Marketing

Chairperson: Felicia M. Miller, Ph.D.
Department of Marketing website (http://business.marquette.edu/departments/marketing)

The marketing curriculum equips students with the fundamental and advanced knowledge they need to develop strategic marketing communication plans that engage customers and create value for the organization. This is accomplished through applied learning opportunities that require critical thinking, creative problem solving, quantitative and qualitative data analysis, working effectively in teams, and written and oral communication. The course descriptions provide a brief overview of the marketing courses that are offered each academic year. These courses, as well as internships, prepare majors to be a successful marketing professional in a variety of organizations and positions upon graduation.

Marketing Major

Specific Marketing Course Requirements:

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MARK 3001</td>
<td>Introduction to Marketing</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4060</td>
<td>Marketing Research</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4110</td>
<td>Marketing Management</td>
<td>3</td>
</tr>
</tbody>
</table>

Three of the following:

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MARK 4010</td>
<td>Consumer Behavior</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4020</td>
<td>Integrated Marketing Communications</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4030</td>
<td>Customer Relationship Management</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4040</td>
<td>International Marketing</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4050</td>
<td>Digital Marketing</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4065</td>
<td>Marketing Analytics</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4070</td>
<td>Marketing and Society</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4080</td>
<td>Product and Pricing Strategy</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4085</td>
<td>Marketing Channel Strategy</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4094</td>
<td>Professional Selling</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4095</td>
<td>Retailing Management</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4191</td>
<td>Advanced Selling</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4192</td>
<td>Sales Management</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4931</td>
<td>Topics in Marketing</td>
<td>3</td>
</tr>
<tr>
<td>MARK 4953</td>
<td>Seminar in Marketing</td>
<td>3</td>
</tr>
</tbody>
</table>

Four Business electives: 12 credit hours

Total Credit Hours: 30

Courses

MARK 3001. Introduction to Marketing. 3 cr. hrs.
Examines the marketing process in the operations of firms in profit and nonprofit sectors. Environmental forces including consumer characteristics, government regulation and social aspects are explored. Emphasis is given to how firms develop marketing strategies in terms of target market selection, segmentation and marketing mix variables such as product development, promotional methods, price determination and channels of distribution. Ethical aspects of marketing are also given consideration. Prereq: Soph. stdg.; ECON 1001 or ECON 1103.

MARK 3986. Internship Work Period. 0 cr. hrs.

MARK 4010. Consumer Behavior. 3 cr. hrs.
To learn about the factors that influence consumers’ purchasing decisions of services and products. Behavioral science concepts will be examined including perception, motivation, learning, self-concept, personality, attitudes and attitude change, culture, social class, reference groups and the family unit. Application of behavioral concepts (from psychology, sociology, anthropology and economics) to marketing management and marketing research problems, including diffusion of innovations (new products), brand loyalty, consumer satisfaction and consumer decision-making models. Prereq: MARK 3001.

MARK 4020. Integrated Marketing Communications. 3 cr. hrs.
Study of the promotional mix (advertising, sponsorship marketing, point-of-purchase communication, sales promotion, publicity, and personal selling) and other elements of the marketing mix (product/brand, price, distribution) as they speak with one voice in communication between the firm and its customers. Also, application of behavioral sciences, branding, packaging and interactive marketing to marketing communications. Social, legal, ethical and international aspects of marketing communications. Prereq: MARK 3001.
MARK 4030. Customer Relationship Management. 3 cr. hrs.
This course examines different Customer Relationship Management (CRM) programs and shows how to identify strengths and weaknesses associated with these programs. The course will examine, but not limited to, issues of developing an understanding how CRM can be best implemented, developing skills in identifying customer satisfaction and loyalty, organizing an effective customer loyalty program and its implementation. The course includes a combination of lectures, video presentations, guest speakers, assigned readings, case studies, and research assignments. Prereq: MARK 3001.

MARK 4040. International Marketing. 3 cr. hrs.
Takes theoretical, strategic, and ethical approaches to evaluate and understand organizational behaviors; economic, political, cultural and technological developments at local, regional and global levels; country market selection, market entry strategies (exporting, licensing and foreign direct investments) and marketing mix strategies (product, price, supply chain, and integrated marketing communication). Issues related to global market segmentation, targeting and positioning are also examined. Prereq: MARK 3001.

MARK 4050. Digital Marketing. 3 cr. hrs.
Examines the social and technological forces behind modern marketing trends and evolving consumer behaviors. Topics include social media management and monitoring, omnichannel strategy, search engine optimization, content management, online promotion and eCommerce. Also explores the expanding role of data analytics and data based marketing strategy. Prereq: MARK 3001.

MARK 4060. Marketing Research. 3 cr. hrs.
To provide a scientific solution to marketing problems this course focuses on qualitative techniques (e.g., focus groups) and quantitative techniques (e.g., survey) for data collection, storing of data in data sets and databases, data analysis using statistical techniques, and interpretation of results. Topics covered include: research analysis, research design, sampling analysis, data collection methods, data storage methods, univariate and bivariate statistical analysis, report writing and the integration of research and marketing management. Prereq: MARK 3001 and one of the following: BUAD 1560 or MANA 2028. Marketing minors may substitute PSYC 2001 or MATH 1700 for BUAD 1560.

MARK 4065. Marketing Analytics. 3 cr. hrs.
Consists of a combination of exercises, case studies, guest speakers and lectures that give students the analytical tools and the mindset to migrate from a qualitative to a more quantitative brand of marketing. Analytics adds an all-important quantitative edge to the marketing toolbox by helping companies transform data, information and insights into more effective decisions and higher profits. Differs from traditional marketing research courses by focusing on the marketing strategies underlying quantitative analysis. Prereq: MARK 3001, and one of the following: BUAD 1560 or MANA 2028 or MATH 1700 or MATH 4720 or PSYC 2001.

MARK 4070. Marketing and Society. 3 cr. hrs.
Focuses on environments external to the firm which have significant consequences on marketing practice. Evaluates how the marketing system contributes to or impedes the objectives of society. Topics discussed: Consumerism, Law, Marketing Ethics, Ecology, Marketing and Corporate Social Responsibility. Prereq: MARK 3001.

MARK 4080. Product and Pricing Strategy. 3 cr. hrs.
New Product development, competitive strategies and product life cycles as components of effective product management. The environment of pricing strategy and recent developments in pricing decision making as well as the psychological aspects of pricing. Prereq: MARK 3001.

MARK 4085. Marketing Channel Strategy. 3 cr. hrs.
Examines the design, structure, and ongoing management of marketing channels as inter-organizational systems involved in the flow of goods and services from creation to the consumer. Topics include: manufacturing, wholesaling, retailing, facilitating agencies, supply chain logistics, and B2B relationship management as they apply to the distribution of goods and services through marketing channels. Prereq: MARK 3001.

MARK 4094. Professional Selling. 3 cr. hrs.
Professional selling introduces students to the dynamic world of relationship selling. Organized around developing ethical sales skills that will lead to long-term relationships between buyers and sellers. Students learn and practice concepts on preparing for and completing a sales call, focusing on customer analysis, networking, question development, handling objections, negotiations and closing the sale. Classes are highly interactive and designed to develop selling concepts, skills and self-confidence through experiential exercises, role-plays and presentations. Prereq: MARK 3001.

MARK 4095. Retailing Management. 3 cr. hrs.
Readings and cases in retail management. Types of retail organizations. Problems of location, buying, merchandise control, and retail promotion. The present state of retailing and a look into the future. Prereq: MARK 3001.

MARK 4110. Marketing Management. 3 cr. hrs.
The application of marketing variables are emphasized in terms of analyzing, planning, implementing and controlling marketing activities for a firm. A major component is understanding how to develop marketing objectives, policies, programs and strategy for the firm. Experience is given in crafting marketing programs and developing marketing decisions through target market selection and formulation of marketing mix parameters of product, price, place and promotion. The case method is commonly used. Prereq: Sr. stndg., MARK 3001, MARK 4060, and one other MARK course; MARK major or cons. of instr.

MARK 4191. Advanced Selling. 3 cr. hrs.
Sales management builds on the framework of professional selling, providing students the opportunity to develop skills needed to be successful leaders in an organization. Using industry-leading cases, students learn and apply skills on designing, organizing, and training a sales force; selling to medium and large accounts; expanding business operations and coaching sales professionals to exceed forecasted goals. Classes are highly interactive and allow for discussion of concepts with fellow students and guest speakers who specialize in sales management. Prereq: MARK 4094.
MARK 4192. Sales Management. 3 cr. hrs.
Designed to illustrate and examine the strategies and managerial approaches used in the recruitment, selection, motivation, compensation, training and supervision of salespeople. The primary goal is to examine all elements of a sales force, territory management and the effective management of the sales force. Through the use of eight modules, an infused live case study project and a concluding comprehensive simulation, students learn how the sales force operates as a key component of an organization’s marketing effort and the implications for ultimate revenue generation of the firm. Prereq: MARK 4094.

MARK 4931. Topics in Marketing. 3 cr. hrs.
Topics vary. Prereq: MARK 3001.

MARK 4953. Seminar in Marketing. 3 cr. hrs.
Prereq: MARK 3001.

MARK 4986. Marketing Internship - Grading Period. 3 cr. hrs.

MARK 4989. Marketing Internship Work and Grading Period. 3 cr. hrs.

MARK 4995. Independent Study in Marketing. 1-4 cr. hrs.
Prereq: Cons. of dept. ch.