See Course Description Symbols and Terms (https://catalog.csuchico.edu/academic-standards-policies/course-description-symbols-terms/) for an explanation of course description terminology and symbols, the course number system, and course credit units.

**MKTG 305  Survey of Marketing**  
Typically Offered: Fall and spring  
Nature and functions of marketing systems and marketing in the individual firm. Study of the marketing mix, marketing institutions, and the environments in which marketing decisions are made. 3 hours lecture. (005872)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 371  Consumer Behavior**  
Prerequisite: MKTG 305.  
Typically Offered: Fall and spring  
Study of the decision processes of individuals and groups toward consumer products and the implications to marketers. Emphasis on both individual, group, and external determinants of consumer attitudes and behavior. 3 hours discussion. (005873)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 380  Marketing Research**  
Prerequisite: MATH 108, MKTG 305.  
Typically Offered: Fall and spring  
User-oriented analysis of the marketing research process, including problem definition, proposal preparation, research design, data collection, sampling methods, data analysis, interpretation, and presentation of findings. 3 hours lecture. (005876)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 398  Special Topics**  
Typically Offered: Fall and spring  
This course is for special topics offered for 1.0-3.0 units. Typically the topic is offered on a one-time-only basis and may vary from term to term and be different for different sections. See the Class Schedule for the specific topic being offered. 3 hours lecture. (005882)  
Grade Basis: Graded  
Repeatability: You may take this course more than once  
Course Attributes: Upper Division

**MKTG 399  Special Problems**  
Typically Offered: Fall and spring  
This course is an independent study of special problems offered for 1.0-3.0 units. You must register directly with a supervising faculty member. Students registering for this course should prepare a project proposal to be discussed with their faculty advisor before enrolling in the course. 9 hours supervision. (005883)  
Grade Basis: Credit/No Credit  
Repeatability: You may take this course for a maximum of 6 units  
Course Attributes: Upper Division

**MKTG 464  Customer Relationship Management**  
Prerequisite: MKTG 305, MKTG 371.  
Typically Offered: Fall and spring  
After completion of this course, students are expected to: acquire a working knowledge of CRM in the various business contexts, understand the importance of information technology in marketing and sales, enhance ability to analyze customers heuristically and financially, and develop an understanding of the marketing and sales processes used to improve customer experiences. 3 hours lecture. (021808)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 465  Digital Marketing**  
Prerequisite: MKTG 371.  
Typically Offered: Fall only  
Study of the changes in the marketplace created by the increasing utilization of technological tools to perform traditional marketing functions. The course provides insight into strategies and tactics which can be used to implement and manage electronic marketing initiatives. 3 hours lecture. (005884)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 468  Entrepreneurial Marketing**  
Prerequisite: MKTG 305; MGMT 450 or MKTG 371.  
Typically Offered: Fall and spring  
Application of an entrepreneurial and small business mindset to defining and analyzing marketing issues for a new venture. This included product, price, promotions, merchandising, customer experience, distribution and branding strategies, personal selling; and non-traditional approaches to marketing. 3 hours lecture. (020598)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 470  Sales Management**  
Prerequisite: MKTG 371.  
Typically Offered: Fall and spring  
Management of the sales force and sales process including account management, sale force organization, sales forecasting and budgeting, quota setting, territory management, recruitment and selection, training, motivation and compensation systems, evaluation and control of sales performance. Role of customer relationship management systems in managing sales information and the customer interface. Current issues in sales management. 3 hours discussion. (005877)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 471  Distribution Systems and Channel Management**  
Prerequisite: MKTG 371 for Marketing option students and OSCM 306 for non-Marketing option students.  
Typically Offered: Fall and spring  
The course includes a study of distribution and its role in the marketing system, economics of distribution, financing competing carriers, rate determination, government regulation subsidization, carrier organization, operation, and traffic control. 3 hours lecture. (005878)  
Cross listing(s): OSCM 471  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 469  Digital Marketing**  
Prerequisite: MKTG 371.  
Typically Offered: Fall only  
Study of the changes in the marketplace created by the increasing utilization of technological tools to perform traditional marketing functions. The course provides insight into strategies and tactics which can be used to implement and manage electronic marketing initiatives. 3 hours lecture. (005884)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 470  Sales Management**  
Prerequisite: MKTG 371.  
Typically Offered: Fall and spring  
Management of the sales force and sales process including account management, sale force organization, sales forecasting and budgeting, quota setting, territory management, recruitment and selection, training, motivation and compensation systems, evaluation and control of sales performance. Role of customer relationship management systems in managing sales information and the customer interface. Current issues in sales management. 3 hours discussion. (005877)  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division

**MKTG 471  Distribution Systems and Channel Management**  
Prerequisite: MKTG 371 for Marketing option students and OSCM 306 for non-Marketing option students.  
Typically Offered: Fall and spring  
The course includes a study of distribution and its role in the marketing system, economics of distribution, financing competing carriers, rate determination, government regulation subsidization, carrier organization, operation, and traffic control. 3 hours lecture. (005878)  
Cross listing(s): OSCM 471  
Grade Basis: Graded  
Repeatability: You may take this course for a maximum of 3 units  
Course Attributes: Upper Division
MKTG 472 Advertising and Marketing Communications 3 Units
Prerequisite: MKTG 371.
Typically Offered: Fall and spring
The concept and process of integrating all of the communications by a marketer to create synergy and a unique selling proposition. Examines development and execution of advertising, publicity, sales promotions, direct marketing, sponsorship and personal selling programs that build lifetime customer relationships through a variety of media or contacts. 3 hours discussion. (005880)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division

MKTG 473 Strategic Personal Selling 3 Units
Prerequisite: MKTG 371.
Typically Offered: Fall and spring
Principles and practices of strategic personal selling, including relationship strategy, customer strategy, product strategy, and presentation strategy. The role of personal selling in the marketing mix and the current business environment. 3 hours lecture. (005886)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division

MKTG 475 Retailing 3 Units
Prerequisite: MKTG 371.
Typically Offered: Fall and spring
Essentials of retail management; market segmentation and market research for retail operations, buying and pricing functions, inventory control, budgeting, nature of change. 3 hours discussion. (005874)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division

MKTG 476 Business Marketing 3 Units
Prerequisite: MKTG 371.
Typically Offered: Spring only
Study of the marketing of goods and services to business, government, and institutions. The focus is on organizational buying, market analysis and planning, and development of marketing mix. 3 hours discussion. (005885)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division

MKTG 477 International Marketing 3 Units
Prerequisite: MKTG 305, Senior Standing.
Typically Offered: Fall only
A study of all aspects of marketing unique to international business. Examines the impact of cultures, ethics, history, politics, and social customs on marketing thinking and practices worldwide. 3 hours discussion. (005879)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division

MKTG 478 Service Marketing 3 Units
Prerequisite: MKTG 371.
Typically Offered: Spring only
Study of the unique characteristics of services and their implications for the development of effective marketing strategies, programs, and plans for service businesses, including professional services, not-for-profit services, and international services. 3 hours discussion. (005889)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division

MKTG 479 Sales Competitions: Strategy and Practice 3 Units
Prerequisite: MKTG 305, MKTG 371.
Typically Offered: Spring only
The purpose of this course is to provide a review of the theoretical foundation of personal selling and an opportunity to build practical sales experience. Specific attention is paid to the development of role playing skills and the ability to analyze complex case problems. Particular emphasis is placed on relationship-building skills, problem analysis, solution-based presentations, and closing/follow-up techniques. Students compete in at least one sales competition. 3 hours lecture. (021802)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division

MKTG 482 Sports Marketing 3 Units
Prerequisite: MKTG 371.
Typically Offered: Fall and spring
This course introduces students to the specialized field of sports marketing and its role in society. Subjects covered include marketing through sports sponsorship, endorsements, naming rights, licensing, facility design, merchandising, ticket sales and pricing, and other emerging issues related to sports marketing. Career opportunities as they relate to the sports marketing industry are also explored. 3 hours lecture. (021328)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division

MKTG 483 Advanced Topics in Professional Sales 3 Units
Prerequisite: MKTG 371, MKTG 473, or faculty permission.
Typically Offered: Fall and spring
Emerging techniques and issues in sales negotiation, persuasion, and customer relationship management. Financial, ethical and sales leadership issues are also examined. 3 hours lecture. (020786)
Grade Basis: Graded
Repeatability: You may take this course for a maximum of 3 units
Course Attributes: Upper Division
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<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
<th>Prerequisite</th>
<th>Typically Offered</th>
<th>Grade Basis</th>
<th>Repeatability</th>
<th>Course Attributes</th>
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<tbody>
<tr>
<td>MKTG 485</td>
<td>Brand Strategy</td>
<td>3</td>
<td>MKTG 371.</td>
<td>Spring only</td>
<td>Graded</td>
<td>You may take this course for a maximum of 3 units</td>
<td>Upper Division</td>
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<td>Brand Strategy is an advanced elective that addresses important branding decisions faced by an organization. Its basic objectives are: 1) to provide students with a complete understanding of the consumer and of how consumers develop brand attitudes and behaviors; 2) to increase understanding of the important issues in planning and evaluating brand strategies; and 3) to provide a forum for students to apply branding strategies in a variety of domains. Particular emphasis is placed in the course on understanding psychological principles at the consumer or customer level that will improve managerial decision-making with respect to brands. One aim of the course is to make these concepts relevant for any type of organization (public or private, large or small, etc.). 3 hours lecture. (022142)</td>
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<td>MKTG 489</td>
<td>Internship in Marketing</td>
<td>1-3</td>
<td>MKTG 371, MKTG 380.</td>
<td>Fall and spring</td>
<td>Graded</td>
<td>You may take this course for a maximum of 15 units</td>
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<td>This course is an internship offered for 1.0-3.0 units. You must register directly with a supervising faculty member. 9 hours supervision. (020783)</td>
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<td>MKTG 490</td>
<td>Strategic Marketing Management</td>
<td>3</td>
<td>MKTG 371, MKTG 380.</td>
<td>Fall and spring</td>
<td>Graded</td>
<td>You may take this course for a maximum of 3 units</td>
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<td>This course is a seminar offered for 3.0 units. Capstone course involving the decision-making process to demand analysis and developing product, distribution, promotion, and pricing strategies. 3 hours discussion. (005887)</td>
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<td>MKTG 498</td>
<td>Special Topics in Marketing</td>
<td>1-3</td>
<td>MKTG 371, MKTG 380.</td>
<td>Fall and spring</td>
<td>Graded</td>
<td>You may take this course more than once</td>
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<td>This course is for special topics offered for 1.0-3.0 units. Typically the topic is offered on a one-time-only basis and may vary from term to term and be different for different sections. See the Class Schedule for the specific topic being offered. For advanced students who wish to investigate business problems in specialized areas. Application of research methods. 3 hours supervision. (005893)</td>
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<td>MKTG 499</td>
<td>Special Problems</td>
<td>1-3</td>
<td>MKTG 371, MKTG 380.</td>
<td>Fall and spring</td>
<td>Credit/No Credit</td>
<td>You may take this course for a maximum of 6 units</td>
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<td>This course is an independent study of special problems offered for 1.0-3.0 units. You must register directly with a supervising faculty member. 3 hours supervision. (005894)</td>
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<td>MKTG 499H</td>
<td>Honors Seminar in Marketing</td>
<td>3</td>
<td>Faculty permission.</td>
<td>Inquire at department</td>
<td>Graded</td>
<td>You may take this course for a maximum of 6 units</td>
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<td>This 3-unit course consists of a comprehensive research study and paper dealing with business policy and strategy, and the integrative and international aspects of business operations, especially as they pertain to the field of marketing. A final written report and a public presentation of findings are both requirements of this course. Business Honors Program students must receive at least a B in this course for Honors credit. Students seeking &quot;Honors in the Major&quot; will enroll in this course for two semesters. 9 hours supervision. (005895)</td>
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<td>MKTG 502</td>
<td>Customer Relationship Management: Concepts and</td>
<td>1.5</td>
<td>MKTG 371, MKTG 380.</td>
<td>Fall only</td>
<td>Graded</td>
<td>You may take this course for a maximum of 1.5 units</td>
<td>Upper Division</td>
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<td>Applications</td>
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<td>Organizations are relying on in-depth customer and market data to better understand how to most effectively identify the most valuable customers and manage customer relationships. Students will learn how CRM software improves collaboration across an organization and facilitates more productive, data-driven business decision making. This course will give students hands-on experience with a leading CRM platform. 1.5 hours lecture. (022183)</td>
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<td>MKTG 668</td>
<td>Marketing Entrepreneurial Ventures</td>
<td>3</td>
<td>MKTG 371, MKTG 380.</td>
<td>Spring only</td>
<td>Graduate Graded</td>
<td>You may take this course for a maximum of 1.5 units</td>
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<td>A practicum in strategies, tools and practices designed to enable experienced entrepreneurs or students who are interested in possibly starting their own company to successfully market a new venture in a competitive market place with limited resources. The course provides students with &quot;how to&quot; exposure to preparing effective product identity and marketing message based on market research, then takes students through a step-wise process for developing marketing strategies and content based on research into current best practice approaches for social media marketing. The course culminates with students developing crowd-sourcing campaigns, for marketing content and fund raising, based on marketing mix research refined throughout the semester. This course is designed to support students with their on-going marketing effort for existing companies or provide students who have not yet launched a venture with practical exposure to existing new-to-market products and companies. 3 hours seminar. (021799)</td>
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<td>MKTG 673</td>
<td>Seminar in Strategic Marketing</td>
<td>3</td>
<td>MKTG 371, MKTG 380.</td>
<td>Fall only</td>
<td>Graduate Graded</td>
<td>You may take this course for a maximum of 9 units</td>
<td>Graduate Division</td>
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<td>A study of marketing concepts and strategies, such as demand analysis, product/market positioning, distribution, promotion, and pricing strategies. Emphasis on integrating such concepts and strategies into strategic marketing programs. 3 hours seminar. (015959)</td>
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MKTG 689  Directed Internship  1-3 Units
Typically Offered: Fall and spring
This course is an internship offered for 1.0-3.0 units. You must register
directly with a supervising faculty member. Study of policy, control, and
decision-making in selected organizations, arranged and supervised by
a member of the graduate faculty in close working relationship with the
management of an organization. 9 hours supervision. (005900)
Grade Basis: Credit/No Credit
Repeatability: You may take this course for a maximum of 15 units
Course Attributes: Graduate Division

MKTG 697  Independent Study  1-4 Units
Typically Offered: Fall and spring
This course is a graduate-level independent study offered for 1.0-4.0
units. You must register directly with a supervising faculty member. 9
hours supervision. (005905)
Grade Basis: Report in Progress: Graded
Repeatability: You may take this course for a maximum of 6 units
Course Attributes: Graduate Division

MKTG 698  Special Topics in Marketing  1-3 Units
Typically Offered: Inquire at department
This course is for special topics offered for 1.0-3.0 units. Typically the
topic is offered on a one-time-only basis and may vary from term to term
and be different for different sections. See the Class Schedule for the
specific topic being offered. 3 hours seminar. (021757)
Grade Basis: Graduate Graded
Repeatability: You may take this course for a maximum of 6 units
Course Attributes: Graduate Division

MKTG 699T  Master's Thesis  1-3 Units
Typically Offered: Fall and spring
This course is offered for 1.0-3.0 units. You must register directly with a
supervising faculty member. 9 hours supervision. (005910)
Grade Basis: Report in Progress: CR/NC
Repeatability: You may take this course for a maximum of 6 units
Course Attributes: Graduate Division