The Trends & Innovation in QA in Response to the Post-Pandemic Era

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Outline

- Introduction of HEEACT
- The Impact & Challenges of COVID-19
- Trends & Innovations

Introduction of HEEACT

- Government-funded National QA agency
- Professional Recognition body of QA agencies
- Jointly established by the MOE and 153 other higher education institutions in 2005

Vision & Mission

- **Vision:** **Integrity, Professionalism, and Excellence**

- **Mission:**
  - supporting the government and HEIs in **promotion of QA in HE accreditation and evaluation**
  - conducting **HE accreditation and QA research** in collaboration with national and international HEIs and EQAAs
  - promoting **cooperation and exchanges** with overseas QA agencies and international QA networks
  - supporting the government in the implementation of **various HE projects and initiatives**
  - conducting **initiatives related to public good and HE affairs** that are aligned with HEEACT's missions

Accreditation Services

- **Institutional Accreditation**
- **Program Accreditation**
- **Recognition of Self-Accreditation** (Program level)
- Overseas Program Accreditation
- Recognition of Domestic and Overseas QA Agencies

MOE Commissioned Projects

1. Project for the Financial Audit of Private Universities and Colleges
2. Project for Teacher Education Evaluation
3. Project for Preschool Educare Giver Evaluation in Higher Education Institutions
4. Project for Student Rights and Learning Quality in Higher Education Institutions
5. Project for International Programs of Industry-Academia Collaboration
6. Higher Education SPROUT Project
7. Yushan Fellow Program
8. Teaching Practice Research Program

Collaborative Research Projects

- **2018:**
  - ✓ **Japan NIAD-QE**: Assessment of Learning Outcomes and Internal Quality Assurance Building in Higher Education in Japan and Taiwan: The Role of External Quality Assurance Agencies and Universities
  - ✓ **Indonesia BAN-PT**: Comparative Study of QA systems in Taiwan and Indonesia

- **2019:**
  - ✓ **Indonesia BAN-PT**: The Joint Review Model of Reviewer Training Program for the Cross Border Higher Education: Taiwan and Indonesia Case

Collaborative Research Projects

- **2021:**
  - ✓ **Australia THE-ICE**: Comparative analysis of QA systems, Review standards and Procedures in Taiwan and Australia

- **2022:**
  - ✓ **Australia THE-ICE** : The Joint Accreditation Model for TH&E Program in Higher Education: Taiwan and Australia Case

The Impact & Challenges of COVID-19

- Research(2021): **Higher Education Under COVID-19: A Research on the Policy Responses of External Quality Assurance Agencies**
  - To analyze measures taken by international EQA agencies in higher education in response to COVID-19
  - 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

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

- Methods
  - Document review
  - Focus group
    - University administrators
    - QA agencies

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

- Major findings:
  - Most international EQAA provided recommendations on how higher education institutions should respond to the pandemic
  - HEIs in Taiwan because of adopt simplified and online methods in both administration and teaching; thus, maintaining the quality of administration, teaching, and learning has become an important issue

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

- HEEACT suggested:
  - The concept of risk management can be reinforced in the quality assurance mechanisms or indicators at the institutional and program levels
  - Taiwan's EQA agencies can provide with more specific recommendations or measures to implement quality assurance mechanisms in the event of an epidemic
  - Continuously to focus on issues related to the quality of learning outcomes, information security, and integrity in online learning

Trends & Innovations

- Quality of online learning
- International Cooperation
- **Student engagement**

Strategies to Enhance Student Engagement

- Set up an advisory team on facilitating student engagement

- Modify strategic goals and KPIs related to student engagement in HEEACT's new Mid- and Long-Term Strategic Plans

- Integrate the feedback and suggestions from student representatives in the QA mechanism and standards

- Guide HEIs to put emphasis on student engagement through the design of QA standards

Thank you