



INBOUND STRATEGIES

MMC 6936 Inbound Strategies
Academic Term: Fall, 2020
3 Credit Hours

Instructor

Name: Joanne Leoni, Ed.D.

Email Address: j.dibenedettoleo@ufl.edu

Office Phone Number and Times: Monday 11:00am to 1:00pm, should you need to speak with me email your phone number, I will call you as soon as possible.

Virtual Office Hours: Monday 11:30am to 12:30pm

Teaching Assistants

NA

Course Description

This course is designed to give learners the needed knowledge and skills to develop productive and realistic strategies for inbound marketing. The content of this course will provide essential business, marketing and social media information, and activities to assist the learner in understanding the changes, methods, techniques, and strategies used in the processes of conceptualizing, creating, implementing and measuring inbound strategies and initiatives.

Course Pre-Requisites / Co-Requisites: None

Course Delivery Mode & Time Commitment

This is a fully online course and you must log into Canvas with your Gatorlink username and password to access the materials and assignments. The course is organized into modules with due dates. Unless otherwise specified, each module begins on Monday at 12:00 AM, ET, and ends on Sunday at 11:59 PM, ET. The course begins with the Course Orientation (START HERE) Module, which will familiarize you with the course. Zoom meetings will be held each Monday during the course period, while these meetings are not mandatory it is recommended that learners attend the meeting for review of assignments, ideas, and exchange and sharing.

Time Commitment

Expect to spend between 10 to 20 hours per week, per course, watching or attending lectures, reading, working on assignments and projects, and engaging in discussions.



Course-Level Objectives

Upon successful completion of this course, students will be able to:

1. Identify the basic principles of marketing. (CO:1)
2. Explain how marketing strategies are created and used. (CO: 2)
3. Examine how marketing inbound strategies have changed. (CO: 3)
4. Evaluate customers' needs, wants, and problems. (CO: 4)
5. Create strategies for customers. (CO: 5)
6. Examine the fundamental inbound marketing methods process. (CO: 6)
7. Develop a social media initiative. (CO: 7)
8. Analyze search engines. (CO: 8)
9. Analyze the content of business websites. (CO: 9)
10. Create content that builds brand awareness. (CO: 10)
11. Design content that attracts customers to the brand and website. (CO: 11)
12. Identify practical features of search engines. (CO: 12)
13. Recognize how companies convert leads to customers. (CO: 13)
14. Complete certification courses. (CO: 14)

(CO = Course-Level Objective)

Textbooks & Materials

Required Seminal Course Textbook:

Hallgan, B., & Shar, D. (2014). *Inbound marketing* (2nd ed.). John Wiley & Sons, Inc.
ISBN: 978-1-118-89665-5

Recommended Textbook(s)

Clarke, A. (2020). *SEO 2020*. Simple Effectiveness Publishing.

Ford, J. E. (2018). *Social media marketing for the future*. J.E. Ford.



American Psychological Association. (2020). *Publication manual of the American Psychological Association: The official guide to APA style*. (7th ed.).

- ISBN-13: 978-1433832161
- ISBN-10: 143383216X

[Changes in the APA 7th Edition](#)

Publisher Materials

N/A

Course Reserves

N/A

Minimum Technology Requirements & Computer Skills

COMPUTER REQUIREMENTS

Basic Computer Specifications for Canvas

- Students are expected to use Microsoft Word, Microsoft Power Point, and Adobe Reader
- Reliable Web Browser: Login to Canvas and make sure your Internet browser is compatible.

Peripherals

- A backup option should be available to minimize any loss of work such as an external hard drive, a USB drive, cloud storage, etc.

Hardware

- Dependable computer.
- Computer speakers.
- Headset with microphone.
- Webcam.

Software

- Microsoft Office 365.
- UF Apps – access UF software applications from any device from any location, at any time.
- Canvas Mobile App: Download instructions for [iOS device](#) or [Android device](#).
- Adobe Reader
- <https://ufl.zoom.us/>

Internet Connection

- Recommended: Broadband Internet connection with a speed of 4 Mbps or higher.
- To function properly, Canvas requires a high-speed Internet connection (cable modem, DSL, satellite broadband, T1, etc.). The minimum Internet connection speed to access Canvas is a consistent 1.5 Mbps (megabits per second) or higher.



MINIMUM COMPUTER AND DIGITAL INFORMATION LITERACY SKILLS REQUIREMENTS

The general and course-specific computer and digital information literacy skills you must have to succeed in the course include, but are not limited to, the following:

- Accessing the Internet.
- Using Canvas.
- Using email with attachments.
- Creating and submitting files in processing program such as Microsoft Office Tools.
- Copying and pasting functions.
- Downloading and installing software.
- Using presentation, graphics, and other programs.
- Posting and commenting in an online discussion.
- Searching the University of Florida library and websites.

Technical Support

In the event that you have technical difficulties with your course, please contact the [UF Computing Help Desk](#) either by filling out an [online request form](#) or calling 352-392-4357 - select option 1. The Help Desk is located on the ground floor of the Hub on the UF campus.

If your technical difficulties caused you to miss a due date, you MUST report the problem to the Help Desk and then email your instructor. Include the ticket number that you are given from the Help Desk in an email to the instructor to explain the late assignment/quiz/test.

IT Support

For all Technical assistance questions please contact the UF Computing Help Desk:

Phone: 352-392-HELP (4357)

Email: helpdesk@ufl.edu

Please Note

Your instructor is not able to handle technological issues or answer questions related to computer issues. If a problem of this nature arises that causes you to miss an assignment, you must provide your Help Desk ticket number to the instructor in order to receive an extension.

Course Grading Policies

Grading Criterion, Late Assignment Policy, and Expectations for Assignments

GRADING CRITERION

Discussion Boards (10 @ 20=200 points)

Your initial post must be a substantive and scholarly submission. You must reply to at least two other students' posts and your instructor with a substantive and scholarly response. A substantive response adds scholarly value to the



discussion by bringing new ideas, research, evidence, etc. to the conversation. Discussion posts must be 250-350 words using correct grammar and spelling. Cite the resources used in APA format.

Responses such as "I agree," "Ditto," etc., are not acceptable replies and the rules of Netiquette must be followed. Replies are not texts with friends and proper rules of writing must be applied including citations and references (do not plagiarize).

All initial posts for each module discussion board must be submitted by Thursdays at 11:59 PM, ET, so your peers have time to respond to your initial post. Responses to peers are due by Sundays at 11:59 PM, ET. To view the grading criteria rubric for the discussions in the course room, click the Settings icon (the 3 dots on the top-right corner) and select the *Show Rubric* button.

Group Project-NA

You will be required to participate in and complete a group project that will involve collaborating with your peers to produce a final product. This assignment offers you the opportunity to practice virtual collaboration skills that are applicable to the 21st Century global workforce. Group work can be challenging; however, it is a reality in nearly every employment setting. Learning to be a collaborative and supportive team member that can resolve conflicts in an appropriate manner is an important part of the skills you will develop and/or enhance through your education at CJC Online Graduate programs.

Journal-NA

The purpose of journal writing in a course is to help you critically think about the course learning materials, personal experiences, and synthesize the information to promote personal and professional growth that promotes healthy change. Make sure that you use proper grammar, word choice, syntax (arrangement of words to create well-formed sentences), and writing mechanics (capitalization, punctuation, and spelling) in your journal as well as proper citing and referencing of all your sources.

Writing Assignments (9 @ 50=450)

Writing assignments are required for several of the modules. Each writing assignment is directly related to the content of the module's objectives and provides learners with the opportunity to identify the relevant concepts and processes used in Inbound Strategies and marketing.

Power Point Presentations (4 @ 100=400)

PowerPoint Presentations are required for four of the modules. Each PowerPoint Presentations is directly related to the content of the module's objectives and provides learners with the opportunity to identify the relevant concepts and processes used in Inbound Strategies and marketing.

Certifications (4 @ 50=200)

Certifications courses should be completed through HubSpot Academy. The certification courses are directly related to the assignments and the content of the course providing learners with an opportunity to gain business and marketing related skills and knowledge.

Final Exam Presentation (1 @ 100=100)



The final exam is the culmination of the entire course enabling learners to create and design the entire content of a Web Page/Site for a Social Media Campaign

Your grade will be calculated based on the following:

Assignments/Assessments	Points	Weight (%)
Course Orientation: These assignments are required; however, they do not count toward the final grade. <ul style="list-style-type: none"> • Student Introduction • Course Evaluation 	0	0%
10 Discussions <ul style="list-style-type: none"> • Worth up to 20 points each. 	200	10%
9 Written Assignments <ul style="list-style-type: none"> • Worth up to 50 points each. 	450	30%
4 Power Point Presentations <ul style="list-style-type: none"> • Worth up to 100 points each. 	400	20%
4 Certifications <ul style="list-style-type: none"> • Worth up to 50 points each. 	200	20%
One Final Power Point Presentation <ul style="list-style-type: none"> • Worth 100 points 	100	20%
TOTAL	1,350	100

Grade	Percentage
A	92.5-100%
A-	89.5-92.4%
B+	86.5-89.4%
B	82.5-86.4%
B-	79.5-82.4%
C+	76.5-79.4%
C	72.5-76.4%
C-	69.5-72.4%
D+	66.5-69.4%
D	62.5-66.4%
D-	59.5-62.4%
E	0 – 59.4%

The only passing grades for graduate students are A, A-, B+, B, B-, C+, C, and S. Grades of B-, C+ or C count toward a graduate degree if an equal number of credits in courses numbered 5000 or higher have been earned with grades of B+, A- and A, respectively. Grade points are not given for S and U grades; S and U grades are not used to calculate grade point averages. All letter-graded courses eligible to count toward the graduate degree, except 1000- and 2000-level courses, are used to calculate the cumulative grade-point average. Letter grades of C-, D+, D, D- or E are not considered



passing at the graduate level, although the grade points associated with these letter grades are included in grade point average calculations. See the [UF grading policy](#) for more information.

LATE ASSIGNMENT POLICY

Late assignments will not be accepted unless it is a [University excused absence](#) as stated in the attendance policies. **No late work will be accepted for final projects or work due in the final week of class due to the university grading deadlines.** If potential issues arise concerning submitting final work, students should contact their instructors before deadlines to discuss the possibility of an Incomplete Grade Contract.

1. Late Assignment Grade Reductions
 - a. 0-24 Hours Late: 10% reduction in grade.
 - b. Over 24 Hours (24 hours and 1 minute) to 7 Calendar Days Late: 20% reduction in grade.
 - c. After the 7th Calendar Day: Work will not be accepted.
2. Late Discussions will not be accepted.

EXPECTATIONS FOR ASSIGNMENTS

- **Missed Live Lectures**

In courses where there are live virtual meetings (mandatory or optional), a recording of the meeting will be provided if you cannot attend. You will be responsible to view the recorded meetings. In missed mandatory meetings, the instructor may require that you complete an assignment.

- **Course Evaluation**

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

Accessibility Policy

Students requiring reasonable access to services and resources required by the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and other applicable federal and state regulations, please access [UF Accessibility](#) for all options available to you. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodations. Please register early!

Contact Information

- For ADA questions: Dr. Russ Froman, rfroman@ufl.edu , Phone: 352 - 273-1094
- Disability Resource Center: Gerry Altamirano, galtamirano@ufl.edu , Phone: 352 - 392-8565



- Electronic Information Technology & Communication Accessibility: Anne Allen, alallen@ufl.edu , Phone: 352- 871-2707
- For persons with hearing or speech related accessibility needs: When trying to access an office on campus that does not list a TDD/TTY number, contact the Florida Relay Service at 800-955-8771(TDD) or 711 (V/TDD).

Accessibility Resource Center

University of Florida
PO Box 114085
Gainesville, FL 32611-4085
Phone: 352-392-8565
Email: accessuf@dso.ufl.edu

Address

Environmental Health and Safety Administrative Offices
916 Newell Dr
Gainesville, FL 32603

For more information, see UF's [Electronic Information Technology Accessibility \(EITA\) Policy](#).

Communication Policy

EXPECTATIONS FOR STUDENTS

Announcements

You are responsible for reading all announcements posted in the course room each time you log in.

Email

You are responsible for reading all your course email and responding in a timely manner (within 24 hours).

Video Conferencing

You are responsible for attending course video conferencing meetings. If you cannot attend the video conferencing meeting, please advise the instructor and/or your team at least 24 hours in advance (exceptions can be made for legitimate emergencies). You are expected to demonstrate netiquette and etiquette communication expectations.

Course-Related Questions

Post course-related questions to the FAQ discussion board. This allows other participants with the same question to benefit from the responses. Also, make sure you review this forum prior to posting a question. Someone may have already asked and answered the question in previous posts.

INSTRUCTOR'S PLAN FOR CLASSROOM RESPONSE TIME AND FEEDBACK

Email Policy

Except for weekends, holidays, and University breaks, the instructor will typically respond to emails within 48 hours. You should ask course-related questions in the FAQ discussion board. If you have questions of a personal nature, please email the instructor.



Assignment Feedback Policy

The instructor will provide feedback on submitted assignments within one week of the submission date. Some assignments may require a longer review period, which the instructor will communicate to you.

Course-Related Questions Policy

Except weekends and holidays, the instructor will generally answer questions within 48 hours.

Video Conferencing

The instructor will provide any information on required video conferencing within the course room.

Electronic Communication Policy

In addition to the University's policy, please consider the following:

- Privacy, confidentiality, and security in all electronic communications. See [Information Security](#).
- All electronic communication resources must be used for the course and in alignment with to the CJC Online and University mission. See the [Acceptable Use Policy](#).
- Prohibited use of false identity, false identity pseudonyms, or anonymous (sender's name or electronic identification is hidden).
- Prohibited online access without consent.
- Prohibited disruption of services including introducing computer contaminants (viruses).
- Prohibited [harassment](#) of any kind.

Privacy

If your course includes live synchronous meetings, the class sessions will all be audio visually recorded for students in the class to refer back and for enrolled students who are unable to attend live. Students who participate with their camera engaged or utilize a profile image are agreeing to have their video or image recorded. If you are unwilling to consent to have your profile or video image recorded, be sure to keep your camera off and do not use a profile image. Likewise, students who un-mute during class and participate orally are agreeing to have their voices recorded. If you are not willing to consent to have your voice recorded during class, you will need to keep your mute button activated and communicate exclusively using the "chat" feature, which allows students to type questions and comments live.

Please see UF's Information Technology [policies](#) for additional information.

Select CJC and University Policies and Guidelines

Academic Integrity Policy

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code." The [Student Honor Code](#), Violation of the Student Honor Code, specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to the appropriate personnel. If you have any questions or concerns, please consult with the instructor or TA's in this class.

Netiquette



Casual style of communication is commonly found in the online environment and students are sometimes tempted to relax their grammar, word choice, syntax (arrangement of words to create well-formed sentences), writing mechanics (capitalization, punctuation, and spelling), and/or professionalism. Keep in mind when communicating with others to be courteous, civil, respectful, and professional. Please remember that you are adult students and professionals—your communication must be appropriate.

Online Attendance Policy

Since the course is online, you should access your course at least four times per week to ensure you do not miss pertinent postings, messages, or announcements. It is imperative that you meet course deadlines and stay active in discussion boards, group projects, etc. If you are experiencing a major illness, absences due to University duties, or other large-scale issues, contact the instructor immediately.

Students are responsible for meeting all academic objectives as defined by the instructor. In general, acceptable reasons for absences include illness, serious family emergencies, special curricular requirements, military obligation, severe weather conditions, religious holidays, and participation in official University activities. Absences from class for court-imposed legal obligations (e.g., jury duty or subpoena) must be excused. Excused absences must be consistent with university policies in the Graduate Catalog and require appropriate documentation. For additional information, see the attendance policies.

Plagiarism

Plagiarism is unacceptable; especially, in the academic communities. All academic work must be an original work of your own thought, research, or self-expression. Plagiarism includes, but is not limited to, prohibited collaboration, consultation, submission of academic work that has been purchased or obtained (see the UF Policy: Student Conduct Violation). Remember that plagiarism is not acceptable in any of your work including all discussion board posts, journal entries, wikis, and other written and oral presentation assignments. Always cite your sources!

Software Use

All faculty, staff, and students of the University are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against University policies and rules, disciplinary action will be taken as appropriate. We, the members of the University of Florida community, pledge to uphold ourselves and our peers to the highest standards of honesty and integrity.

Notification to Students of FERPA Rights

There are federal laws (FERPA) protecting your privacy with regards to grades earned in courses and on individual assignments.

Student Guidelines for Course room Challenges

A student with questions regarding course content such as assignments, instructional materials, lectures, meetings, course objectives, course module objectives or other areas of the course, please adhere to the following guidelines:

1. You should first approach the faculty member who is teaching the course to ask for clarifications regarding the course assignments, assessments, materials, lectures, meetings, etc.
 - i. In the Course Orientation Module, you will find the Frequently Asked Questions (FAQ) page which has been placed there for the purpose of addressing course questions, issues, and challenges.



- ii. In The Course Orientation Module Welcome page, under Meet your instructor, you find the faculty members email and directions for requesting an appointment where you can address any concerns and /or questions.
2. If after meeting with the faculty member teaching the course you are still not clear on the course assignments, assessments, materials, lectures, meetings, etc., then the next step would be to contact online advising (onlineadvising@jou.ufl.edu) for additional guidance.

Video Conferencing Etiquette

Video conferencing is an excellent tool to interface with your peers and instructor(s) and there are also netiquette expectations to ensure that all participants are respected and treated with civility. Please make sure that you follow all of the netiquette and etiquette expectations including the following:

1. Be punctual and courteous.
2. Position your camera at eye level with good lighting.
3. Show respect and professionalism by dressing business casual or business professional.
4. Make sure your background is in a proper setting with minimal distractions.
5. Mute your microphone when you are not speaking.

Writing Style

In order to meet the academic rigor and standards of a graduate program, all students are required to use the Publication Manual of the American Psychological Association (APA) 7th Edition style in their courses. The APA 7th Edition Manual has a plethora of guidelines that includes scholarly writing, publishing principles, elements and format for your papers, writing style and grammar, bias-free language guidelines, mechanics of style, intext citing and references, etc. For additional information on notable changes, see [changes between APA 6th Edition and APA 7th Edition](#).

Academic and Student Resources

Academic Resources

- [One UF Student Portal](#) – Course registration, final grades, transcript requests, degree audit.
- [GatorEvals](#) – Online faculty evaluations and results.
- [UF Bookstore](#): Phone: 352-392-0194, Email: ufbookstore@bsd.ufl.edu
- [Library Support](#): Various ways to receive assistance with respect to using the libraries or finding resources.
[UF Library Services for Distance Students](#)
[Ask a Librarian](#) – chat with librarians online.
CJC Librarian - [April Hines](#), Phone: 352-273-2728, Email: apriline@uflib.ufl.edu.
[Course Reserves](#): Electronic resource reserve items that can be accessed via links or files.



- Copyright Concerns of Graduate Researchers: Information and resource guide on copyright concerns.
- Teaching Center: General study skills and tutoring. Broward Hall, Phone: 352-392-2010 or 352-392-6420.
- Writing Studio: Provides one-on-one consultations and workshops tailored to specific classes (graduate and undergraduate). 302 Tigert Hall, Phone: 352-846-1138.
- Online Student Complaints: This process is designed to make every attempt to resolve student complaints within its academic and administrative departments at the program level.
- Information for Veterans: Veterans Affairs Certification: Phone: 352 - 294-2948

Student Resources

- Graduate Student Resources: Available resources for graduate students. Your advisors are here to support you, answer questions, help with registration, and other sources. Email onlineadvising@jou.ufl.edu.
- U Matter, We Care: If you or a friend is in distress, please contact umatter@ufl.edu or Phone: 352-294-2273 so that a team member can reach out.
- Counseling and Wellness Center: 3190 Radio Road, Gainesville, FL 32611
Phone: (352) 392-1575, Fax: (352) 273-4738
- Sexual Violence Response: Victim services, Care Area, UF Police Department, and Title IX.
- University Police Department: Resources available include the Office of Victim Services and Community Services Division. Emergency: 9-1-1; Non-Emergency: 352-392-1111.
- Gator Connect: Online database of student organizations.
- Career Connection Center: Career assistance and counseling. Reitz Union, Phone: 352-392-1601.
- Veteran Services: Office of Student Veteran Services, Phone: 352-294-2948, email: vacounselor@ufl.edu.
| Collegiate Veterans Success Center, Phone: 352- 294-7215, email: charlotte.kemper@va.gov.
- Student Financial Affairs: Financial aid counseling including Aid-a-Gator program. Phone: 352-392-1275.
- Student Success Coach: Meet with a graduate student coach that can support you in numerous ways during your time in graduate school, such as time and stress management, motivation, organization, and much more.





**MASTER OF ARTS
IN MASS COMMUNICATION**

College of Journalism and Communications

UNIVERSITY of FLORIDA

The instructor reserves the right to adjust this syllabus, as necessary.