

Class ④

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online classes are cheaper and more easier for IBA - less utility costs, no campus management.

BUT is it effective for students?

no experience } → disadvantage
in quality of learning

no/less fees

- people pay the cost for the value of this education

- theoretical course = online is fine

- value delivered is changed.

↙ ↘

cost reduction efficiency may include

- process delivers a value by the steps it takes.

- step activity by whom

- the task is to reconstruct the university accounts system