

COURSE SYLLABUS



COURSE TITLE: Marketing Research (MARK 210)

CLASS SECTION: 01

TERM: Summer 2022

COURSE CREDITS: 3

DELIVERY METHOD(S): face-to-face

Camosun College campuses are located on the traditional territories of the Ləkʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.

Learn more about Camosun's [Territorial Acknowledgement](#).

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable explanation in advance, you will be removed from the course and the space offered to the next waitlisted student.

INSTRUCTOR DETAILS

NAME: Nancy C. Holmes BA, MBA

EMAIL: holmesn@camosun.ca

OFFICE: CBA 266

HOURS: TBC and by appointment remotely upon request

CLASS: Thursday CBA 202: 6:00 – 8:50 pm

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

An examination and application of marketing research techniques, involving research design, sampling, forms and questions, data gathering, interpretation and reporting. Attention is given to new product research, consumer surveys, market analysis and forecasting.

PREREQUISITE(S): One of:

- C in MARK 110 and (one of BUS 230 or STAT 116 or STAT 216 or STAT 218)
- C in SPEX 160 and (one of BUS 230 or STAT 116 or STAT 216 or STAT 218)
- A bachelor degree from a recognized post-secondary institution

COURSE LEARNING OUTCOMES / OBJECTIVES

At the end of the course, the learner will be able to:

1. define a marketing problem in terms suitable for research;
2. decide on the appropriate design to use for a particular marketing research problem;
3. identify what information needs may best be met through exploring and accessing secondary data, in print form and on-line;

4. describe the suitability of qualitative and quantitative data collection methods;
5. describe the characteristics of key qualitative research methods used in marketing research;
6. design a marketing research questionnaire for use in primary research;
7. determine a suitable sample size for research purposes;
8. decide on the appropriate primary data collection method(s) for a marketing research problem;
9. tabulate and analyze quantitative data using basic descriptive and inferential statistics;
10. interpret the results of a research study as required to prepare and present a written marketing research report making applied recommendations to a research client;
11. Identify trends, issues, and opportunities associated with 'big data' as related to the future of marketing and the protection of personal privacy.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

- Stromp, S. (2019). Market Research Essentials. Edify. Packaged with the Mimic Market Research Simulation.

**Both the digital textbook can be found at <https://home.stukent.com/join/306-2A2>
Support can be accessed 24/7 at support@stukent.com**

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor. Quizzes will be in-class and are ~15 minutes each.

WEEK # and DATE	TOPIC & Readings	Assignments-check D2I for due dates-
1: May 05	Introduction Ch 1	Project Introduction
2: May 12	Research objectives Ch 2	Chapters 1 and 2 Quiz
3: May 19	Secondary Research Ch 3	Project Part 1: Select Client/Research Objective Chapter 3 Quiz
4: May 26	Qualitative research Ch 4	Project Part 2: Secondary Research Infographic due before class May 26 th
5: June 02	Qualitative research Ch 4	Chapter 4 Quiz
6: June 09	Survey Design Ch 5	Chapter 5 Quiz
7: June 16		Project Part 3: Qualitative Review due before class June 16 th
8: June 23	Sampling Techniques Ch 6	Chapter 6 Quiz
9: June 30	Survey Distribution Ch 7	Project Part 4: Survey Design posted before class June 30 th
10: July 07	Data Analysis Ch 8	Chapters 7 and 8 Quiz

WEEK # and DATE	TOPIC & Readings	Assignments-check D2I for due dates-
11: July 14	Inferential Data Ch 9	Chapter 9 Quiz
12: July 21	Communication Results Ch 10	Chapter 10 Quiz
13: July 28		Project Part 5: Research report due before class July 28th
14: Aug 04		Client presentations
	Exam week Date TBC	

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced noticed is required. Deadlines scan be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html).
<http://camosun.ca/services/accessible-learning/exams.html>

EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Chapter Quizzes	30%
Course Project – Individual & Team	40%
Chapter Worksheets-Individual	20%
Exam Individual	10%
	TOTAL
	100%

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information.
<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

COURSE GUIDELINES & EXPECTATIONS

Late submissions will not be accepted without documented medical or family emergencies deemed admissible by the professor. It is the student's responsibility to ensure adequate access and time to upload electronic submissions.

SCHOOL OR DEPARTMENTAL INFORMATION

Assignment formatting. The School of Business uses **APA style** for formatting assignments and citing references. Proper citations and formatting using APA style will be required. See Camosun College (2018) Library Citation Guides retrieved from:

<http://camosun.ca.libguides.com/apa7>.

- ❑ Where required by your instructor, submit all assignments into the D2L assignments by your last name.
 - ❑ In text citations for quotes, paraphrasing, and references must be consistent with APA standards.
 - ❑ Grammar, spelling, style and APA formatting, citations and referencing will be assessed in your mark.
 - ❑ All submitted work must be properly referenced to sources where required by your instructor.
 - ❑ Unless otherwise specified, you are to submit your own work, any work collaborated (unless permitted by the course) will be considered in violation of the college's Academic Integrity policy. See Camosun College (2021) [Academic Integrity Policy](#)
- Deadlines and exams.** You must submit your assignments on the due date or as announced. A grade of zero will be assigned to late submissions. There are no additional assignments or make-up exams of any kind if you performed poorly on an assignment, midterm or final exam.
- a. **EXAM DATES WILL NOT BE RESCHEDULED.** Non-attendance on scheduled exam dates results in a zero grade. Exceptions will be made only for medical reasons or extenuating circumstances that must be submitted and then accepted by the instructor. Please advise your instructor promptly.
 - b. Students registered through the [Centre for Accessible Learning \(CAL\)](#) should discuss timelines with their instructors at the beginning of each semester.
 - c. Medical notes must be dated, signed, and be written on letterhead or prescription paper imprinted with the physician's name and address. Notes are accepted from Physician (GP or medical specialist), Nurse Practitioner, Psychiatrist, Psychologist,

Counsellor and Aboriginal Elder. Electronic notes will not be accepted. Medical documentation must be received as soon as reasonably possible.

- d. **Final Exams:** Students are expected to write tests and final exams at the scheduled time and place. In emergency circumstances, a student may write a test or final examination before or after the scheduled time if the student would otherwise be unable to complete the program or course. Exceptions due to emergency circumstances, such as unavoidable employment commitments, health problems, or unavoidable family crises, require the approval of the appropriate instructor. **Holidays or scheduled flights are not considered emergencies.** The student may be required to provide verification of the emergency circumstance. See Camosun College (2018) Final Examinations from: <http://camosun.ca/learn/calendar/current/procedures.html#academic>.

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/students/>.

Support Service	Website
Academic Advising	http://camosun.ca/advising
Accessible Learning	http://camosun.ca/accessible-learning
Counselling	http://camosun.ca/counselling
Career Services	http://camosun.ca/coop
Financial Aid and Awards	http://camosun.ca/financialaid
Help Centres (Math/English/Science)	http://camosun.ca/help-centres

Support Service	Website
Indigenous Student Support	http://camosun.ca/indigenous
International Student Support	http://camosun.ca/international/
Learning Skills	http://camosun.ca/learningskills
Library	http://camosun.ca/services/library/
Office of Student Support	http://camosun.ca/oss
Ombudsperson	http://camosun.ca/ombuds
Registration	http://camosun.ca/registration
Technology Support	http://camosun.ca/its
Writing Centre	http://camosun.ca/writing-centre

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started: <http://camosun.ca/services/accessible-learning/>

Academic Integrity

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf> for policy regarding academic expectations and details for addressing and resolving matters of academic misconduct.

Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the “Attendance” section under “Registration Policies and Procedures” (<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun’s Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student’s right to choose what is right for them. For more information see Camosun’s Sexualized Violence and Misconduct Policy: <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.9.pdf> and camosun.ca/sexual-violence. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-3703841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College’s Student Misconduct Policy at <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College’s expectations of academic integrity and student behavioural conduct.

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.