



A POLYTECHNIC INSTITUTION

School of Business

Program: Marketing Management

Option: Direct Response

Course Number: MKTG 3340**Course Name: Database Marketing Strategies****Start Date:** January 2, 2008**End Date:** May 23, 2008**Total Hours:** 40 **Total Weeks:** 20**Term/Level:** 4 **Course Credits:** 2.5**Hours/Week:** 2 **Lecture:** 1 **Lab:** 1**Shop:** **Seminar:** **Other:****Prerequisites****Course Number: MKTG 3340 is a Prerequisite for:****Course No. Course Name****Course No. Course Name**

Completion of Term 3

v Course Description (required)

This course examines the concept of database marketing and how to apply it in a practical sense to establish mutually beneficial customer relationships. The focus will be on the planning, design, application and management of a marketing database, as well as database strategies and analysis techniques. The course is designed to emphasize the role of the database in a firm's marketing strategy.

v Detailed Course Description

Successful marketers need to be customer focussed. Long term relationships with customers can be facilitated through the collection, organization, storage, analysis and continuous updating of data. Customer data includes demographics, psychographics, purchase history and all other information that will allow the marketer to become more responsive to the present and future needs of the consumer. This course examines how database technology facilitates the process of gathering and maintaining information about customers and how this information is used in developing, measuring and evaluating marketing programs. Topical areas include marketing strategy and database development, database technologies, customer variables, segmentation variables, analysis and modelling techniques. Database marketing will be explored through practical examples and experiential exercises. Several recent articles from trade and professional publications will be discussed.

v Evaluation

Midterm Exam	25%
Final Exam	25%
Term Project	25%
Lab Assignments (3% each)	15%
Attendance/Participation	10%
TOTAL	100%

Comments: Failure to achieve 50% or more on the combination of the exams (midterm and final), and the individual assignments/participation marks, will result in a 0% being assigned for all other projects and assignments, resulting in a failing grade for this course.

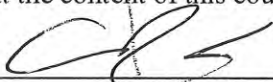
v Course Learning Outcomes/Competencies

Upon successful completion, the student will be able to:

- Construct a basic marketing database
- Describe maintenance requirements and coding methods
- Discuss and develop appropriate strategy for database marketing to help achieve marketing and corporate objectives
- Examine the advantages and limitations of various database variables, types and technologies
- Examine and apply database segmentation methods
- Examine and apply methods of database analysis
- Examine and apply methods of marketing testing
- Examine and apply lifetime value methods
- Implement database marketing as part of an integrated marketing campaign

v Verification

I verify that the content of this course outline is current.

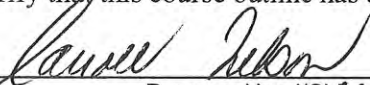


Authoring Instructor

December 17, 2007

Date

I verify that this course outline has been reviewed.

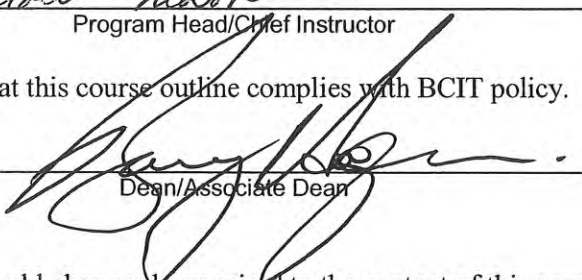


Program Head/Chief Instructor

December 17, 2007

Date

I verify that this course outline complies with BCIT policy.



Dean/Associate Dean

Dec 20/07.

Date

Note: Should changes be required to the content of this course outline, students will be given reasonable notice.

v Instructor(s)

Jenness Mayer	Office Location: SE6 306	Office Phone: 412-7543
	Office Hrs.: Posted on door	E-mail Address: jmayer@bcit.ca

v Learning Resources

Required:

Optimal Database Marketing: Strategy, Development and Data Mining, R. Drozdenko & P. Drake, Sage Publications, Inc, 2002. **Text Website – www.optimaldm.com:** This site contains links that provide information and cases about database marketing.

Additional reading in the form of handouts will be assigned. ALL HANDOUTS ARE SUBJECT MATERIAL FOR EXAMINATIONS

Recommended:

Microsoft Access Step by Step, Phillips/Dobrawa, Illustrated Projects
Desktop Database Marketing, Schmid/Weber, NTC Publishing
Strategic Database Marketing, Arthur M. Hughes, McGraw Hill
Data Mining, Adriaans/Zantinge, Addison Wesley

v Information for Students

(Information below can be adapted and supplemented as necessary.)

Assignments: Late assignments, lab reports or projects will **not** be accepted for marking. Assignments must be done on an individual basis unless otherwise specified by the instructor.

Makeup Tests, Exams or Quizzes: There will be **no** makeup tests, exams or quizzes. If you miss a test, exam or quiz, you will receive zero marks. Exceptions may be made for **documented** medical reasons or extenuating circumstances. In such a case, it is the responsibility of the student to inform the instructor **immediately**.

Ethics: BCIT assumes that all students attending the Institute will follow a high standard of ethics. Incidents of cheating or plagiarism may, therefore, result in a grade of zero for the assignment, quiz, test, exam, or project for all parties involved and/or expulsion from the course.

Attendance: The attendance policy as outlined in the current BCIT Calendar will be enforced. Attendance will be taken at the beginning of each session. Students not present at that time will be recorded as absent. **Missing more than 10% of classes without prior arrangement and consent of your instructor may result in a grade of 0% being assigned for your final exam, equating to a failing grade for this course.**

Illness: A doctor's note is required for any illness causing you to miss assignments, quizzes, tests, projects, or exam. At the discretion of the instructor, you may complete the work missed or have the work prorated.

Attempts: Students must successfully complete a course within a maximum of three attempts at the course. Students with two attempts in a single course will be allowed to repeat the course only upon special written permission from the Associate Dean. Students who have not successfully completed a course within three attempts will not be eligible to graduate from the appropriate program.

Course Outline Changes: The material or schedule specified in this course outline may be changed by the instructor. If changes are required, they will be announced in class.

v Assignment Details

LAB ASSIGNMENTS: These assignments will provide an introduction to the application of strategy development, segmentation, database software, customer analysis and testing of marketing programs. Lab assignments are due in labs as per time designated by the instructor. Any lab assignments received after that time will not be accepted.

Total of five lab assignments:

- 1) Case study: Relating database concepts to marketing strategy
- 2) Developing a database
- 3) Data segmentation
- 4) Determining lifetime value
- 5) Program testing

TERM PROJECT: The purpose of this project is to acquire experience about how a customer database is developed. The emphasis is on marketing application of the database not the technical development. You will work in your major fall term project groups, and with the same company chosen for the fall term project. Projects are due as per time designated by the instructor. Any projects received after that time will be assessed a 10% per day penalty. Further details of the project will be discussed in class.

Guidelines for the term project: Each group member must submit the following documentation (please limit to one page) to accompany the term project:

- 1) Listing of specific individual contributions to the report or project
- 2) Evaluation of group process and dynamics
- 3) Evaluation of your contribution relative to others in the group
- 4) Evaluation of the contributions of other group members

An individual's grade will be adjusted according to the evaluations of other group members.

PARTICIPATION: Students are expected to contribute to in-class discussions throughout the term. This will form part of the participation portion of total marks, therefore attendance is a key factor.

Schedule

Week of/ Number	Outcome/Material Covered	Reference/ Reading	Assignment	Lab Reviews	Due Dates
Week 1 Jan 2	Lecture: Introductions, Course Outline and Project Outline				
Week 2 Jan 7	Lecture: Introduction to Database Marketing and MS Access Lab: Access Review: Parts of a Database, Primary Keys, Data Types	Chapters 1&2	Exercise 1: Case Study Assigned in Lecture	LR #1 Assigned	
Week 3 Jan 14	Lecture: MS Access – Field Formatting, Lookup Fields, Filters, Relationships Lab: MS Access Review Exercises	Chapter 5 & handout			LR #1 Due in Lecture
Week 4 Jan 21	Lecture: Ms Access - Queries Lab: Query Exercises	Chapters 3 & handout		LR #2 Assigned	Exercise 1 Due in Lab
Week 5 Jan 28	Lecture: MS Access – Forms and Reports Lab: MS Access Review Exercises	Chapter 4	Term Project Assigned		LR #2 Due in Lecture
Week 6 Feb 4	Lecture: Marketing Database Design Labs: Database Design Assignment		Exercise 2: Database Development Assigned in Lab	LR # 3 Assigned	
Week 7 Feb 11	Lecture: Normalization Lab: Continue with Database Design Assignment	Chapters 1-5			LR # 3 Due in Lecture
Week 8 Feb 18	Lecture: Database Data Requirements: Populating Fields, Deleting Records, B to B Customers Lab: Database Exercises	Chapter 6, 7		LR # 4 Assigned	Exercise 2 Due in Lecture
Week 9 Feb 25	Lecture: Database Maintenance and Coding Lab: Exam Review	Chapters 8			LR # 4 Due in Lecture
Week 10 March 3	Lecture: MID TERM EXAM Lab: Review Mid-term Exam				
Week of March 10	SPRING BREAK				

Week 11 March 17	Lecture: Introduction to Data Analysis Lab: Review Exercise – MS Excel	Chapter 12			
Week 12 March 24	NO LABS OR LECTURES – Statutory Holiday	Chapter 13			
Week 13 March 31	Lecture: Database Segmentation: Univariate, Crosstab, Logic Counter, Ratio Lab: Correlation Analysis Exercises	Chapter 14		LR # 4 Assigned	
Week 14 April 7	Lecture: Database Segmentation: RFM Analysis Lab: RFM Exercises		Exercise 3: Data Segmentation Assigned in Lab		
Week 15 April 14	Lecture: Database Segmentation: CHAID, Cluster and Factor Analysis Lab: Chapter 8 Review				Interim Project Report Due April 15 LR # 5 Due in Lecture
Week 16 April 21	Lecture: Customer Analysis and Lifetime Value Concepts Lab: Lifetime Value Exercises		Exercise 4: LTV Calculations		Exercise 3 Due in Lab
Week 17 April 28	Lecture: Testing Database Marketing Programs Lab: Hypothesis Tests, Confidence Interval Exercises		Exercise 5: Program Testing		Exercise 4 Due in Lab
Week 18 May 5	Lecture: Testing Database Marketing Programs Continued Lab: Sample Sizes and Test Designs				Exercise 5 Due in Lab
Week 19 May 12	Lecture: Exam Review Lab: Exam Review				Term Project Due in Lab
Week 20 May 20	FINAL EXAM WEEK				