



**INQAAHE Study – Previous Results and Findings**  
**Impacts & Challenges of COVID-19 in the**  
**Higher Education and Quality Assurance Sector**

*Professor Dr. Angela Yung Chi Hou*

Executive Director, Higher Education Evaluation and  
Accreditation Council of Taiwan (HEEACT)  
Professor, Department of Education, National Chengchi  
University , Taiwan  
Board Director, International Network for Quality  
Assurance Agencies in Higher Education (INQAAHE)



**財團法人高等教育評鑑中心基金會**  
Higher Education Evaluation and Accreditation Council of Taiwan

July 2020

# Outline of Presentation

- 1 About the Study
- 2 The Online Questionnaire
- 3 Results and Findings



# 1. About the Study

COVID-19



1

INQAAHE is keen to find solutions to support our members and the Higher Education community at large.

2

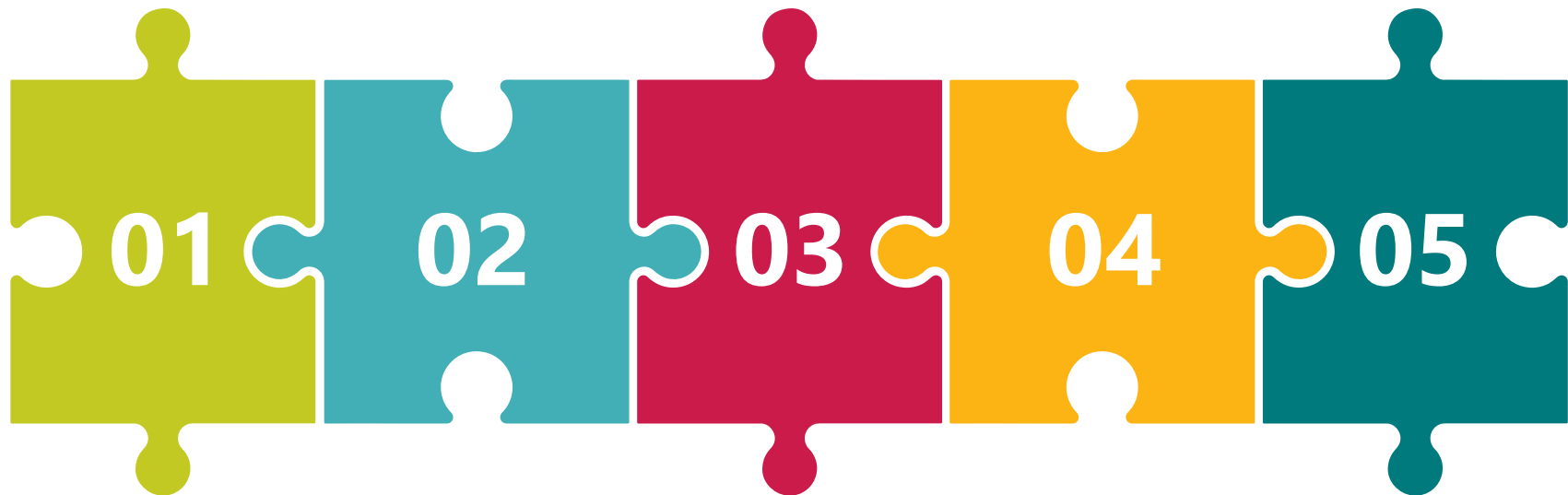
Due to disruption caused by COVID-19 has utterly changed the learning experiences of millions of students worldwide and dramatically affected the operations of HEIs and Quality Assurance Bodies.

3

INQAAHE has prepared a brief study on the impact of COVID-19 in order to develop useful recommendations on QA practices in the times of global pandemic and social isolation.

## 2. About the Survey

COVID-19



The survey aims to understand the impact and challenges that the QA agencies have faced worldwide

The Online survey was structured with 4 sections divided in 10 main questions

4 main sections:  
1. Impacts on Governance  
2. Responses taken by the QA agencies

3. Current support to THE Higher Education Systems and HEIs  
4. INQAAHE Role and Support

43 Participants have answered the survey from 30 Countries

# 3. Previous Results & Findings

## Participating Countries and QA Agencies

### 1 North, Central America and Caribbean

Countries: 5  
QA agencies: 10

### 2 South America

Countries: 1  
QA agencies: 1

### 3 Europe

Countries: 12  
QA agencies: 17

### 4 Asia

Countries: 6  
QA agencies: 8

### 4 Africa

Countries: 4  
QA agencies: 4

### 6 Oceania

Countries: 2  
QA agencies: 3



# 3. Previous Results & Findings

**Presidents, Executive Directors and CEOs** **58%**

**QA Accreditation and Senior Managers** **21%**

**Directors of International Affairs  
Policy Analysts** **12%**

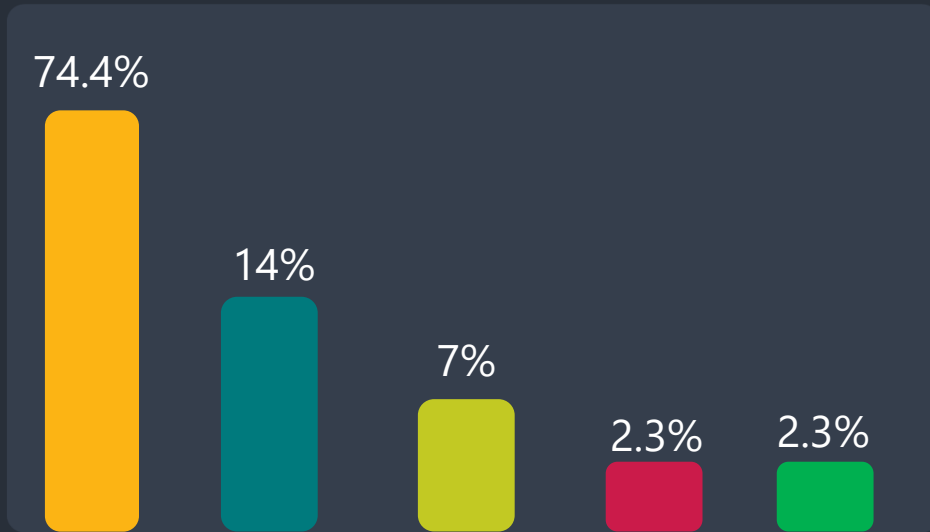
**Program & assessment Officers  
Board members** **9%**



Our Participants

### 3. Previous Results & Findings

#### Impacts in Governance and QA exercise



- Operations running remotely.\*
- Hybrid operations (Remote operations and work office for specific activities)
- Operations are running normally from office.
- Limited operations (Closure of Government Offices)
- Operations have been suspended temporarily

\* Top 3 challenges of the QA agencies with remote operations

**60%** Communication with coworkers, HEIs, or other stakeholders

**40%** Work performance and efficiency (time management, work process)

**38%** IT challenges (use of special software, etc)

### 3. Previous Results & Findings

Top 3 main challenges faced by the QA agencies due to the COVID-19 Outbreak



**91%**

Cancellation or postponement of face-to-face activities such as onsite visits



**63%**

Limited participation in international QA network activities

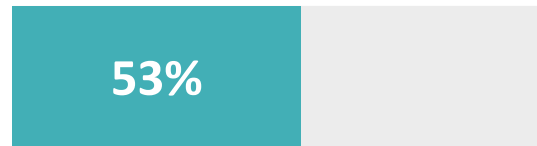


**44%**

International cooperation projects are being suspended

#### QA Agencies financially affected by the COVID-19 Outbreak

**Yes**



**No**





### 3. Previous Results & Findings

**88%** Promoting Online Meetings.

**86%** Cancelling or postponing major events travels or crowded gathering.

**60%** Conducting health and safety measures

Top 3 measures or strategies taken by the QA agencies to cope with the health risks of COVID-19



Top 3 responses and initiatives taken by the QA agencies to support the Higher Education Systems and HEIs



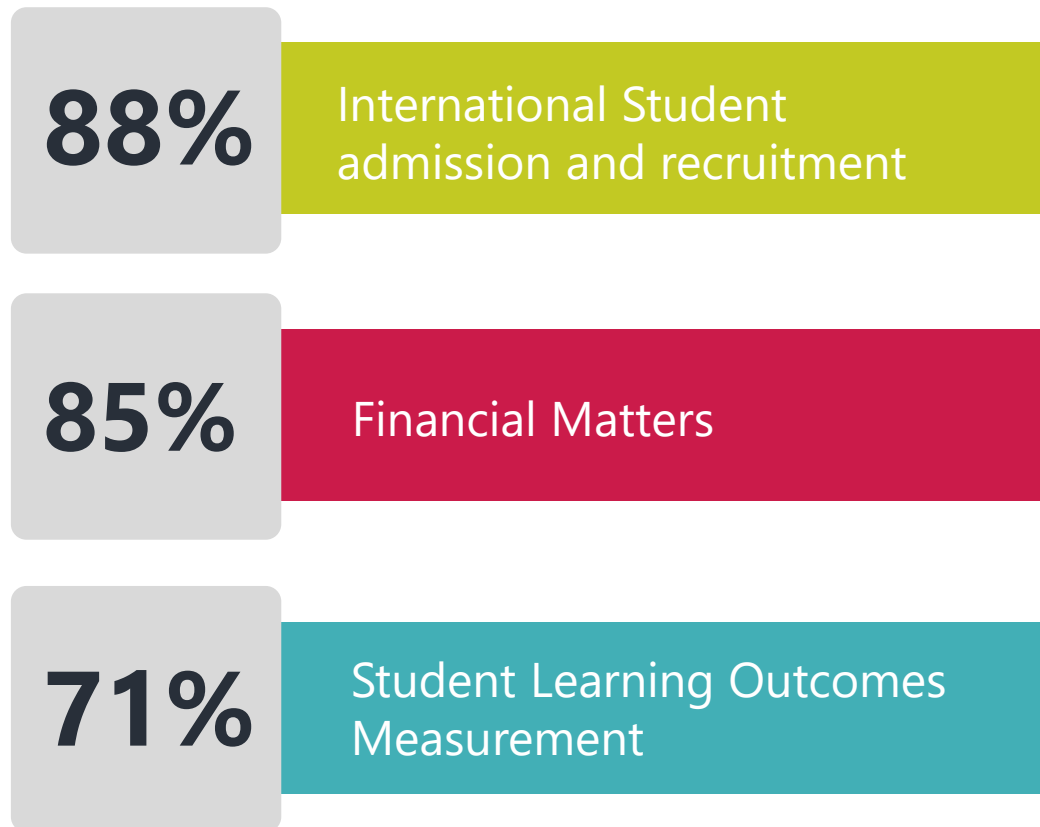
**54%** Development of online materials and resources for the HEIs to support their QA mechanisms

**41%** Development of guidelines to support the HEIs in their transition to online learning

**34%** Implementation of action plans in conjunction with the Government to support students

### 3. Previous Results & Findings

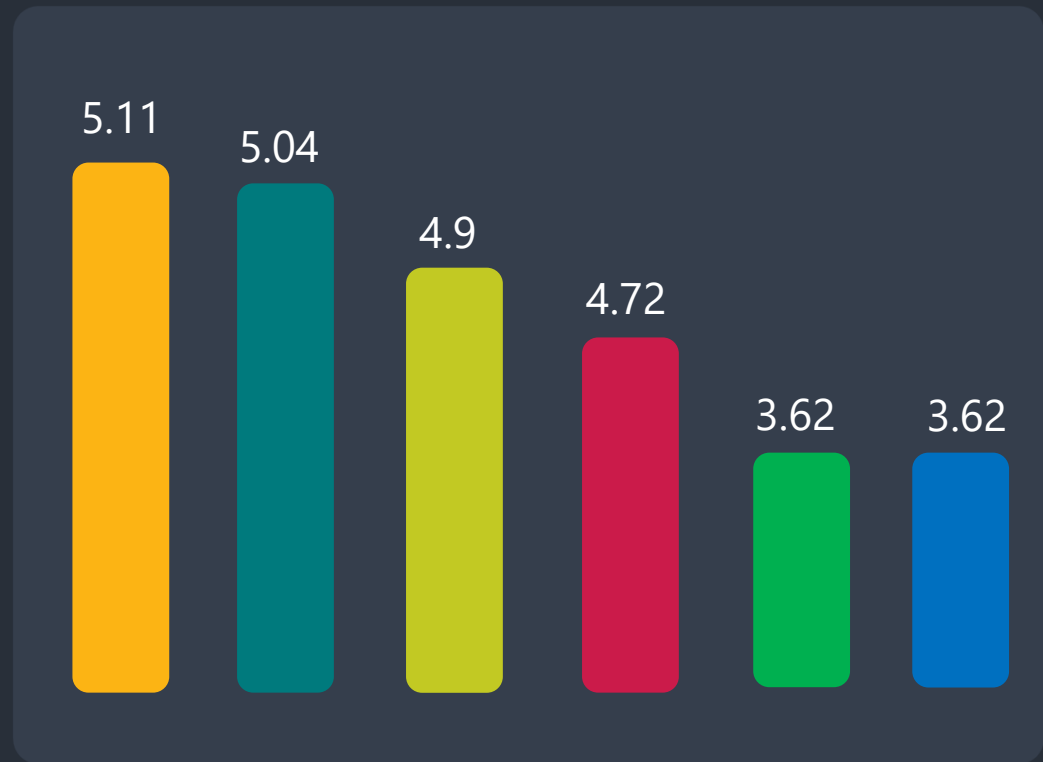
Top 3 Challenges faced by the higher education institutions under the COVID-19 Outbreak



### 3. Previous Results & Findings

INQAAHE actions that participants consider beneficial for the QA agencies and HEIs


- Free Webinars guidance for QA
- Virtual Reviews Training
- Online Training Courses from INQAAHE
- Research on the COVID-19 Challenges and Solutions
- Provide advice on alternative funding sources
- COVID-19 Hub



\*Average scores were rated among the participants in this survey:  
Rate scale: "6" for the most useful and "1" as the least useful

### 3. Previous Results & Findings

In which other ways can INQAAHE support the QA agency during the COVID-19 Outbreak?



#### Comments from the QA agencies

"Provide approaches for conducting remote (virtual) external evaluations of HEIs (examples)"

"Support with tailor made trainings and workshops to build on the capacity."

"Provision of training materials and online resources"

"To share news on best practices during the COVID-19 Outbreak"

"Sharing practice and considering long-term impacts for QA."

"By sharing examples of Good COVID-19 Quality Assurance responses from around the world"

"Temporary waiver or postponement of membership fee "

A stylized world map in shades of blue serves as the background for the entire slide. The map is centered and shows the outlines of continents.

THANK YOU

