

**BSBA MARKETING  
PROFESSIONAL SELLING & SALES MANAGEMENT SPECIALIZATION  
ASSESSMENT PLAN  
(Updated 04/2015)**

**Mission/Vision Statement**

The mission of the undergraduate program in Marketing is to educate students on the role and practice of Marketing within an organization. For students choosing a specialization in Professional Selling and Sales Management (PSSM) within the Marketing program, an additional goal is to provide students with specialized knowledge and an in-depth understanding of sales management and the professional selling process. The PSSM specialization provides students with specific skills needed for entry-level positions in sales, as well as careers in sales and sales management.

**Program Learning Goals & Degree Learning Outcomes**

**I. Understand the role and practice of marketing within an organization, including theoretical and applied aspects of the marketing discipline.**

**Degree Learning Outcomes:**

**DLO #1.1:** Define and apply knowledge of the following key concepts such as the marketing concept, segmentation, targeting, positioning, branding, buyer behavior, global marketing applications, the role of the product/service planning, pricing, distribution, and IMC in the marketing process, and the importance of developing a market orientation in the organization to business situations.

**DLO #1.2:** Identify how marketing decisions are influenced by forces in the business environment as well as significant trends affecting marketing practices.

- **Assessment Methods:** Senior Assessment Exam (100 question multiple choice exam) administered in capstone courses (MKTG 472, 479)
- **Assessment Timing:** Spring semester every other year

**II. Demonstrate proficiency in marketing research skills.**

**Degree Learning Outcomes:**

**DLO #2.1:** Explain how to design and execute marketing research studies using qualitative and quantitative approaches.

**DLO #2.2:** Evaluate marketing research studies.

**DLO #2.3:** Use industry-standard marketing research statistical software such as SPSS for data analysis and interpretation of marketing research results.

- **Assessment Methods:** Individual Assignments in MKTG 470
- **Assessment Timing:** Spring semester every other year

**III. Understand how marketers can design and adapt their campaigns and strategies based on the psychology of their buyers and the processes these buyers employ to learn about, select, use, and dispose of products, so that marketers can create**

**positive social and economic returns.**

**Degree Learning Outcomes:**

**DLO #3.1:** Describe the psychology of how buyers learn, feel, reason, and make decisions that are influenced by their context and processing strategies.

**DLO #3.2:** Outline the processes that buyers employ to learn about, select, use, and dispose of products and describe the impact these processes have on the individual, firm, and environment.

**DLO #3.3:** Recommend ways in which marketers can adapt and improve their marketing campaigns and strategies to more effectively identify, reach, and communicate with their target markets.

- **Assessment Methods:** Embedded Assignment in MKT 371
- **Assessment Timing:** Every other year, Fall or Spring semester to be determined

**IV. Understand the role of sales and sales management in the marketing program of an organization.**

**Degree Learning Outcomes:**

**DLO #4.1:** Explain the role of sales and sales planning in the overall marketing program.

**DLO #4.2:** Explain the key functions of the sales management process including the recruitment, selection, training, motivation, evaluation and compensation of the sales force.

**DLO #4.3:** Identify ways of measuring the performance of the sales organization as well as individual sales personnel.

- **Assessment Methods:** To be determined
- **Assessment Timing:** To be determined

**V. Develop selling skills and demonstrate proficiency in developing and delivering effective sales presentations.**

**Degree Learning Outcomes:**

**DLO #5.1:** Identify and explain the various steps of the personal selling process.

**DLO #5.2:** Explain the process of researching and identifying customer needs, understanding the customer buying process, consulting with customers, and offering solutions to their needs and problems.

**DLO #5.3:** Demonstrate effective sales presentations and the professional selling skills needed to deliver them.

- **Assessment Methods:** To be determined
- **Assessment Timing:** To be determined





