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Disclaimer
Macquarie University has taken all reasonable measures to ensure the information in this publication is accurate and up-to-date. However, the information may change or become out-dated as a result of change in University policies, procedures or rules. The University reserves the right to make changes to any information in this publication without notice. Users of this publication are advised to check the website version of this publication [or the relevant faculty or department] before acting on any information in this publication.

Notice
As part of Phase 3 of our return to campus plan, most units will now run tutorials, seminars and other small group activities on campus, and most will keep an online version available to those students unable to return or those who choose to continue their studies online.

To check the availability of face-to-face activities for your unit, please go to timetable viewer. To check detailed information on unit assessments visit your unit's iLearn space or consult your unit convenor.
General Information

Unit convenor and teaching staff
Unit Convenor & Lecturer
Dr Helen Siuki
helen.siuki@mq.edu.au
Contact via email
3 Management Drive, room 148
Friday 11am-12pm

Credit points
10

Prerequisites
Admission to MMktg or MInfoSysMgmt or MIntBus or MBusAnalytics

Corequisites

Co-badged status

Unit description
Social media networks provide a dynamic, interactive, and cost-effective platform that helps marketing managers to tackle contemporary marketing challenges. The applications of social media enable marketers to co-create marketing content, co-develop and share stories that stimulates and encourages consumer engagement with the firm. The widespread use of social media has driven businesses, regardless of their size and scope, to adopt social media marketing in their marketing activities.

This unit will develop students’ knowledge about social media marketing as a contemporary approach to market a business through ongoing interactions with the consumers. The unit will focus on developing students’ skills to critically evaluate organisations’ social media marketing, and the effectiveness of the social media activities and campaigns. The unit will develop students’ ability to create a social media campaign to market new products/services, or to reinforce existing products/services.

Important Academic Dates
Information about important academic dates including deadlines for withdrawing from units are available at https://students.mq.edu.au/important-dates

Learning Outcomes
On successful completion of this unit, you will be able to:

ULO1: Discuss and apply social media marketing theories and activities to interact with
the consumers

**ULO2:** Critically evaluate the effectiveness of organisations’ social media marketing, activities, and campaigns

**ULO3:** Create a social media campaign to market new or existing products/services and justify the effectiveness of the campaign.

### General Assessment Information

Late assessment submissions must also be submitted through the appropriate submission link in **iLearn.** No extensions will be granted unless an application for **Special Consideration** is made and approved. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late. Late submissions will not be accepted after solutions have been discussed and/or made available.

Note: Further information on submitting an Application for Special Consideration can be found at [https://students.mq.edu.au/study/my-study-program/special-consideration](https://students.mq.edu.au/study/my-study-program/special-consideration)

### Assessment Tasks

<table>
<thead>
<tr>
<th>Name</th>
<th>Weighting</th>
<th>Hurdle</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Activities</td>
<td>25%</td>
<td>No</td>
<td>week 2 - week 13</td>
</tr>
<tr>
<td>Social Media Campaign Development</td>
<td>40%</td>
<td>No</td>
<td>Week 6 &amp; Weeks 12/13</td>
</tr>
<tr>
<td>Social Media Analysis Report</td>
<td>35%</td>
<td>No</td>
<td>Week 9</td>
</tr>
</tbody>
</table>

### Class Activities

Assessment Type 1: Participatory task

Indicative Time on Task 2: 24 hours

Due: **week 2 - week 13**

Weighting: **25%**

In class activities gives you the opportunity to share your theoretical knowledge on social media marketing. Further, you have to contribute in provision or development of the content and share them in the class. In the class, you may work individually or work in a group. Participatory task include both group and individual activities. Group Participatory task include verbal & written submission of in-class quizzes and discussion questions worth 20 marks, 10 submissions, each worth 2 marks. Online individual case study discussions worth 5 marks including 5 submissions of approx. 150 words case study solution/ answers, each worth 1 mark.

On successful completion you will be able to:

[https://unitguides.mq.edu.au/unit_offerings/140561/unit_guide/print](https://unitguides.mq.edu.au/unit_offerings/140561/unit_guide/print)
• Discuss and apply social media marketing theories and activities to interact with the consumers
• Critically evaluate the effectiveness of organisations’ social media marketing, activities, and campaigns
• Create a social media campaign to market new or existing products/services and justify the effectiveness of the campaign.

Social Media Campaign Development
Assessment Type 1: Plan
Indicative Time on Task 2: 36 hours
Due: Week 6 & Weeks 12/13
Weighting: 40%

Creating social media campaign allows you to creatively use your accumulated knowledge and skills to engage in real marketing activities. You have to work in a group of 4-5 and create a social media campaign on one of the popular social media platforms (e.g. Facebook, Twitter, Pinterest) for a new or existing product/service. You are required to submit an individual written report and present your work to the classroom with your group members. This assessment task has two stages: Stage 1: Each group-member submits a 1500 word proposal (20%) outlining their suggestions and creative ideas for developing a social media campaign. Stage 2: the group develops their campaign, integrating the best suggestions and ideas provided by each member, and present it to the class for 20 minutes (20%).

On successful completion you will be able to:
• Discuss and apply social media marketing theories and activities to interact with the consumers
• Create a social media campaign to market new or existing products/services and justify the effectiveness of the campaign.

Social Media Analysis Report
Assessment Type 1: Report
Indicative Time on Task 2: 30 hours
Due: Week 9
Weighting: 35%

Social Media Analysis Report requires you to critically evaluate an existing real-life social media marketing campaign. At the conclusion of this assignment, student should demonstrate their ability to critically analyse the effectiveness of organisations’ social media marketing, activities,
and campaigns, as well as to provide recommendations for future improvement. You have to provide a 2000 words ±10% written report.

On successful completion you will be able to:

- Discuss and apply social media marketing theories and activities to interact with the consumers
- Critically evaluate the effectiveness of organisations’ social media marketing, activities, and campaigns

1 If you need help with your assignment, please contact:
   - the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
   - the Learning Skills Unit for academic skills support.

2 Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

Delivery and Resources

CLASSES

- There are 1.5 hr weekly workshop sessions which consist of class activities and discussions.
- Delivery mode: both face-to-face and online delivery.
- Pre-recorded lectures will be available on iLearn prior to each workshop session.
- The timetable for classes can be found on the University web site at: http://www.timetables.mq.edu.au/

Technology Used and Required:

- Use of a PC or laptop is required to access internet/ social media platforms, and complete tasks on iLearn, and to access iLearn for course materials.
- Softwares required include: E.g., Zoom, Word processing, PowerPoint, video recorder & video/ media player, Acrobar Reader, etc.

Recommended textbooks:


Supplementary Resources:
Bianchi, A., (2021), Driving Consumer Engagement in Social Media, 1st Edition, Publisher: Routledge
MacDonald, J. (2019), Social Media Marketing Workbook: How to Use Social Media For Business, JM Internet Group.

Unit Schedule
Please find unit schedule on iLearn: https://ilearn.mq.edu.au/mod/page/view.php?id=6147305

Policies and Procedures
Macquarie University policies and procedures are accessible from Policy Central (https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- Academic Appeals Policy
- Academic Integrity Policy
- Academic Progression Policy
- Assessment Policy
- Fitness to Practice Procedure
- Grade Appeal Policy
- Complaint Management Procedure for Students and Members of the Public
- Special Consideration Policy (Note: The Special Consideration Policy is effective from 4 December 2017 and replaces the Disruption to Studies Policy.)

Students seeking more policy resources can visit the Student Policy Gateway (https://students.mq.edu.au/support/study/student-policy-gateway). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

If you would like to see all the policies relevant to Learning and Teaching visit Policy Central (https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central).

Student Code of Conduct
Macquarie University students have a responsibility to be familiar with the Student Code of
Results

Results published on platform other than eStudent, (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in eStudent. For more information visit ask.mq.edu.au or if you are a Global MBA student contact globalmba.support@mq.edu.au

Student Support

Macquarie University provides a range of support services for students. For details, visit http://students.mq.edu.au/support/

Learning Skills

Learning Skills (mq.edu.au/learningskills) provides academic writing resources and study strategies to help you improve your marks and take control of your study.

- Getting help with your assignment
- Workshops
- StudyWise
- Academic Integrity Module

The Library provides online and face to face support to help you find and use relevant information resources.

- Subject and Research Guides
- Ask a Librarian

Student Enquiry Service

For all student enquiries, visit Student Connect at ask.mq.edu.au

If you are a Global MBA student contact globalmba.support@mq.edu.au

Equity Support

Students with a disability are encouraged to contact the Disability Service who can provide appropriate help with any issues that arise during their studies.

IT Help

For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/.

When using the University’s IT, you must adhere to the Acceptable Use of IT Resources Policy. The policy applies to all who connect to the MQ network including students.
Changes from Previous Offering

No major change from previous offering.