



DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – FALL 2026

BA 2020: E-Commerce- 3(3-0-0) UT 45 HOURS FOR 15 WEEKS

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR: Mark Evans, MA **PHONE:** (780) 539-2896
OFFICE: C412 **E-MAIL:** MEvans@nwpolytech.ca
OFFICE HOURS: Tuesdays 1 p.m. – 2:30 p.m. & Wednesdays: 2:30 p.m. – 4 p.m., or [by booking an appointment](#).
Best way to contact me: Email – mevans@nwpolytech.ca

CALENDAR DESCRIPTION: The course examines the field of e-commerce and how it has changed the retail and business-to-business environments. Through a combination of theory and practical application, an understanding of e-commerce is developed. Knowledge of the essential business functions required, as well as the issues related to creating and managing an e-commerce business, is developed.

PREREQUISITES: BA1090 & BA1150

REQUIRED TEXT/RESOURCE MATERIALS:



Allison, A. (2025). *E-Commerce: Essentials of Online Businesses*. Stukent.

This course may supplement textbook material with free platform-specific learning resources. Students may be required to set up additional accounts to access these resources.

DELIVERY MODE(S):

On-campus (face-to-face) – This type of course will be delivered on campus in a specific location which will be indicated on the student timetable. Students are expected to fully attend in person.

LEARNING OUTCOMES:

Upon successful completion of the course, students will be able to do the following:

- Analyze online consumer behaviour.
- Create an e-commerce site demonstrating an understanding of the elements of an e-commerce platform.
- Identify legal, ethical and security issues related to e-commerce.
- Explain the various business functions that support e-commerce, such as supply chain, finance, customer service and marketing.
- Interpret e-commerce metrics and analytics to support business decision-making.

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page

<http://www.transferalberta.alberta.ca>.

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

EVALUATIONS:

Evaluation	Weighting
Course Work	
Online Activities & Credentials Expert Sessions (4 in total) - 5% Shopify Academy (4 in total) - 5%	10%
InClass Activities	10%
Assignment Part 1 – 10% Part 2 – 10% Part 3 – 10% Presentation – 5%	35%
Exams	
Midterm Exam	15%
Final Exam	30%
Total	100%

GRADING CRITERIA: (The following criteria may be changed to suit the particular course/instructor) Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100		C+	2.3	67-69
A	4.0	85-94		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

myClass Module	Week Start Date	Topic	Required Reading	Activity / Deadlines
Week 1	Sept 2-4	Introductions		Get textbook
Week 2	Sept 7-11 No Classes – Monday, Sept 7 – Labour Day	E-Commerce Foundations	Chapter 1	
Week 3	Sept 14-18	E-Commerce Marketplace and Competition	Chapter 2	Expert Session
Week 4	Sept 21-25	E-Commerce Software, Technologies and Infrastructure	Chapter 3	Shopify Academy – Aligning Shopify Marketing Products to the Customer Life Cycle
Week 5	Sept 28 – Oct 2	External Environment and Customer Data Management	Chapter 4	Shopify Academy – Finding New Customers with Shopify Assignment Part 1 Due

Week 6	Oct 5-9	E-Commerce Strategy and Web Analytics	Chapter 5	Expert Session
Week 7	Oct 12-16 No Classes – Monday, Oct 13 - Thanksgiving	Midterm		
Week 8	Oct 19-23	Online Consumer Demand and Supply Chain	Chapter 6	Expert Session
Week 9	Oct 26-30	Digital Marketing in the E-Commerce Arena	Chapter 7	Expert Session
Week 10	Nov 2-6	E-Commerce CRM and Sales Management	Chapter 8	Shopify Academy – Converting Site Visitors to First-Time Buyers Assignment Part 2 Due
Week 11	Nov 9-14	Fall Break – No Classes		
Week 12	Nov 16-20	Customer Service and Experience	Chapter 9	Shopify Academy – Staying Engaged with Customers to Boost LTV
Week 13	Nov 23-27	Digital Transformation and Future Perspectives	Chapter 10	
Week 14	Nov 30 - Dec 4	Presentations		
Week 15	Dec 7-11 Last day of Classes Dec 9	Presentations / Final Exam Review		Assignment Part 3 Due

Important Dates:

September 14 – Last Day to withdraw with a full refund.

November 27 – Last Day to Withdraw

December 9 – Last Day of Classes

December 12-19 – Final Exam Period

STUDENT RESPONSIBILITIES:

Attendance:

Students are expected to attend all scheduled classes, arrive on time, and remain for the duration of the activities. Arriving late or leaving early is disruptive to the entire class. Arriving late or leaving class is treated as an absence.

You must be marked in attendance to earn marks for in-class activities. Students with absences in excess of 6 classes may be refused permission to take the final exam. For more information, please refer to the Final Examination Policy at <https://www.nwpolytech.ca/aboutpolytechnic-leadership/policies-directory>.

Professional Behaviour:

Students are expected to conduct themselves in a professional manner. This includes, but not limited to, interacting with others appropriately and respectfully; refraining from texting or chatting during class; arriving to class prepared and on time, and remaining for the duration of the activities. Students may be asked to leave if any behavior becomes disruptive.

Time Management:

The expectation is that students read the material and attempt exercises prior to class. Adopting and adhering to effective learning habits in this course will likely take a great deal of time and students are encouraged to plan their schedule accordingly. Do not fall behind in the assigned readings and problems as it is difficult to catch up. Course materials and announcements will be available on myClass and NWP student e-mail. Students are responsible for checking myClass and student e-mail regularly.

Cell Phones:

The use of cell phones during class time is unprofessional and distracting to the instructor as well as fellow students. Cell phones should be set to silent and placed out of sight during class time unless being used as part of a class activity.

Recording:

Recording lectures or taking screenshots in class is prohibited unless advanced permission is obtained from the instructor and any guest presenter(s). In the event such permission is granted, recordings may only be used for individual study and may not be reproduced, transferred, distributed, or displayed in any public manner.

Stukent and other learning resources:

Students must manage and maintain access to the Stukent and other online learning resources or platforms to complete required coursework by the due date. Students are responsible for directly contacting support from Stukent or other learning resources to maintain their access and resolve issues.

Email:

Students may contact the instructor by email or phone. Emails will be answered within three business days, no emails will be answered before/after business hours. Email correspondence to your instructor must be sent from your NWP student email account.

Policies:

As a student at NWP, you have rights and responsibilities. It is your responsibility to be familiar with the information contained in this Course Outline and to clarify any areas of concern with the instructor. It is also your responsibility to be familiar with NWP Policies.

Please take the time to familiarize yourself with the policies that might impact you while you are here:

- NWP Policies: [Northwestern Polytechnic administrative/academic policies](#)
- [NWP Students Rights & Responsibilities Policy: Students Rights & Responsibilities Policy](#)

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/polytechnic-leadership/policies-directory>

****Note:** all Academic and Administrative policies are available on the same page.

Additional Information:**Assignments**

- Assignments must be submitted as Microsoft Word documents in myClass. For assignments with links or other special access requirements, the student must provide any required usernames and passwords to the instructor for the instructor to grade. All assignments are subject to Turnitin originality assessment.
- Late assignments are accepted only with the instructor's approval. Late assignments are assessed a 5% per day grade reduction. Assignments past five days are assessed a grade of zero.

In-Class Activities

- There will be unscheduled in-class activities
- The lowest three marks for In-Class Activities will be dropped when calculating the final grade. This is to accommodate any illnesses or other absences that prevent completing in-class activities. Extensions or alternative assignments for in-class activities will not be provided.

Midterm

- The Midterm Exam is held in class during scheduled class time; please be sure to be present for this. If you miss an exam, you will have a grade of 0 for that test, unless you have a very valid reason and prior permission. There are no extensions or rewrites on the Midterm Exam.

Other Exam & Classroom Policies

- Any test, quiz, or assignment grade a student may wish to contest must be done within 5 business days of the test /quiz/assignment grade being released to the student.
- Students are expected to demonstrate professional conduct for the duration of the course.

Technology Requirements:

- Computer and Internet Requirements: <https://www.nwpolytech.ca/information-technology/technical-support>
- Microsoft 365 (free for NWP students)
- Smartphone is recommended.