

Syllabus

MKT 661 Consumer Behavior

Spring Semester (FSS) 2025

Instructor	Prof. Dr. Wayne D. Hoyer McCombs School of Business, the University of Texas at Austin
Course assistant	Matthias Kleiner E-Mail: matthias.kleiner@uni-mannheim.de
Date and location	Tuesday, 17.03.2025, 1:45 – 5:00 p.m. (EO 145 Hörsaal (Schloss Ehrenhof Ost)) Wednesday, 18.03.2025, 1:45 – 5:00 p.m. (M 003 PWC Hörsaal (Mittelbau)) Thursday, 18.03.2025, 1:45 – 5:00 p.m. (EO 145 Hörsaal (Schloss Ehrenhof Ost))
Course description	The course examines the key aspects of consumer behavior. It defines consumer behavior as the acquisition, consumption, and disposition of goods, services, time, and ideas by (human) decision-making units. Based on this definition, important implications for retailing are explored. Starting with the Elaboration Likelihood Model, we distinguish between the central and peripheral routes of information processing and discuss topics such as decision-making and store choice (both high- and low-involvement).
Learning outcomes	Students understand the key aspects of consumer behavior with specific applications to marketing communication and retailing. They will be able to apply and adapt their knowledge to developing strategies and tactics for both areas.
Course outline	<p>Session 1: Key Aspects of Information Processing</p> <ul style="list-style-type: none"> • Which factors determine the degree of consumers' information processing intensity? • What are the elementary stages of information processing? <p>Session 2: Central Route Processing</p> <ul style="list-style-type: none"> • What are the subsequent stages of the cognitive decision-making process? • How should marketing communications- and retail strategies be designed if consumers engage in central route processing? <p>Session 3: Peripheral Route (Low Involvement) Processing</p> <ul style="list-style-type: none"> • Key differences between high and low involvement information processing • Which strategies can be applied if consumers engage in peripheral route processing?
Recommended reading	No compulsory reading is required for this course. Recommended literature: <i>Hoyer, Wayne D., Rik Pieters, and Deborah J. MacInnis (2013), Consumer Behavior. Mason, OH: South-Western Cengage Learning.</i> The book is available for purchase at regular and online bookstores. Furthermore, the Mannheim University Library has several copies available for rent.
Grading policy	Students will receive one final grade for this course. The final exam will be a closed-book exam and will make up 100% of the final grade. The examination time is 45 minutes.
Registration	Course registration via the Portal2 system is required.
Course material	The printed-out slides can be purchased during the first session.
General information	ECTS credits: 2 Lecture: Block seminar Course language: English

Last updated: 11. Mar 2026