



# Business Administration

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| Course Number:          | <b>BUAD 344</b>  |
| Course Title:           | <b>MARKETING ANALYTICS AND DATA ANALYSIS</b>   |
| Credits:                | 3  |
| Calendar Description:   | This course provides students the skills and knowledge to conduct primary marketing research. The focus is on acquiring information, assembling the information into a usable database, conducting data analysis, and accurately reporting findings. Students engage in experiential learning by completing a research project supported by theory and practice from both industry and academic sources. |
| Semester and Year:      | Fall 2016  |
| Prerequisite(s):        | BUAD 210, STAT 121 or STAT 124   |
| Corequisite(s):         | STAT 121 or STAT 124   |
| Prerequisite to:        |  |
| Final Exam:             | Yes  |
| Hours per week:         | 4  |
| Graduation Requirement: | BBA, Marketing Specialty - Required  |
| Substitutable Courses:  | No   |
| Transfer Credit:        |  |
| Special Notes:          | Students with credit for BUAD 268 are not required to complete BUAD 210 & BUAD 344 and must complete five marketing electives, one of which may be BUAD 344.   |
| Originally Developed:   | April 2009   |
| EDCO Approval:          | June 2010  |
| Chair's Approval:       | <i>D. Spauling</i>   |

**Professors**

| Name      | Phone number       | Office                                  | Email  |
|-----------|--------------------|---|--|
| Alan Rice | 250-762-5445 #4879 | Kelowna: E219<br>Vernon: By Appointment | <a href="mailto:arice@okanagan.bc.ca">arice@okanagan.bc.ca</a> |

**Learning Outcomes**

Upon completion of this course students will be able to

- define a management problem and operationalize it into a research problem.
- develop a research design consistent with ethical research practices.
- design valid and reliable quantitative data collection tools.
- determine an appropriate sampling plan that minimizes controllable biases.
- implement a data collection and entry process minimizing administration error.
- analyze quantitative data using statistical software (SPSS).
- prepare a written report and presentation that professionally communicates research results.
- analyze Internal & external secondary data from social media and other sources.

**Course Objectives**

This course will cover the following content:

- The research process
- Types of research
- Types of data
- Basic descriptive statistics
- Advanced statistics
- Level of confidence and margin of error
- Hypothesis testing
- Report writing and formats
- Analysis and application limitations
- Validity and reliability
- Online data analytics

**Evaluation Procedure**

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|-------------------------|------|
| Mid-term Exam           | 15%  |
| Final Exam              | 20%  |
| SPSS Labs               | 15%  |
| Survey Research Project | 20%  |
| Social Media Project    | 20%  |
| In-Class Activities     | 10%  |
| Total                   | 100% |

**Notes**

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| Students must achieve an average passing grade of 50% or greater on the exam portion of the grade and a minimum of 50% total grade in order to pass the course.  |
| Lab work is to be completed individually and requires the use of SPSS computer software.<br>SPSS Lab #1 – 5%<br>SPSS Lab #2 – 5%<br>SPSS Lab #3 – 5%   |
| Survey Research Project – 20%<br>The survey research project requires the analysis and presentation of a research report and can be completed in teams of no more than four people (15%). Presentation of Results (5%)                 |
| Social Media Project - 20%<br>Students will use Excel to analyze social media data using a variety of metrics, formulate a report and present their results. This project can be completed in teams of no more than four people.       |
| Class activity grades will be assessed based on completed in-class work. Students must attend the class to complete the required assignments. Class activities not submitted on the day the activity is assigned will not be accepted. |

**Required Texts/Resources**

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| Essentials of Marketing Research, 5th edition, Zikmund, Babin, 2013, Nelson Education |
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Course Schedule (tentative)

|             | Date          |        | Topic  | Textbook       |
|-------------|---------------|--------|--|----------------|
| <b>Week</b> | <b>Dates:</b> |        | Tuesday Sept 5 College-wide Orientation Day<br>Wednesday Sept 6 Classes Begin<br>Monday Oct 9 Thanksgiving Day – <i>no classes</i><br>Monday Nov 13 Statutory Holiday for Remembrance Day – <i>no classes</i><br>Tuesday Dec 5 Last Day of Regularly-scheduled Classes |                |
| 1           | Sep           | 5-9    | Course Overview<br>Review of the Research Process  | Ch 03          |
| 2           |               | 10-16  | Survey Research<br>Introduction to SPSS  | Ch 07          |
| 3           |               | 17-23  | Measurement and Attitude Scaling<br>Questionnaire Design (Data Coding)   | Ch 10<br>Ch 11 |
| 4           |               | 24-30  | Sample Design and Procedures<br>Review of Statistical Theory   | Ch 12<br>Ch 13 |
| 5           | Oct.          | 1-7    | Basic Data Analysis – Frequencies, descriptive, Cross Tabulations, Chi Square Tests.<br>SPSS Lab 1   | Ch 14          |
| 6           |               | 8-14   | Statistical Testing t-tests, ANOVA, Regression<br>SPSS Lab 2 Due   | Ch 15          |
| 7           |               | 15-21  | Report Writing<br>SPSS Lab 3 Due   | Ch 16          |
| 8           |               | 22-28  | Report writing (Continued)<br><b>Mid-term Exam -15% (Ch 3, 7, 10-16)</b>   |                |
| 9           | Oct<br>Nov    | 29-4   | Google Analytics<br><b>Survey Research Report Due</b>  | Handouts       |
| 10          | .             | 5-11   | Google Analytics<br><b>Survey Project Presentations</b>  | Handouts       |
| 11          |               | 12-18  | Social Media Analytics<br>Project Overview   | Handouts       |
| 12          |               | 19-25  | Project Work   |                |
| 13          | Nov<br>Dec    | 26-2   | Project Work   |                |
| 14          |               | 3-9    | Presentations / Review   |                |
|             |               | 7 - 18 | Final Exam Period  |                |

## **SKILLS ACROSS THE BUSINESS CURRICULUM**

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The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## **STUDENT CONDUCT AND ACADEMIC HONESTY**

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### **What is the Disruption of Instructional Activities?**

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### **What is Cheating?**

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### **What is Plagiarism?**

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### **What are the Students’ Responsibilities to Avoid Plagiarism?**

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6<sup>th</sup> edition (2009)). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

### **What are the Penalties for Plagiarism and Cheating?**

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.