

How Would the COVID-19 Drive the Innovations and New Practices of Quality Assurance in Higher Education? – the Taiwan Case Study in Alignment with the INQAAHE Virtual Review

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Outline

- Introduction
- Literature Review
- Methodology
- Major Findings
- Discussions & Conclusion

Introduction

- **This study aims to**
 - Present the meta-analysis of the virtual review process of GGP alignment using HEEACT review as a case
- **The research questions as follows:**
 - What were technologies & review instruments used for virtual EQA practices under the pandemic?
 - How did the varying groups of HEEACT participants perceive the process and content of virtual onsite visit?
 - What were the issues & challenges that INQAAHE GGP review on a virtual mode brought into the Taiwan context?

Literature Review

- **Health Crisis, Technology & Virtual QA**
 - Technology of distant reviewing process and virtual QA practices is not new, which have long been adopted by QA agencies before the pandemic
 - QA agencies quickly adapted to the changes and make QA practices full-online or blended in their countries in order to fulfill their role as the gatekeeper of QA

Literature Review

- **CHEA & INQAAHE Global study over QA agencies under the COVID-19**
 - The CHEA study showed that more than 51% of QA agencies in US had postponed some visits and made others virtual, and 71% of respondents had extended the terms of accredited status
 - The INQAAHE survey showed that 74% of responding agencies were running remotely, and 51% faced financial crisis

Literature Review

- **HEEACT & INQAAHE GGP Review under COVID-19**
 - HEEACT applied for INQAAHE GGP review in 2019, and due to the outbreak of the pandemic, the virtual site visit carried out instead of a physical visit.
 - 4-day virtual onsite review were held from Oct.5~8, 2020
 - HEEACT became the first QA agency that underwent the INQAAHE GGP review with a virtual mode

Methodology

- **The study adopted a quantitative approach to collect the feedbacks from the participants of the HEEACT GGP review, including**
 - HEEACT working group
 - HEEACT senior administrators
 - Board of Trustees
 - University & Student representatives

Structure of Survey

- **There are three parts in the survey**
 - Basic information
 - Perception and attitude toward COVID-19 impacts on higher education and effectiveness and efficiency of virtual visit by INQAAHE GGP review panel
 - QA challenges under COVID-19

Survey results

| Groups of participants | No. | % |
|---|-----------|----------------|
| HEEACT working group | 10 | 21.28% |
| HEEACT staff (members at working groups are not included) | 7 | 14.89% |
| Directors of Board and MOE representatives | 4 | 8.51% |
| University representatives | 13 | 27.66% |
| Reviewer representatives | 10 | 21.28% |
| Student representatives | 2 | 4.26% |
| None | 1 | 2.13% |
| Total | 47 | 100.00% |

- 47 respondents with 51% response rate
- Simply analyzed by mean and STD, then Histograms and Normal curve are two checking tools

Major findings

- **COVID-19 impact over Taiwan higher education**
 - More than 90% of the respondents indicated that adjustment, change and flexibility for learning outcomes measures
 - Changing teaching pedagogy and internationalization are the two dimensions seriously affected by the COVID-19
 - QA exercises were neither reduced nor cancelled on campus

Major findings

- **INQAAHE GGP Virtual Onsite Visit & HEEACT Role**
 - The respondents highly agreed on the way of HEEACT contact
 - Use of English and providing interpreter during the interview became one of the major concerns

Major findings

- **HEEACT Staff Attitude toward INQAAHE GGP Review**
 - The respondents agreed more on arrangement of virtual onsite and feedback mechanism than communication with INQAAHE secretariat and online questionnaires conduction
 - It was also quite challenging for them to answer the open-ending questions in English

Discussions & Conclusion

- Due to the COVID-19 situation continuously, QA agencies have to rethink their methodologies
- Throughout the virtual review process, HEEACT learned how to prepare itself to this new mode review and started to think of a more flexible, innovative and effective way to support the traditional QA
- Under many constraints, QA agencies should attempt to provide scope for the development of more widely accessible partnership structures and these in turn will generate solutions that are more widely applicable for all stakeholders

THANK YOU
