

Higher Education Under COVID-19: A Research on the Policy Responses of External Quality Assurance Agencies

The purpose of this study is to understand the impact of COVID-19 on higher education institutions in Taiwan by analyzing the measures taken by foreign education authorities and external quality assurance agencies in response to the pandemic. The main objectives of this study are as follows: 1. To understand the policy responses of foreign education authorities to COVID-19; 2. To analyze measures taken by international external quality assurance agencies in higher education in response to COVID-19; 3. To understand the changes, impacts, and challenges faced by higher education institutions in Taiwan regarding administration, internal quality assurance, and teaching in the context of COVID-19; 4. To serve as a reference for the Ministry of Education and HEEACT to implement relevant policies and measures in the future. In order to achieve the above research purposes, this study adopts the methods of literary analysis and online focus group discussion and draws the following conclusions: 1. Education authorities in the studied countries have proposed measures or guidelines for higher education institutions to cope with the pandemic, but there are still differences in the focus of attention. 2. In addition to directly adjusting quality assurance procedures, external quality assurance agencies for higher education in the United States, the United Kingdom and Australia also provided advice on how higher education institutions should respond to the pandemic; 3. Affected by the pandemic, higher education institutions in

Taiwan need to adopt simplified and online methods in both administration and teaching; thus, maintaining the quality of administration, teaching, and learning has become an important issue.

Key words: Taiwan, Higher Education, Quality Assurance, External QA Agency, COVID-19