**SYLLABUS**

MARK 3325.060 – Retailing in the 21st Century

The University of Texas at Tyler

Fall 2015

**Course Description:** 3 Credits.

This is a seminar course exploring fundamental operations of retail institutions. Category management as an integral part of managing the supply chain and customer insights will be explored. Category management certificate modules will be included. Particular attention is given to store locations, merchandising, sales promotion, inventory control and store organization.

**Prerequisite:**  MARK 3311 - Principles of Marketing; MARK 3325

**Meeting Time:** Tuesday and Thursday 3:30 pm. – 4:50 pm.

**Place:** TBD

**Instructor:** Dr. Robert Paul Jones

**Office**: 133 Business Building, 3900 University Blvd. Tyler, TX 75799

**Phone:** 903-565-5871

**Email:** rjones@uttyler.edu

**Office Hours**: Tu 10:00 am – 12:00 noon & W 9:00 am – 12:00noon. Also available by appointment, email, Skype, or phone.

**Text:**  Levy, Michael and Weitz, Barton (2011) Retailing Management, 8th Edition, New York, NY: McGraw –Hill/Irwin

ISBN – 13: 978-0-07-353002-4 ISBN - 10: 0-07-353002-6

You can purchase earlier editions. However, chapters may differ, or be unavailable, as well as content may be changed, added or deleted. You will be responsible to locate the updated information to complete your assignments, and take the exams.

**Certified Professional Category Analyst (CPCA)**

This course contains on-line certificate modules provided by Learning Evolutions which form the foundation for final certification as a Certified Professional Category Analyst.

These modules provide students with additional identifiable skills which add value to their degree plan and are highly sought after by employers. While each module in the program costs in excess of $125.00, students have been provided a scholarship through the College of Business and Technology which provides them access at **NO CHARGE!**

The professional category analyst program solidifies category knowledge and lays the foundation for success in the category management field by emphasizing industry knowledge, history and basic data analysis. CPCA’s develop the skills and category expertise to establish themselves as front-line resources for retailers and manufacturers. At this level, certified professionals will have worked with retail point-of-sale (POS) and syndicated scanner data. CPCA’s will have examined pricing, promotion and assortment analysis and explored space planning software and relational databases. Career options benefiting from CPCA knowledge include (but are not limited to); sales, business unit assistants and managers, category development managers, customer managers, retail and insights analysts.

**Teaching Method:** Lecture, course materials, projects, on-line modules and assignments

**Supplemental Resources:**

**Electronic Sources**

<http://www.planetretail.net> <http://www.retailwire.com>

<http://www.retailcouncil.org> <http://www.nrf.com/>

<http://www.mckinseyquarterly.com> <http://www.worldretailers.com>

<http://www.sba.muohio.edu/gifforjb/RetailSites.htm> <http://retailtrends.com/>

<http://www.retailforward.com/> <http://www.stores.org/>

<http://www.retailindustry.about.com/>

**Trade Publications**

* American Demographics Brand Marketing
* Brandweek Chain Store Age
* Daily News Record (DNR) Integrated Technology
* Retail Technology Stores
* Visual Merchandising and Store Design (VM&SD)
* Women’s Wear Daily (WWD)

**Course Objectives: This course is designed to promote student knowledge in the following areas:**

* Basic industry knowledge
* Role of marketing in the retail environment
* Retail terminology and uses
* Understanding of ERP systems and their uses
* Strategic challenges of retail operations and the need to integrate corporate goals to the in-store environment. Focus on maintaining the focus on the customer in search of performance.
* Develop skills for working in teams and groups which is essential to superior retail operations.
* Mastery of Category Management areas including basic industry knowledge, history of category management, pricing analysis, and assortment analysis.

**Student outcomes:**

* Thorough knowledge of retailing principles demonstrated through course examinations and retailing project.
* Development of an innovative retail project.
* Thorough knowledge of category management topics covered through module completion and certificate printing.

**E-mail Communication:** To protect the privacy of students the university requires that all e-mail communication with students be conducted through the University Patriot e-mail system. It is the responsibility of the student to regularly check their Patriot e-mail address.

**Students Rights and Responsibilities**

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link:

<http://www2.uttyler.edu/wellness/rightsresponsibilities.php>

**Academic Integrity**

 Academic integrity is of the utmost importance. Academic dishonesty will result in the receipt of an F for a final grade in this course. The assessments included in this course are designed to measure your grasp of the information which is examined throughout the course. Please refer to <http://www.uttyler.edu/catalog/10-12/1491.htm> to review the Academic Standards of Conduct.

**Academic Dishonesty**

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes, but is not limited to, statements, acts or omissions related to applications for enrollment of the award of a degree, and/or the submission, as one's own work of material that is not one's own. As a general rule, scholastic dishonesty involves one of the following acts: cheating, plagiarism, collusion and/or falsifying academic records. Students suspected of academic dishonesty are subject to disciplinary proceedings.

**Copyright Infringement**

Unauthorized distribution of copyrighted material may subject students to civil and criminal penalties under the Federal Copyright law, (See, <http://www.copyright.gov/title17/circ92.pdf> ) Material subject to federal law includes, but is not limited to, printed materials, choreographic works, pantomimes, pictorial, graphic, or sculptural works, including the individual images of a motion picture or other audiovisual work. It also includes computer software, computer programs, musical works, sound recordings, and videos and other audiovisual work. It is also a violation of federal copyright law for any of the above to be electronically distributed through peer to peer sharing,

Students found in violation of the Federal Copyright law may also be subject to student disciplinary proceedings as described above.

For more information on what constitutes copyright infringement and penalties see The UT System's copyright information website at <http://www.uttyler.edu/ohr/hop/documents/2.3.2IntellectualProperty.pdf>

**Acceptance of Late Work:**

Assignments are due ***prior*** to the start of class on the date specified. Therefore, work will be considered late if it is received at any point during the hour (e.g., due 2:00.00 pm and received at 2:00.01 pm). Work that is late will be assessed an **AUTOMATIC 10%REDUCTION** for that first day. The work will be assessed additional 10% reductions for each day that passes. Each following day will begin at 12:00 am CST.

**Makeup Exams:**

 Makeup exams will be given for documented excuses only, which are subject to the instructor’s approval. Any request for a change resulting in an alternate time for an exam will need to be pre-approved prior to the exam in question. Make-up exams will be in an essay format and are considerably more difficult than the actual exam. The essay exam will be due during the next office hour’s period following the missed exam. Whenever possible every effort should be made to take the exam as scheduled.

**Grade Replacement/Forgiveness and Census Date Policies**

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>.

Each semester’s Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar. Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:

* Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
* Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
* Schedule adjustments (section changes, adding a new class, dropping without a “W” grade)
* Being reinstated or re-enrolled in classes after being dropped for non-payment
* Completing the process for tuition exemptions or waivers through Financial Aid

**State-Mandated Course Drop Policy**

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

**Disability Accommodation**

Any student who feels their performance in this class may be impacted by a disability, in accordance with federal law, must provide documentation of his/her disability. It is university policy to evaluate the need for an accommodation on a case by case basis.

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University offers accommodations to students with learning, physical and/or psychiatric disabilities. If you have a disability, including non-visible disabilities such as chronic diseases, learning disabilities, head injury, PTSD or ADHD, or you have a history of modifications or accommodations in a previous educational environment you are encouraged to contact the Student Accessibility and Resources office and schedule an interview with the Accessibility Case Manager/ADA Coordinator, Cynthia Lowery Staples. If you are unsure if the above criteria applies to you, but have questions or concerns please contact the SAR office. For more information or to set up an appointment please visit the SAR office located in the University Center, Room 3150 or call 903.566.7079. You may also send an email to cstaples@uttyler.edu

**Student Absence due to Religious Observance**

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

**Student Absence for University-Sponsored Events and Activities**

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

**SOCIAL SECURITY AND FERPA STATEMENT:**

It is the policy of the University of Texas at Tyler to protect the confidential nature of social security numbers. The university issues a unique identifying ID number to all students. The electronic transmission of grades (e.g., email) risks violation of the Family Educational Rights and Privacy Act (FERPA) and therefore will not be transmitted electronically. Further, in accordance with FERPA, any information regarding assignments and grading will be discussed between the instructor and the student only. All requests made to the instructor, which are initiated by someone other than the student, regarding information about a student’s activity, will be advised by the instructor to seek that information from the student.

**Emergency Exits and Evacuation:**

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor’s directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

**College of Business STATEMENT OF ETHICS**:

The ethical problems facing local, national and global business communities are an ever-increasing challenge. It is essential the College of Business and Technology help students prepare for lives of personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both students and faculty of the College of Business and Technology at The University of Texas at Tyler will:

* Ensure honesty in all behavior, never cheating or knowingly giving false information.
* Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age or religion.
* Develop an environment conducive to learning.
* Encourage and support student organizations and activities.
* Protect property and personal information from theft, damage and misuse.
* Conduct yourself in a professional manner both on and off campus

**TECHNICAL INFORMATION**

**Technical Support**

If you experience technical problems or have a technical question about this course, you can obtain assistance by emailing itsupport@patriots.uttyler.edu

When you email IT Support, be sure to include a complete description of your question or problem including:

* The title and number of the course
* The page in question
* If you get an error message, a description and message number
* What you were doing at the time you got the error message

You may also visit the Help Tab in Blackboard for useful information or check out **On Demand Learning Center for Students** <http://ondemand.blackboard.com/students.htm>.

**Learning Evolutions**

If you experience technical problems or have a technical question about the modules contained in this course, you can obtain assistance by emailing support@learningevolution.com

When you email Support, be sure to include a complete description of your question or problem including:

* The title and number of the course
* The module in question
* If you get an error message, a description and message number
* What you were doing at the time you got the error message

**Plug-ins and Helper Applications**

UT Tyler online courses use Java, JavaScript, browser plug-ins, helper application and cookies. It is essential that you have these elements installed and enabled in your web browser for optimal viewing of the content and functions of your online course.

* **Adobe Reader** allows you to view, save, and print Portable Document Format (PDF) files. <http://get.adobe.com/reader/>
* **Java Runtime Environment** (JRE) allows you to use interactive tools on the web.

<http://www.java.com/en/download/>

* **Adobe Flash Player** allows you to view content created with Flash such as interactive web applications and animations. <http://get.adobe.com/flashplayer/>
* **QuickTime** allows users to play back audio and video files.

<http://www.apple.com/quicktime/download/>

* **Windows Media Player** allows you to view, listen and download streaming video and audio <http://windows.microsoft.com/en-US/windows/products/windows-media-player>

**Netiquette Guide**

“Netiquette” is network etiquette, the do’s and don’ts of online communication. Netiquette covers both common courtesy online and informal “rules of the road” of cyberspace. Review and familiarize yourself with the guidelines provided.

URL: <http://www.learnthenet.com/learn-about/netiquette/index.php>