

PSYC 495	Consumer Psychology	Fall 2018
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Instructor:	Dr. Melissa Boyce	Lecture Location:	SS 541
Phone:	403-210-6257	Lecture Days/Time:	MWF 12-12:50pm
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Course Description

This course focuses on every aspect of being a consumer. It explores how shopping and purchasing possessions and services influence how we feel about and define ourselves. The course will focus on Canadian examples and experimental research, as well as emphasising the role that each of us has, personally, as a consumer.

Course Learning Outcomes

The Department of Psychology is committed to student knowledge and skill development. The table below lists the key learning outcomes for this course, the program-learning outcomes they facilitate (see psyc.ucalgary.ca/undergraduate/program-learning-outcomes), and the expected level of achievement.

Course Learning Outcomes	Assessment Methods	PLO(s)	Level(s)
Contrast theories proposed to explain given phenomena within the field of consumer psychology	Exams	1, 2, 4, 7	A
Critique marketing strategies and make recommendations for how to improve them based on empirical data	Exams	1, 2, 4, 5, 6, 7	A
Apply consumer psychology principles to address marketing challenges	Debate, Project, Exams	1, 2, 4, 5, 6, 7	A
Create a market research survey and collect and interpret data from that survey to inform a marketing campaign	Project	1, 2, 3, 4, 5, 6, 7	A
Work collaboratively to successfully develop, write up, and orally present a marketing campaign	Project,	1, 2, 3, 4, 5, 6, 7	A
Use empirical and logical arguments to effectively debate a consumer psychology issue	Debate	1, 2, 4, 5, 6	A

Notes. PLOs = Program-Learning Outcomes: 1 = demonstrate knowledge of psychological sciences, 2 = think critically and solve problems, 3 = conduct research and analyze data, 4 = communicate effectively, 5 = demonstrate information literacy, 6 = understand and implement ethical principles, 7 = apply psychological knowledge and skills. Level of PLO achievement facilitated by this course: I = introductory, C = competency, A = advanced.

Prerequisites

PSYC 200 and 201 – Principles of Psychology I & II

PSYC 312 – PSYC 312 – Experimental Design and Quantitative Research Methods in Psychology OR

PSYC 300 – Research Methods and Data Analysis in Psychology I AND PSYC 301 – Research Methods AND Data Analysis in Psychology II

Recommended Text

Solomon, M. R., White, K., & Dahl, D. (2014). *Consumer Behaviour: Buying, Having, and Being* (6th Canadian Edition). Upper Saddle River, NJ: Pearson Prentice Hall (available in the bookstore).

Evaluation

Exams (60% of grade): Two exams are scheduled for this course covering text, readings, and lecture material (including any videos). Exams are non-cumulative and will consist of multiple-choice and short-answer questions. No resources (iPods, iPads, computers, books or notes) are allowed in any exams.

	Date	Material Covered	% of Grade
Exam 1	October 22, 2018	Ch. 1-4	30%
Exam 2	November 26, 2018	Ch. 5-8	30%

In-Class Debates (10% of grade): Each debate team will be comprised of 5 members with 8 teams in total. Pairs of teams will select a topic (4 topics in total to be chosen) from a list of ethical marketing issues to be debated in class. Teams will have to prepare an argument in the affirmative or the negative for their issue and will draw to determine whether they will debate on October 10 (Debate 1), October 19 (Debate 2), October 31 (Debate 3), or November 9 (Debate 4). Teams will receive a single score for accuracy and thoroughness of information presented, identification of weaknesses in other team’s arguments and ability to defend position, and organization and clarity of arguments and individual scores for presentation style, respect shown for the other team, and team feedback. Additional information will be provided in class and posted on D2L.

Group Project (30% of grade): The group project will consist of designing a marketing campaign for a product of your choice in groups of 2-4. Your project will involve the following components:

- **Choose a product:** The product your group chooses is up to you, but I would like you to confirm with me to make sure that multiple groups don’t choose the same product.

- **Interview a minimum of 20 consumers:** Create a survey to interview consumers in your marketing demographic to determine their current preferences and how they would be influenced to purchase this product.
- **Develop a set of 6 new draft advertisements/marketing strategies** to convince those interviewed to switch to your new competitive product. Develop two ads/marketing strategies each using the following three approaches: informational, utilitarian, and value-expressive.
- **Show the ad program** to at least six of the consumers interviewed earlier to determine if your ad campaign will be effective. **Ask for their input** regarding improvements and document their thoughts and suggestions.
- Use their input to **finalize the advertising campaign** (which may or may not include all 6 original ad ideas) to present to the class.
- **Present your campaign to the class** (worth 15% of your project grade) in a 15-minute presentation during the last two weeks of class (presentation dates to be drawn in class on September 21).
- **As part of your project, your group will complete a paper** (worth 85% of your project grade) 15-20 pages double-spaced not including the completed surveys, appendices, or references to explain the research findings, rationale, and design of your campaign making sure to include:
 - A description of your product
 - The target market (demographics, lifestyle, etc.)
 - An overview/timeline of your advertising campaign
 - An outline of the major ideas obtained from the consumer interviews that were utilized in the campaign
 - Any changes made to the advertising program in the middle of your design based on the consumer feedback
 - The types of media (print, TV commercial, billboards, viral, etc.) to be utilized as part of the advertising campaign and the rationale for using each
 - Techniques used for your ads based on the principles learned during the course
 - The completed surveys, the original ads (thumbnails/sketches), and the final ads

This paper will be due on Friday, November 23 at the beginning of class. Projects will be assessed for the description of the product and target market chosen, overview of the marketing campaign, summary of information obtained from the market research, rationale for the marketing campaign, likely effectiveness of the campaign, and writing style. Presentations will be assessed individually for content, effective use of visual aids, presentation style, and engagement. Further details about each of the components required for your presentation/paper will be provided in class and posted on D2L.

It is expected that all members of a group will be present for their presentation to the class; if a group member misses the presentation, that member will receive a maximum of 50% (for the paper only) for this component of the course. Your group is expected to hand in a hard copy of your paper at the beginning of class on the due date. Late papers will be deducted 5% per day (including weekends) up to a maximum of 35% (7 days), at which point, late papers will no longer be accepted. All gr

Department of Psychology Criteria for Letter Grades

Psychology professors use the following criteria when assigning letter grades:

A+ grade: *Exceptional Performance*. An A+ grade indicates near perfect performance on multiple choice and short answer exams. For research papers/essays/course projects/presentations, an A+ grade is awarded for exceptional work deserving of special recognition and is therefore not a common grade.

A, A- Range: *Excellent Performance*. Superior understanding of course material. Written work is very strong in terms of critical and original thinking, content, organization, and the expression of ideas, and demonstrates student's thorough knowledge of subject matter.

B Range: *Good Performance*. Above average understanding of course material. Written work shows evidence of critical thinking and attention to organization and editing but could be improved in form and/or content.

C Range: *Satisfactory Performance*. Adequate understanding of course material. Knowledge of basic concepts and terminology is demonstrated. Written work is satisfactory and meets essential requirements but could be improved significantly in form and content. Note: All prerequisites for courses offered by the Faculty of Arts must be met with a minimum grade of C-.

D range: *Marginally meets standards*. Minimal understanding of subject matter. Written work is marginally acceptable and meets basic requirements but requires substantial improvements in form and content. Student has not mastered course material at a level sufficient for advancement into more senior courses in the same or related subjects.

F grade: *Course standards not met*. Inadequate understanding of subject matter. Written work does not meet basic requirements. Student has not demonstrated knowledge of course material at a level sufficient for course credit.

Grading Scale

A+	96-100%	B+	80-84%	C+	67-71%	D+	54-58%
A	90-95%	B	76-79%	C	63-66%	D	50-53%
A-	85-89%	B-	72-75%	C-	59-62%	F	0-49%

As stated in the University Calendar, it is at the instructor's discretion to round off either upward or downward to determine a final grade when the average of term work and final examinations is between two letter grades. To determine final letter grades, final percentage grades will be rounded up or down to the nearest whole percentage (e.g., 89.5% will be rounded up to 90% = A but 89.4% will be rounded down to 89% = A-).

Tentative Lecture Schedule

Week	Date	Topic	Readings
1	F Sep 7	Overview of the Course	Course Outline
2	M Sep 10	Introduction to Consumer Psychology	Ch 1
	W Sep 12	Introduction to Consumer Psychology	Ch 1

	R Sep 13	<i>Last day to drop full courses (Multi-term) and Fall Term half courses. No refunds for full courses (Multi-term) or Fall Term half courses after this date.</i>	
	F Sep 14	Perception <i>Last day to add classes.</i>	Ch 2
3	M Sep 17	Perception	Ch 2
	W Sep 19	Perception	Ch 2
	F Sep 21	Group Project Work Period (you will create your market research surveys for your group project during this class, so that they can be submitted to ethics) <i>Fee payment deadline for Fall Term full and half courses.</i>	
4	M Sep 24	Learning and Memory	Ch 3
	W Sep 26	Learning and Memory	Ch 3
	F Sep 28	Learning and Memory	Ch 3
5	M Oct 1	Motivation and Values	Ch 4
	W Oct 3	Motivation and Values	Ch 4
	F Oct 5	Motivation and Values	Ch 4
6	M Oct 8	<i>Thanksgiving Day, University closed (except Taylor Family Digital Library, Law, Medical, Gallagher and Business Libraries). No lectures.</i>	
	W Oct 10	Debate 1	
	F Oct 12	Perspectives on the Self	Ch 5
7	M Oct 15	Perspectives on the Self	Ch 5
	W Oct 17	Perspectives on the Self	Ch 5
	F Oct 19	Debate 2	
8	M Oct 22	Exam 1	All material to date
	W Oct 24	Personality and Lifestyles	Ch 6
	F Oct 26	Personality and Lifestyles	Ch 6
9	M Oct 29	Personality and Lifestyles	Ch 6
	W Oct 31	Debate 3	
	F Nov 2	Attitudes	Ch 7
10	M Nov 5	Attitudes	Ch 7
	W Nov 7	Attitudes	Ch 7
	F Nov 9	Debate 4	
11	Nov 11-17	<i>Reading Days. No lectures.</i>	
12	M Nov 19	Attitude Change and Interactive Communications	Ch 8
	W Nov 21	Attitude Change and Interactive Communications	Ch 8
	F Nov 23	Attitude Change and Interaction Communications	Ch 8 Group Projects Due
13	M Nov 26	Exam 2	All material since Exam 2
	W Nov 28	Group Project Presentation	

	F Nov 30	Group Project Presentation	
14	M Dec 3	Group Project Presentation	
	W Dec 5	Group Project Presentation <i>Winter Term Lectures End.</i> <i>Last day to withdraw from full courses and Winter Term half courses.</i>	
	F Dec 7	<i>Last day to withdraw with permission from Fall Term half courses.</i>	

Reappraisal of Graded Term Work <http://www.ucalgary.ca/pubs/calendar/current/i-2.html>

A student who feels that a piece of graded term work (term paper, essay, test, etc.) has been unfairly graded, may have the paper re-graded as follows. The student shall discuss the work with the instructor **within fifteen days** of being notified about the mark or of the item's return to the class. If not satisfied, the student shall **immediately** take the matter to the Director of Undergraduate Studies who will arrange for a reassessment of the work **within the next fifteen days**. Students in faculties without a departmental structure should take the matter to the dean or the associate/assistant dean (Academic/Student Affairs) of the faculty offering the course. The result of that reassessment should be given to the student in writing. ***The reappraisal of term work may cause the grade to be raised, lowered or to remain the same.***

Reappraisal of Final Grade <http://www.ucalgary.ca/pubs/calendar/current/i-3.html>

In the reappraisal of a final grade, the only element that will be considered is the grading of the final assessment that makes up the final mark (e.g., final examination, final project, final paper). An exception may occur when the Instructor of Record evaluates a piece of graded term work at the end of the term; that grade may also be considered in a reappraisal of final grade.

A student wishing a reappraisal of a final grade should first attempt to review the final assessment with the department or faculty offering the course. After which, the student shall obtain a Reappraisal of Final Grade form from ucalgary.ca/registrar (under Student Forms). Students must indicate exactly what error was made in marking the final assessment and/or in computing the final grade. The reappraisal will only be considered if the student provides a detailed rationale that outlines where and for what reason an error is suspected.

Students wishing a reappraisal of a final grade (excluding Law courses) must submit their request by the following dates:

Fall Term – March 1

Winter Term – June 30

Spring Intersession – August 15

Summer Term – October 15

Supplemental Examinations: 30 calendar days from the date the examination was written

The reappraisal form shall be submitted to Enrolment Services who will forward it to the department head or dean of the faculty offering the course. Reappraisals of final grades are dealt with by the head of the academic unit in consultation with members of academic staff. Normally, the department/faculty

will respond to a reappraisal request within thirty calendar days of its initiation. After the reappraisal is completed, the department shall return the form to the Registrar's Office who shall inform the student in writing of the decision. ***Students should be aware that the grade being reappraised may be raised, lowered or remain the same. A student may request a reappraisal of final grade only twice in one academic year (September 1 – August 31).***

Plagiarism and Other Academic Misconduct

Intellectual honesty is the cornerstone of the development and acquisition of knowledge and requires that the contribution of others be acknowledged. Consequently, plagiarism or cheating on any assignment is regarded as an extremely serious academic offense. Plagiarism involves submitting or presenting work in a course as if it were the student's own work done expressly for that particular course when, in fact, it is not. Students should examine sections of the University Calendar that present a Statement of Intellectual honesty and definitions and penalties associated with Plagiarism/Cheating/Other Academic Misconduct <http://www.ucalgary.ca/pubs/calendar/current/k-5.html>.

Academic Accommodations

The student accommodation policy can be found at: ucalgary.ca/access/accommodations/policy. Students needing an Accommodation because of a Disability or medical condition should communicate this need to Student Accessibility Services in accordance with the Procedure for Accommodations for Students with Disabilities ucalgary.ca/policies/files/policies/student-accommodation-policy. Students needing an Accommodation based on a Protected Ground other than Disability, should communicate this need, preferably in writing, to the instructor.

Seating During Exams

Instructors and exam invigilators are free to ask students to move seats before an exam begins or even during an exam. Students must comply with this request and refusal to do so may warrant a charge of academic misconduct.

Absence From A Test/Exam

Makeup tests/exams are **NOT** an option without an official University medical excuse (see the University Calendar). A completed Physician/Counselor Statement will be required to confirm absence from a test/exam for health reasons; the student will be required to pay any cost associated with this Statement. Students who miss a test/exam have up to 48 hours to contact the instructor and to schedule a makeup test/exam. Students who do not schedule a makeup test/exam with the instructor within this 48-hour period forfeit the right to a makeup test/exam. At the instructor's discretion, a makeup test/exam may differ significantly (in form and/or content) from a regularly scheduled test/exam. Except in extenuating circumstances (documented by an official University medical excuse), a makeup test/exam must be written within 2 weeks of the missed test/exam during exam make-up hours provided by the department <http://psychology.ucalgary.ca/undergraduate/exam-and-course-information#mues>. If a student cannot write their final exam on the date assigned by the Registrar's Office, they need to apply for a deferred exam http://www.ucalgary.ca/registrar/exams/deferred_final.

Travel During Exams

Consistent with University regulations, students are expected to be available to write scheduled exams at any time during the official December and April examination periods. Requests to write a make-up exam because of conflicting travel plans (e.g., flight bookings) will NOT be considered by the department. Students are advised to wait until the final examination schedule is posted before making

any travel arrangements. If a student cannot write their final exam on the date assigned by the Registrar's Office, they need to apply for a deferred exam http://www.ucalgary.ca/registrar/exams/deferred_final. Students with an exceptional extenuating circumstance (e.g., a family emergency) should contact the Department of Psychology (psyugrd@ucalgary.ca).

Freedom of Information and Protection of Privacy (FOIP) Act

The FOIP legislation disallows the practice of having student's retrieve tests and assignments from a public place. Therefore, tests and assignments may be returned to students during class/lab, or during office hours, or will be made available only for viewing during exam review sessions scheduled by the Department. Tests and assignments will be shredded after one year. Instructors should take care to not link students' names with their grades, UCIDs, or other FOIP-sensitive information.

Acknowledgments and Respect for Diversity

Our classrooms view diversity of identity as a strength and resource. Your experiences and different perspectives are encouraged and add to a rich learning environment that fosters critical thought through respectful discussion and inclusion. The Department of Psychology would also like to acknowledge the traditional territories of the people of the Treaty 7 region in southern Alberta. The City of Calgary is also home to Métis Nation of Alberta, Region III.

Wellness and Mental Health Resources

The University of Calgary recognizes the pivotal role that student mental health plays in physical health, social connectedness and academic success, and aspires to create a caring and supportive campus community where individuals can freely talk about mental health and receive supports when needed. We encourage you to explore the excellent mental health resources available throughout the university community, such as counselling, self-help resources, peer support or skills-building available through the SU Wellness Centre (Room 370, MacEwan Student Centre, <https://www.ucalgary.ca/wellnesscentre/services/mental-health-services>) and the Campus Mental Health Strategy website (<http://www.ucalgary.ca/mentalhealth/>).

Course Credits for Research Participation (Max 2% of final grade)

Students in most psychology courses are eligible to participate in Departmentally approved research and earn credits toward their final grades. **A maximum of two credits (2%) per course, including this course, may be applied to the student's final grade. Students earn 0.5% (0.5 credits) for each full 30 minutes of participation.** The demand for timeslots may exceed the supply in a given term. Thus, students are not guaranteed that there will be enough studies available to them to meet their credit requirements. Students should seek studies early in the term and should frequently check for open timeslots. Students can create an account and participate in Departmentally approved research studies at <http://ucalgary.sona-systems.com>. The last day to participate in studies and to assign or reassign earned credits to courses is **Dec 7, 2018**.

Evacuation Assembly Point

In case of an emergency evacuation during class, students must gather at the designated assembly point nearest to the classroom. The list of assembly points is found at <http://www.ucalgary.ca/emergencyplan/assemblypoints>. Please check this website and note the nearest assembly point for this course.

Student Organizations

Psychology students may wish to join the Psychology Undergraduate Students' Association (PSYCHS). They are located in Administration 130 and may be contacted at 403-220-5567.

Student Union VP Academic: Phone: 403-220-3911 suvpaca@ucalgary.ca

Student Union Faculty Rep.: arts1@su.ucalgary.ca

Student Ombudsman's Office

The Office of the Student Ombudsmen provides independent, impartial and confidential support for students who require assistance and advice in addressing issues and concerns related to their academic careers. The office can be reached at 403-220-6420 or ombuds@ucalgary.ca

(<http://www.ucalgary.ca/provost/students/ombuds>)

Safewalk

The safewalk program provides volunteers to walk students safely to their destination anywhere on campus. This service is free and available 24 hrs/day, 365 days a year.

Call 403-220-5333.

Important Dates

The last day to drop this course with no "W" notation and **still receive a tuition fee refund** is **September 13, 2018**. Last day to add a course is **September 14, 2018**. The last day to withdraw from this course is **December 7, 2018**.