even for proctored examinations.
 - a. The instructor can require students to take examinations using proctoring software as indicated in the Proctored Exams section.
 - b. The instructor decides which type of examination works best for the class and the student must comply with their instructions – as long as they are not required to take an in-class examination, or are required to take the examination at one specific time that applies to all students. In other words, the instructor will offer the student some flexibility on test location and the time to sit for the exam.

Grading Policy: The final course grade will be based on your performance on the exams and assignments using the following weights:

Assignments	Points	%
In-class participation (on campus)	340	34%
Personal marketing plan	160	16%
Mid-term	200	20%
Final	300	30%
TOTAL POINTS	1000	100%

The final letter grades will be assigned as follows: Above 90% ⇒ A; 80 – 89% ⇒ B; 70 – 79% ⇒ C; 60 – 69% ⇒ D; Below 60% ⇒ F.

Examinations: There will be a mandatory mid-term exam and a mandatory final exam (as per university schedule). Being absent for an exam will result in a grade of zero for that exam and may result in a fail grade in the course. The exams will be administered online and consist of a series of true false, multiple-choice, and/or short answer questions. The exams will be based on the textbook and lectures. Questions will emphasize understanding and applications of concepts and topics covered in the course.

Proctored Exams: In order to ensure course integrity, students enrolled in this course may use a Remote test-Proctoring software for the administration of exams, if allowed and is set up by the instructor.

Assignments/ Research papers:

Individual assignment descriptions and due dates will be posted through Blackboard. Students are expected to read all assignment instructions carefully before attempting the assignment. Grading rubrics for all assignments are located at the end of the syllabus.

Individual Activities:

- **In-class participation (on campus) – 34%**

Students will attend on-campus lectures and participate in live activities/exercises during each session of the course.

- **Personal marketing plan - 16%**

Students will develop a personal marketing plan (PowerPoint) to assist them when searching for employment after graduation. After completing this final project, students will record a short video presentation that reflects on the process of developing a personal marketing plan.

- **Exams - 50%**

The midterm (20%) and final (30%) exams will be timed, online tests administered in Blackboard. The exams, which are open-book and open-notes, will include multiple-choice, true/false, and/or short answer questions based on the textbook chapters and lectures.

Artificial Intelligence (AI) Policy:

Use of Generative AI Permitted Under Some Circumstances or With Explicit Permission

There are situations and contexts within this course where you may be asked to use artificial intelligence (AI) tools to explore how they can be used. Outside of those circumstances, you should not use AI tools to generate content (text, video, audio, images) that will end up in any student work (assignments, activities, discussion responses, etc.) that is part of your evaluation in this course. Any student work submitted using AI tools should clearly indicate with attribution what work is the student's work and what part is generated by the AI. In such cases, no more than 25% of the student work should be generated by AI. If any part of this is confusing or uncertain, students should reach out to their instructor for clarification before submitting work for grading. Use of AI-generated content without the instructor's permission and/or proper attribution in this course qualifies as academic dishonesty and violates Texas A&M-San Antonio's standards of academic integrity.

Make up and Late Assignment/exam/quiz policy: As a general rule, make-ups or late submissions will NOT be offered or accepted for any missed assignments/exams/quizzes. Late submissions or make-ups may be accepted/administered only in extra-ordinary circumstances such as an excused official university activity, a severe illness, or a dire emergency. However, you must provide comprehensive documentation either before or within a few days of the missed assignment/quiz/exam.

Extra credit and "redo" policy: No extra credit assignments will be provided and students cannot "redo" assignments.

Class conduct and civility code: Everyone in class is expected to follow all rules in the student handbook, as well as common courtesy during classroom lectures and discussions in class and online, including the following:

1. Attendance may be taken at the beginning or the end of the class.
2. It is the students' responsibility to obtain and be able to use the required materials and software for this class.
3. Student must retain copies of all assignments and graded work for verification purposes and provide it to the instructor, if necessary. Keep own copies of all computer files and e-mails till final grade is received.
4. Talking while the instructor is lecturing is extremely disruptive and discourteous to the instructor and other students.

5. Using computers or phones (except for a valid urgent need) during class for a purpose not related to class is disruptive. All cell phones and gadgets should be turned OFF and headphones removed.
6. For any questions about the exams and assignments, a student should contact the instructor, well in advance of the day they are due, so the instructor may have enough time to provide feedback.
7. All communications will be via e-mail communications to the Texas A&M University e-mail account, and students are expected to use their school provided email account. The instructor will reply to a student e-mail messages and voice messages within 2 business days (Monday-Friday).
8. All assignment submissions must be uploaded to Blackboard by the due date and time. Submission window may close or marked late, even if late by one second.

Anyone violating these policies may be subject to disciplinary actions.

Class attendance and Participation: A vital part of every student's education is regular attendance of class meetings. Any absences tend to lower the quality of a student's work, and frequent or persistent absences may result in a failing grade. Students are responsible for the materials covered in class. The course covers a lot of material and most students find at least some parts of it difficult. Class participation is highly encouraged as it makes the class more interesting and enhances the learning experience. Students are strongly encouraged to ask questions, participate in class discussions and problem solving, and visit/contact the instructor during office hours in case of questions or concerns. Good attendance and participation will be rewarded when final grades are assigned.

The course is intensive and challenging and you are expected to master the materials presented in class. The structure of the class makes your individual study and preparation outside of class extremely important, and may vary considerably based on student background. However, a **minimum** of two hours of work outside the class is expected for every one hour of class period per week. Reading the assigned chapter(s) and having some familiarity with them before class will be very useful for understanding lectures.

Spring 2024 Class Schedule

The provisions and information set forth in the schedule below are intended to be informational and not contractual in nature. The instructor reserves the right to amend, alter, change, delete or modify the provisions of the schedule.

Week	Dates	Chapter and Topic	On Campus	OPTIONAL Marketing Plan Pre-work
			Tuesdays 2:00 PM – 3:15 PM	Work ahead on your final project
1	Jan 16 - 21	Syllabus & course introduction	Participation	Slide 1 - Title
2	Jan 22 - 28	Overview of marketing - Chapter 1	Participation	Slide 2 - SMART Goals
3	Jan 29 - Feb 4	Macro marketing & ethics - Chapter 2	Participation	Slides 3 & 11 - SWOT & References
4	Feb 5 - 11	Consumer behavior - Chapters 3, 4, & 5	Participation	
5	Feb 12 - 18	Global markets – Chapter 7	Participation	
6	Feb 19 - 25	Market research – Chapter 6	Participation	Slide 4 - Target market
7	Feb 26 - Mar 3	Market segmentation & positioning - Chapter 5	Participation	Slide 5 - Positioning
8	Mar 4 - 10	Midterm exam	Midterm exam	
	Mar 11 - 17	SPRING BREAK		
9	Mar 18 - 24	Products – Chapters 9, 10, & 11	Participation	Slide 6 - Product/service
10	Mar 25 - 31	Pricing – Chapter 12	Participation	Slides 7 & 11 - Price & References
11	Apr 1 - 7	Distribution - Chapters 17 & 18	Participation	Slide 8 - Place
12	Apr 8 - 14	Promotion – Chapter 13	Participation	Slide 9 - Promotion
13	Apr 15 - 21	Evaluating promotion – Chapter 14	Participation	Slide 10 - Controls to monitor
14	Apr 22 - 28	Personal selling (recorded lecture) – Chapter 15	<ul style="list-style-type: none"> • No on-campus class • OPTIONAL Zoom session to get help on your personal marketing plans • Submit Personal marketing plan by Sunday 	
15	Apr 29 - 30	Relationship marketing (recorded lecture) & Reading Days	NO CLASS – Study Days	
	May 1 - 5	Final Exams – As per A&M-SA Schedule. See A&M-SA catalog for schedule	Final exam	

IMPORTANT POLICIES AND RESOURCES

Academic Accommodations for Persons with Disabilities: Texas A&M University-San Antonio is committed to providing all students with reasonable access to learning opportunities and accommodations in accordance with The Americans with Disabilities Act, as amended, and Section 504 of the Rehabilitation Act. If you experience barriers to your education due to a disability or think you may have a disability, please contact Disability Support Services in the Central Academic Building, Suite 210, or at (210) 784-1335 or visit <https://www.tamusa.edu/index.html> or email us at dss@tamusa.edu. Disabilities may include, but are not limited to, attentional, learning, mental health, sensory, physical, or chronic health conditions. All students are encouraged to discuss their disability-related needs with Disability Support Services and their instructors as soon as possible.

Academic Learning Center: The Academic Learning Center provides free course-based tutoring to all currently enrolled students at Texas A&M University-San Antonio. Students wishing to work with a tutor can make appointments through the Brainfuse online tutoring platform. Brainfuse can be accessed in the *Tools* section of Blackboard. You can contact the Academic Learning Center by emailing tutoring@tamusa.edu, calling (210) 784-1307, or visiting the Central Academic Building, room 202.

Counseling/Mental Health Resources: As a college student, there may be times when personal stressors interfere with your academic performance and/or negatively impact your daily functioning. If you are experiencing emotional difficulties or mental health concerns, support is available to you through the Student Counseling Center (SCC). To schedule an appointment call 210-784-1331 or visit Modular C, Room 166 (Rear entrance).

All mental health services provided by the SCC are free and confidential (as the law allows). The Student Counseling Center provides brief individual and group therapy, crisis intervention, consultation, case management, and prevention services.

Crisis support is available 24/7 by calling the SCC at 210-784-1331 (after-hours select option '2'). For more information and self-help resources, please visit www.tamusa.edu/studentcounseling

Emergency Preparedness: JagE Alert is Texas A&M University-San Antonio's mass notification. In the event of an emergency, such as inclement weather, students, staff and faculty, who are registered, will have the option to receive a text message, email with instructions and updates. To register or update your information visit: <https://tamusa.bbcportal.com/>.

More information about Emergency Operations Plan and the Emergency Action Plan can be found here: <https://www.tamusa.edu/about-us/campus-information/safety/university-police-department/documents/emergency-operations-plan.pdf> and <https://www.tamusa.edu/about-us/campus-information/safety/university-police-department/documents/emergency-action-plan.pdf>

Download the SafeZone App for emergencies or call (210) 784-1911. Non-Emergency (210) 784-1900

Financial Aid and Verification of Attendance: According to the following federal regulation, 34 CFR 668.21: U.S. Department of Education (DoE) Title IV regulation, a student can only receive Title IV funds based on Title IV eligibility criteria which include class attendance. If Title IV funds are disbursed to ineligible students (including students who fail to begin attendance), the institution must return these funds to the U.S. DoE within 30 days of becoming aware that the student will not or has not begun attendance. Faculty will provide the Office of Financial Aid with an electronic notification if a student has not attended the first week of class. Any student receiving federal financial aid who does not attend the first week of class will have their aid terminated and returned to the DoE. Please note that any student who stops attending at any time during the semester may also need to return a portion of their federal aid.

Writing, Language, and Digital Composing Center: The Writing, Language, and Digital Composing Center supports graduate and undergraduate students in all three colleges as well as faculty and staff. Tutors work with students to develop reading skills, prepare oral presentations, and plan, draft, and revise their written

assignments. Our language tutors support students enrolled in Spanish courses and students composing in Spanish for any assignment. Our digital studio tutors support students working on digital projects such as eportfolios, class presentations, or other digital multimedia projects. Students can schedule appointments through JagWire under the Student Services tab. Click on “Writing, Language, and Digital Composing Center” to make your appointment. The Center offers face-to-face, synchronous online, and asynchronous digital appointments. More information about what services we offer, how to make an appointment, and how to access your appointment can be found on our website at <https://bit.ly/WLDCCenter>.

Meeting Basic Needs: Any student who has difficulty affording groceries or accessing sufficient food to eat every day, or who lacks a safe and stable place to live, and believes this may affect their performance in the course, is urged to contact the Dean of Students (DOS@tamusa.edu) for support. Furthermore, please notify the professor if you are comfortable in doing so. This will enable them to provide any resources they may possess.

Military Affairs: Veterans and active-duty military personnel are welcomed and encouraged to communicate, in advance if possible, and special circumstances (e.g., upcoming deployment, drill requirements, disability accommodations). You are also encouraged to visit the Patriots’ Casa in-person room 202, or to contact the Office of Military Affairs with any questions at military.va@tamusa.edu or (210)784-1397.

Religious Observances: Texas A&M University-San Antonio recognizes the diversity of faiths represented among the campus community and protects the rights of students, faculty, and staff to observe religious holidays according to their tradition. Under the policy, students are provided an opportunity to make up any examination, study, or work requirements that may be missed due to a religious observance provided they notify their instructors before the end of the second week of classes for regular session classes.

The Six-Drop Rule: Students are subject to the requirements of Senate Bill (SB) 1231 passed by the Texas Legislature in 2007. SB 1231 limits students to a maximum of six (6) non-punitive course drops (i.e., courses a student chooses to drop) during their undergraduate careers. A non-punitive drop does not affect the student’s GPA. However, course drops that exceed the maximum allowed by SB 1231 will be treated as “F” grades and will impact the student’s GPA.

Statement of Harassment and Discrimination: Texas A&M University-San Antonio is committed to the fundamental principles of academic freedom, equality of opportunity and human dignity. To fulfill its multiple missions as an institution of higher learning, A&M-San Antonio encourages a climate that values and nurtures collegiality and the uniqueness of the individual within our state, nation, and world. All decisions and actions involving students and employees should be based on applicable law and individual merit. Texas A&M University-San Antonio, in accordance with applicable federal and state law, prohibits discrimination, including harassment, on the basis of race, color, sex, religion, national origin, age, disability, genetic information, veteran status, sexual orientation, gender identity, gender expression, or pregnancy/parenting status. Individuals who believe they have experienced harassment or discrimination prohibited by this statement are encouraged to contact the appropriate offices within their respective units.

Texas A&M University-San Antonio faculty are committed to providing a safe learning environment for all students and for the university as a whole. If you have experienced any form of sex- or gender-based discrimination or harassment, including sexual assault, sexual harassment, domestic or dating violence, or stalking, know that help and support are available. A&M-San Antonio’s Title IX Coordinator can support those impacted by such conduct in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, and more. The university strongly encourages all students to report any such incidents to the Title IX Coordinator. Please be aware that all A&M-San Antonio employees (other than those designated as confidential resources such as counselors and trained victim advocates) are required to report information about such discrimination and harassment to the university. This means that if you tell a faculty member about a situation of sexual harassment or sexual violence, or other related misconduct, the faculty member must share that information with the university’s Title IX Coordinator (titleix@tamusa.edu,

210-784-2061, CAB 439K). If you wish to speak to a confidential employee who does not have this reporting requirement, you can contact the Student Counseling Center at (210) 784-1331 or visit them in Madla 120.

Pregnant/Parenting Students: Texas A&M-San Antonio does not require a pregnant or parenting student, solely because of that status or issues related to that status, to (1) take a leave of absence or withdraw from their degree or certificate program; (2) limit the student's studies; (3) participate in an alternative program; (4) change the student's major, degree, or certificate program; or (5) refrain from joining or cease participating in any course, activity, or program at the University. The university will provide reasonable accommodations to pregnant students that would be provided to a student with a temporary medical condition and that are related to the health and safety of the student and the student's unborn child. These could include maintaining a safe distance from substances, areas, and activities known to be hazardous to pregnant individuals and their unborn child; excused absences because of illness or medical appointments; modified due dates for assignments; rescheduled tests/exams; taking a leave of absence; and being provided access to instructional materials and video recordings of lectures for excused absences, if these would be provided to any other student with an excused absence. Pregnant/parenting students are encouraged to contact the Title IX Coordinator with any questions or concerns related to their status (titleix@tamusa.edu; 210-784-2061; CAB 439K).

Texas A&M-San Antonio has also designated the Title IX Coordinator as the liaison officer for current or incoming students who are the parent or guardian of a child younger than 18 years of age. The Title IX Coordinator can provide students with information regarding support services and other resources.

Students' Rights and Responsibilities: The following statement of students' rights and responsibilities is intended to reflect the philosophical base upon which University Student Rules are built. This philosophy acknowledges the existence of both rights and responsibilities, which is inherent to an individual not only as a student at Texas A&M University-San Antonio but also as a citizen of this country.

Students' Rights

1. A student shall have the right to participate in a free exchange of ideas, and there shall be no University rule or administrative rule that in any way abridges the rights of freedom of speech, expression, petition and peaceful assembly as set forth in the U.S. Constitution.
2. Each student shall have the right to participate in all areas and activities of the University, free from any form of discrimination, including harassment, on the basis of race, color, national or ethnic origin, religion, sex, disability, age, sexual orientation, or veteran status in accordance with applicable federal and state laws.
3. A student has the right to personal privacy except as otherwise provided by law, and this will be observed by students and University authorities alike.
4. Each student subject to disciplinary action arising from violations of university student rules shall be assured a fundamentally fair process.

Students' Responsibilities

1. A student has the responsibility to respect the rights and property of others, including other students, the faculty and administration.
2. A student has the responsibility to be fully acquainted with the published University Student Rules found in the Student Handbook, [Student Code of Conduct](#), on our website, University Catalog and to comply with them, as well as federal, state, and local laws.
3. A student has the responsibility to recognize that student actions reflect upon the individuals involved and upon the entire University community.
4. A student has the responsibility to recognize the University's obligation to provide an environment for learning.

5. A student has the responsibility to check their university email for any updates or official university notification.

We expect that students will behave in a manner that is dignified, respectful, and courteous to all people, regardless of sex, ethnic/racial origin, religious background, sexual orientation or disability. Behaviors that infringe on the rights of another individual will not be tolerated.

Students are expected to exhibit a high level of honesty and integrity in their pursuit of higher education. Students engaging in an act that violates the standards of academic integrity will find themselves facing academic and/or disciplinary sanctions. Academic misconduct is any act, or attempt, which gives an unfair advantage to the student. Additionally, any behavior specifically prohibited by a faculty member in the course syllabus or class discussion may be considered as academic misconduct. For more information on academic misconduct policies and procedures please review the [Student Code of Conduct](#).


Important Dates:

January 16	First day of class
March 11-17	Spring Break – No classes
March 29	Study Day – No classes
April 13	Last day to drop with an automatic “W”
April 20	Last day to drop a course or withdraw from the University
April 29	Last day of classes
April 30	Study Day – No classes
May 1-7	Final exams




The complete academic calendar is available online: <https://www.tamusa.edu/academics/academic-calendar/index.html>

Rubrics

Weeks 1 to 14 – Lecture Participation Code

Criteria	Missing	Competent	Proficient
Lecture Participation Code  Weight 100.00%	0.00 % Did not submit the lecture participation code by the assignment deadline or did not sign the roster	70.00 % Submitted the lecture participation code and signed the roster; arrived late to the on-campus session and/or left early	100.00 % Submitted the lecture participation code, signed the roster, arrived on time, and stayed for the entire on-campus session

Weeks 14 – Personal Marketing Plan – PPT & Video

Criteria	Missing	Needs Major Improvement	Needs Improvement	Satisfactory	Good	Excellent
Personal Marketing Plan - PowerPoint  Weight 40.00%	0.00 % Did not submit a PowerPoint presentation by the assignment deadline	50.00 % Submitted a PowerPoint presentation that NEEDED MAJOR IMPROVEMENT; little to no alignment with the assignment instructions; SIGNIFICANT revisions were needed.	60.00 % Submitted a PowerPoint presentation that NEEDED IMPROVEMENT; better alignment was needed with the assignment instructions; NUMEROUS revisions were needed.	70.00 % Submitted a SATISFACTORY PowerPoint presentation that aligned with SOME of the assignment instructions; SEVERAL revisions were needed.	80.00 % Submitted a GOOD PowerPoint presentation that aligned with MOST of the assignment instructions by the assignment deadline; MINOR revisions were needed.	100.00 % Submitted a HIGH-QUALITY, VERY PROFESSIONAL PowerPoint presentation that aligned with ALL the assignment instructions; NO revisions were needed.
Process Reflection Video: Content  Weight 40.00%	0.00 % Did not record a video response or did not submit confirmation of the video in Blackboard by the assignment deadline	50.00 % Posted a reflection with LITTLE to NO insight about how to develop a marketing plan in the future; and/or contained INACCURATE or CONFUSING information that suggests a lack of understanding about the concepts.	60.00 % Posted a reflection with MINIMAL insight about how to develop a marketing plan in the future; contained BRIEF, GENERIC, and/ or VAGUE examples and specifics that did not demonstrate adequate understanding of the concepts.	70.00 % Posted a reflection with a BASIC understanding of how to develop a marketing plan in the future; more analysis, examples, and specifics were needed to demonstrate understanding of the concepts.	80.00 % Posted a reflection with a REASONABLE understanding of how to develop a marketing plan in the future; additional elaboration, examples, and/or analysis would strengthen the reflection.	100.00 % Posted a DETAILED and VERY INSIGHTFUL reflection that demonstrated the student knows how to develop a marketing plan in the future
Process Reflection Video: Delivery  Weight 20.00%	0.00 % Did not record a video response or did not submit confirmation of the video in Blackboard by the assignment deadline	50.00 % Spoke MONOTONOUSLY as if the response was being READ and/or appeared UNCOMFORTABLE, HESITANT	60.00 % Spoke INCONSISTENTLY - Some of the delivery was conversational, other information sounded like it was read, and/or the speaker appeared UNCERTAIN about the information	70.00 % Spoke CONVERSATIONALLY; average eye contact and vocal inflection	80.00 % Spoke in a COMFORTABLE and CONVERSATIONAL manner; good eye contact and vocal inflection	100.00 % Spoke in a comfortable, conversational, CONFIDENT, and ENGAGING manner throughout the video response; excellent eye contact and vocal inflection