

School of Marketing & International Business

MARK 316 SOCIAL MARKETING

Trimester 1, 2014

COURSE OUTLINE

Names and Contact Details

Course Coordinator/Lecturer:	Dr. Jayne Krisjanous
Office:	Room 1118 - Level 11 Rutherford House
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Office Hours: (or by appointment)	Mondays 11.30 am to 12.30 am

Course Administrator:	Helen Hynes
Office:	RH 1130
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Tutor Contact Details

Contact details for all tutors will be available on Blackboard.

Trimester Dates

Please note the following dates for this trimester:

Teaching Period: Monday 3 March – Friday 6 June

Study Period: Monday 9 June – Thursday 12 June

Examination Period: Friday 13 June – Wednesday 2 July (inclusive)

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before Friday 14 March 2014.
2. The standard last date for withdrawal from this course is Friday 16 May. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an '*Application for Associate Dean's Permission to Withdraw Late*' including supporting documentation. The application form is available from either of the Faculty's Student Customer Service Desks.

Class Times and Room Numbers

Lectures take place twice a week on **Mondays and Wednesdays 12.40 pm to 1.30 pm**. All lectures will take place in GB LT1.

Course Delivery

Course learning objectives will be met through attendance at lectures, presentations by guest speakers and students, course readings, participation in tutorials and the preparation of work for course assessment, both individually and in groups.

Tutorials

Five weekly one-hour tutorials commence in Week 3. These tutorials are focused on the group project. Attendance at all tutorials, except Tutorial 4, is compulsory and forms part of Mandatory Course Requirements for MARK 316. Tutorials 2 and 5 require groups to present. Tutorial 4 is set aside for you and your group to talk to your tutor about the assignment and although optional, attendance is strongly recommended.

There will be a finite allocation of spaces to each tutorial. Sign-up for tutorials will occur via S-cubed. Instructions for using S-cubed will be provided in class and on the Blackboard site. The S-cubed site will be available on Blackboard from **1.30 pm Monday 3 March till 5 pm Friday 7 March**. Final student allocation to tutorial groups and rooms will be posted on Blackboard by the end of Week 2.

Group Work

The group project is a major focus of the course and as such teamwork is encouraged. Within any business environment teams and team working have become essential elements in problem solving and in helping business move forward into the future. As complexities increase, solutions themselves become more complex. Individual working is less efficient than the collaboration of several individual's creativity. In situations that require a combination of multiple skills, experiences and judgments, a team achieves better results than individuals working within confined job roles and responsibilities. Different persons with different backgrounds can find something new. It is anticipated that you will develop skills in the areas of listening to others, decision-making and negotiation.

Expected Workload

In addition to classroom hours (lectures and tutorials) you should expect to spend about **10 hours per week** over the fifteen week trimester in reading, tutorial preparation, assignments and thinking about the course material. It is vital that you come to all course lectures and tutorials prepared. This will enable you to achieve the objectives for the course on an individual level and also help promote an effective learning environment for the course group as a whole. While lecture notes will be available on the course website, these cannot be used as a substitute for coming to lectures or tutorials and provide a framework of the lecture only.

Prescription

The planning and implementation of programmes designed to bring about social change using concepts and practices from commercial marketing.

Course Learning Objectives

By the end of this course students should be able to achieve the following objectives:

1. Explain the scope of social marketing and how it relates to other areas of marketing (*essay, final examination*)
2. Summarise how effective social marketing campaigns achieve desired social objectives (*test, project, examination*)
3. Interpret why behaviour change is often difficult and the need to invest in long-term strategies (*test, project, examination*)
4. Utilise the relevant theoretical frameworks available to social marketers to understand consumer motivations and reasoning (*test, project, examination*)
5. Use the principles of marketing communication and persuasion in order to effectively influence targeted audiences and achieve objectives (*test, project, examination*)
6. Critique ways the effectiveness of campaigns can be measured and explain the difficulties that may be encountered (*test, project, examination*)

Course Content

This course introduces social marketing as the application of marketing concepts and other social change techniques to achieve both individual behaviour changes and societal structural changes in areas such as health, well-being and the wider environment.

Course Schedule 2014 (subject to change)

Week	Lecture	Tutorials and Assessment Hand-in	Chapt
3 Mar Week 1	Introduction to the Course Social Marketing and Social Change	Sign up for tutorials on s-cubed	1
10 Mar Week 2	Social Marketing's Fit with Marketing Social Marketing and the Environment		2 & 3
17 Mar Week 3	Guest speaker (TBA) Advocacy and Environmental Change	Tutorial 1 Group formation and project ideas (compulsory)	4
24 Mar Week 4	Principles of Communication and Persuasion Attitude and Behaviour Change		5 & 6
31 Mar Week 5	Research and Evaluation		7

Week	Lecture	Tutorials and Assessment Hand-in	Chapt
	Wednesday: In-class test		
7Apr Week 6	Ethical Issues/The Competition Guest speaker (TBA)	Tutorial 2 Project topic presentation (compulsory)	8 & 9
14 Apr Week 7	Segmentation and Targeting The Marketing Mix	Tutorial 3 Project development (compulsory)	10 & 11
	MID TRIMESTER BREAK		
5 May Week 8	Planning and Developing Campaigns Writing a Social Marketing Plan	Tutorial 4 Group project consultation	14
12 May Week 9	Media in Social Marketing (Part 1) Media in Social Marketing (Part 2)		12
19 May Week 10	Using Sponsorships in Social Marketing Recap	Hand in Group Project By 4pm Wednesday 21May	13
26 May Week 11	Social Marketing in Action (Part 1) Social Marketing in Action (Part 2)	Tutorial 5 Project presentations (compulsory)	
2 Jun Week 12	Monday: No class Course Review and Exam Preparation		

Note: There may be a need to revise some of these dates, depending on availability

Readings

The prescribed text for the course is:

Principles and Practice of Social Marketing (2nd Ed): An International Perspective

Authors: Donovan, R & Henley, N.

Publishers: IP Communications, Melbourne

Year of Publication: 2010

It is expected that reading of relevant chapters of the text, as on the course outline, will be done prior to commencement of the week's lectures for which the reading relates. The course will be drawing on a number of sources and texts. Additional materials such as case studies and readings will be made available to course participants during the course. Copies of the course text have been deposited in the Commerce Library; however, you are strongly advised to purchase the course text.

Materials and Equipment

No additional materials or equipment are necessary for this class or the final examination.

Assessment

From Trimester 1, 2014, a revised Assessment Handbook will apply to all VUW courses: see <http://www.victoria.ac.nz/documents/policy/staff-policy/assessment-handbook.pdf>.

In particular, there will be a new grade scheme, in which the A+ range will be 90-100% and 50-54% will be a C-.

The final grade will be determined 50% on internal assessment and 50% on the final examination. The four items of assessment are listed in the following table, with their weightings and due dates.

Assessment

Assessment component	Date Due	Weighting
Final Examination - Closed book, 2 hour exam.	Date of the exam to be announced <u>Students must be available during the entire examination period.</u>	50%
In-class Test (50 minutes duration)	Week 5: Wednesday 2 April	25%
Group Project (5,000 word limit)	Week 10: 4pm Wednesday 21 May	15% <i>(shared mark)</i>
Final Group Project Presentation	Week 11 Tutorial 5: Final group project presentations.	10%
		100%

Group Project Information

The group project is a major focus of the course and as such teamwork is encouraged. The group project involves you working with your group to investigate a chosen social issue and develop a social marketing campaign that will bring about desired change in the target market/audience behaviour. The written project will consist of a situational analysis and marketing plan for your venture. By the end of Week 3 you are expected to have organised yourselves into groups of not more than four and submit names and contact details of your group members to your tutor. The Week 3 tutorial is set aside for you to do this. Group details will be placed on the Blackboard site later in the week. If you are not present at the tutorial when time is set aside to form groups, you will need to find an existing group to join upon your own initiative by the end of Week 4 at the latest.

You are expected to attend all group meetings arranged by the group and meet group and individual obligations in a timely manner in order that the group meets the project criteria and requirements. Thus it is important that you establish ways of working with and contacting each other as quickly as possible. Likewise, attendance at group presentations is compulsory, as this is an integral part of the course content and your learning. Exposure to the ideas and presentations of campaigns developed by fellow students on their chosen topics is an invaluable extension to your understanding of the social marketing field, both from a theoretical and practitioner perspective.

Handing in and return of Group Project

The **group project** must be **signed in** by one member of the group at the SMIB office (RH1121) by **4pm** on the day it is due. Any work received after 4pm will be deemed late and incur penalties.

Where possible, the project will be returned to students in class, or by the lecturer/tutor concerned at a pre-arranged time and place. In accordance with University policy all uncollected assignments will be held by the SMIB office (RH 1121) for three months following the end of term, and then disposed of.

Penalties

1. **Late Penalty:** In fairness to other students, work submitted after the deadline (4pm on the due date) will incur a penalty for lateness. Late assignments will carry a penalty of **10% of the available grade for each day late**. In the event of unusual circumstance e.g. serious illness, family bereavement, students should discuss waiver of the penalty with the course lecturer.
2. **Word Count:** Clear word count limits are stated for these assignments. Failure to adhere to these limits will incur a penalty of **5% for each 500 words** over the limit.
3. **Referencing:** Proper and accurate APA referencing is required in these assignments.

Use of Turnitin

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <http://www.turnitin.com>. Turnitin is an on-line plagiarism prevention tool which compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and submitted to Turnitin. A copy of submitted materials will be retained on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

Examinations

Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period. The final examination for this course will be scheduled at some time during the following period: Friday 13th June – Wednesday 2nd July (inclusive).

Mandatory Course Requirements

In addition to obtaining an overall course mark of 50 or better, students must:

1. Attend and present work as outlined in the assessment section and course schedule (written group project and group project presentations, in-class test and examination).
2. Attend all tutorials where attendance is compulsory (1, 2, 3 and 5).
3. Obtain a minimum mark of 40% in each piece of assessment: test, project presentation and written report and final examination.

Failure to meet these requirements will mean that you will receive a K if your course mark exceeds 50, otherwise a D or E. If you cannot complete an assignment or sit a test or examination, refer to www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat

Class Representative

A class representative will be elected in the first class, and that person's name and contact details made available to VUWSA, the course coordinator and the class. The class representative provides a communication channel to liaise with the course coordinator on behalf of students.

Communication of Additional Information

Course information and lecture notes will be posted on the Blackboard website <http://blackboard.vuw.ac.nz>. This site will contain regular announcements, assignment information, external links, lecture notes and other resources. Lecture notes available will provide a **framework only** of the main points presented in the lectures. Additional Information and/or announcements which may need to be made from time to time will be posted on the MARK 316 Blackboard site, and made in class when possible.

Student feedback

Student feedback on University courses may be found at www.cad.vuw.ac.nz/feedback/feedback_display.php

Link to general information

For general information about course-related matters, go to <http://www.victoria.ac.nz/vbs/studenthelp/general-course-information>

Note to Students

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.