

COURSE SYLLABUS

MRKG 1301 (3:3:0)

Customer Relationship Marketing

Business Administration Department

Technical Education Division

Levelland

SOUTH PLAINS COLLEGE

SPRING 2019

MRKG 1301, Spring 2019
Customer Relationship Management
(print for quick reference)

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Instructor: Lauren Gregory
Office: Levelland Campus, Technology Center 104B
Office Hours: By Appointment and posted on office door
Course Address: <http://southplainscollege.blackboard.com/>
Internet Class E-mail Address: Please use the e-mail option on the “Homepage” Course Tools control panel in Blackboard for the course.
E-mail: lwggregory@southplainscollege.edu (**Use this address for an emergency backup only.**)
Telephone: (806) 716-2249

COURSE DESCRIPTION: General principles of customer relationship management including skills, knowledge, attitudes, and behaviors

COURSE OBJECTIVES: Examine internal and external customer relationship management (CRM) strategies.

HOW THIS COURSE IS CONDUCTED: This course is an online course, which means that you will access course information and respond to me and/or other students through the use of the Internet. Blackboard is used to deliver and manage this course. Blackboard is a software package that was written to help manage online courses. You are encouraged to use the Blackboard e-mail for asking questions pertaining to the class.

Required Text - Customer Service, Skills for Success, Lucus, 6th Edition - McGraw Hill Connect
(sold in the SPC bookstore - Connect Access Code, or you can buy in a link through Blackboard the first week of class!)

You MUST have the Connect Access Code for this class, as you will complete homework/case assignments and exams through the McGraw Hill Connect Website.

LOGGING INTO COURSE: Under no circumstances are you allowed to give your User ID and/or password to anyone. If someone, besides you, is logging into this course, I will drop you immediately with an 'F', regardless of the reason.

COMPUTER REQUIREMENTS: I do not recommend any particular brand of computer. It is the responsibility of the student to make sure that they have the necessary computer resources and skills to take this class. Students are not required to purchase their own computer, but must have frequent regular access to one that meets specifications. There are computer labs available for student use on our Levelland, Lubbock Center, Plainview and Reese Center campuses.

PLEASE make sure your computer is protected with current anti-virus software and spyware removal and prevention software. Most PC's have Microsoft Office (Word, Excel, Access, PowerPoint, etc.), but if you do not have Office on your computer I would recommend the following website. As a student, you can get Office 365 for free. Go to the link below and register using your SPC student email address.

@students.southplainscollege.edu

<https://portal.office.com/start?sku=e82ae690-a2d5-4d76-8d30-7c6e01e6022e>

Check Your Internet Access

The computer you are using must be able to connect to the Internet and allow you to browse the World Wide Web. E-mail access is required to communicate with your instructor. Please go through the Check Browser options when you first access your online course in Blackboard.

To be able to participate in this online course, a student needs to have the following abilities:

- Typing and word processing skills.
- Know basic functionality of a computer and how to do basic troubleshooting.
- Know how to connect to the Internet.
- Know basics of how the Internet works and how to search and conduct research using the Internet.
- Know how to attach and open documents in an e-mail message.
- Have basic file management skills.
- Know how to save and delete documents.

ATTENDANCE POLICY: Even though this is an online class, students still have to access the course on a regular basis. **Minimum log in for the course is at least four (4) days per week. Additionally, you should not let more than 72 hours pass without logging in.**

The Blackboard software used to manage this online course tracks student logins, tracking when and where the student has been in the course. Accessing this course on

a regular basis is extremely important in order to meet the objectives of this course. Ideally, students should daily check the semester schedule, e-mail, and also check for announcements and fellow student discussions. This course is not 100% self-paced—there will be deadlines. You will feel more at ease with the materials if you stay in touch with what is going on. This course is 3 semester credit hours. For this reason, you should set aside a minimum of 6 hours per week to work on this course. One of the very first things you should do is set aside time each week to work on the class. It is very easy to put off attendance in an online course.

A STUDENT IS RESPONSIBLE FOR INITIATING THEIR OWN WITHDRAWAL, if that becomes necessary. If a student is administratively withdrawn from the class, the grade appearing on the transcript will be, at my discretion, an 'X' or 'F'. Administrative withdrawal may occur if the student has not logged into the course over a one (1) week period, consistently fails to meet deadlines, or if the student consistently misses logging into the course **at least 4 days** a week. I also reserve the right to determine excessive absences based on your progress throughout the course. If a student is not meeting requirements for the course, they will be denied access into the Blackboard course and should immediately get in touch with the instructor or withdraw from the course immediately. Being denied access into a course in Blackboard does not withdraw a student from that course—for a student to withdraw from a course, they must contact the Registrar's Office.

PLEASE NOTE: The last day to drop this course is April 25th, 2019.

RESPONSE TIMES: You should expect responses from me within 48 hours to emails sent using Blackboard email. If you haven't received a response within that time, communicate to me again either through email and/or telephone. It is possible your initial communication had not been received. I will not guarantee a response to email during SPC scheduled school holidays or on weekends.

COURSE WORK EVALUATION: Semester grade will be determined using the following scale:

90-100	A
80-89	B
70-79	C
60-69	D
Below 60	F

A minimum grade of "D" is required to pass MRKG 1301
Your grade for this course will be based on your performance in the following areas.

- Introduction/Syllabus summary (5%)
- Connect Homework - Homework/Weekly Chapter Assignments and Video Case Study Questions (45%)
- Exams (40%)
- Final Exam (10%)

ASSIGNMENT POLICY/MATERIALS REQUIREMENTS: It is extremely important to have read assigned online course content, the chapters in the textbook, and/or Internet readings prior to completing assignments. You should also find the resources in each Learning Module within Blackboard for each chapter helpful. Assignments will be given throughout the semester (see calendar link in Blackboard) and reminders will be discussed using Blackboard email as well.

All completed weekly chapter homework assignments will automatically be submitted through Connect— sign on instructions for this website will be posted on Blackboard in the first week of the semester.

All assignments are due by 4:00 p.m. on the date posted on the course schedule/calendar. LATE WORK/ASSIGNMENTS WILL NOT BE ACCEPTED. Although, 1 homework grade will be dropped at the end of the semester.

Introduction Assignment (due 1/21/19) (2.5%)

Post your introduction in the **Discussion** tool forum in Blackboard (under Course Tools to the left). In the discussion forum, post in the topic “your introduction.” In the subject line put your name—example, “John Doe’s Introduction.” Please include the following in your introduction. This assignment will be keyed in the body of the message window, please feel free to say hello to your fellow classmates if you wish, and discuss anything that you might have in common.

- Name
- Hometown
- Major
- Current work (include hours/week and duties)
- Spare time activities (or if you had spare time, what would you do?)
- Favorite class so far and why
- Least favorite class so far and why
- Business or work area interests or career goals

Syllabus Summary Assignment (due 1/21/19) (2.5%)

Submit an approximate one-paragraph summary of this syllabus to me using the Blackboard **Discussion tool forum**. The subject line of the email should read “Syllabus summary—Your name”. At the beginning of the summary, key your name, current address, and contact phone numbers. Do not include in the summary such things as my contact information, etc. that I already know. Include things you feel most important to

remember during the semester. This assignment may be keyed in the body of the email or saved as a Word or rich text format file and attached to your email. At the bottom of your summary, please state that you agree to the syllabus guidelines and put the current date by your name.

Homework Assignments/Chapter Discussion Questions etc.(50%) --Submitted in Connect

Weekly homework in Connect will be outlined in the semester schedule, opening Sundays at 6 AM and due the following Monday at 4:00 PM (you will have over a week to complete these assignments, remember that I do not accept late work). Please pay close attention to your semester schedule and the Connect schedule for due dates etc.

Exams (35%)*:** There will be 4-5 exams (not including comprehensive final exam) covering 4-6 chapters each over the major areas of study related to business listed under the course outline below plus the comprehensive final exam. Each exam will be released on Sunday mornings at 6:00 AM and will close on the following Monday at 4:00 p.m in Connect. You will be able to click on the exam link and select the exam as soon as it is made available. When you begin the exam, you will have 1 hour and 15 minutes (75 minutes) to complete and submit the exam.

*** Exams will be conducted online within software called McGraw Hill Connect. (If you are not familiar with this software DO NOT WORRY! Guidelines and sign in procedures will be made clear in the first week of class. You will buy a code to take exams and homework through this website—see the textbook info. Above in the syllabus if you have questions regarding this.) You do not have to come to campus to take these. Connect will not allow printing of the exams when accessed. You will only be able to access the test once and you must take the test in one sitting—you will not be able to save and come back later to the test!

It will be very important for you to visit the Semester Schedule in Blackboard to see when exams are scheduled. ***

MAKE-UP EXAM POLICY: I do not give make-up exams. The final exam (10%) will be comprehensive. All students will take the final comprehensive exam. If student does not take final comprehensive exam, final grade will be lowered by one letter grade.

COURSE OUTLINE: These are the major areas of study that will comprise the chapters covered:

- A. The Customer Service Profession
- B. Contributing to the Service Culture
- C. Verbal Communication Skills
- D. Nonverbal Communication Skills
- E. Listening to the Customer
- F. Customer Service and Behavior
- G. Service Breakdowns and Service Recovery
- H. Customer Service in a Diverse World
- I. Customer Service via Technology
- J. Encouraging Customer Loyalty

COMPUTER LABS: There are several computer labs with the locations, and hours of operation below. You will need to present your SPC student ID at some of these locations.

- Levelland campus: Technology Center, Monday – Thursday from 8 a.m. to 9 p.m. and Friday from 8 a.m. to 4 p.m.
- Reese campus library: Building 8, Monday – Thursday from 8 a.m. to 8 p.m. and Friday from 8 a.m. to 4 p.m.
- Reese campus: Building 8, Room 827. This lab is available first for students enrolled in computer classes then students enrolled in other courses. Hours will be posted on the door.
- Lubbock Center: Monday – Thursday from 8 a.m. to 7 p.m. and Friday from 8 a.m. to 4 p.m.

TECHNICAL PROBLEMS/SUPPORT: If you are having computer problems, you have to let me know. I will try to help you in any way that I can. E-mail blackboard@southplainscollege.edu is your first contact with technical problems related to the Blackboard program. I am your contact with content issues for the course. Please remember that it is your responsibility to have a backup plan if your computer goes down. Please have this plan in place now and do not wait until it is a crisis situation. If you lose your assignments due to bad flash drives, computer crash, or your dog ate your homework, there is nothing I can do about it. THIS IS YOUR WARNING TO HAVE A BACKUP PLAN IN PLACE.

PLEASE DO NOT WAIT UNTIL THE LAST MINUTE TO TURN ASSIGNMENTS IN OR YOU MAY HAVE PROBLEMS! Remember the saying “TECHNOLOGY HAPPENS”! It is strongly recommended to work on and submit assignments early before the date due. If an assignment is due and you are not able to access the Internet because the SPC server is down (which rarely happens), you have several options available:

1. Connect will not be affected if Blackboard is down, so go ahead and complete your work in Connect.
 2. If you have to email me attachments and Blackboard is down, you can email them to my SPC email (only in an emergency!) at lwgregory@southplainscollege.edu
- Use these options only as a last resort. If you must use one of these options, email and call me to let me know.

SPECIAL SERVICES - Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland (Student Health & Wellness Office) 806-716-2577, Reese Center (Building 8) 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

STUDENT CONDUCT: Expected student conduct is as outlined in the SPC catalog. Please note that this is an online environment and others will see your responses to questions. Please do not post any pictures or data that others may find offensive.

ACADEMIC INTEGRITY: It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present their own work, which he or she has not honestly performed, is regarded as a most serious offense and renders the offender liable to serious consequences, possibly suspension. Students should refer to the SPC General Catalog policy regarding consequences for cheating and plagiarism and for events defined as cheating and plagiarism (see “Academic Integrity” as well as “Student Conduct” sections in college catalog).

Campus Concealed Carry - Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to the SPC policy at:

(http://www.southplainscollege.edu/human_resources/policy_procedure/hhc.php)

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all South Plains College campuses. Report violations to the College Police Department at 806-716-2396 or 9-1-1.

(end of document—subject to revision or addendums) (Revised 12-7-18)