

Taiwan Assessment and Evaluation Association

Guidelines for Handling Appeals in the Evaluation of Higher Education Institutions

Approved on May 11, 2006

Ministry of Education file review on June 2, 2009

Revised at the meeting on August 19, 2010

Revised at the meeting on September 16, 2010

Revised at the meeting held on June 15, 2015

Revised at the 5th meeting of the 6th Board on April 17, 2020

- Art. 1 The Taiwan Assessment and Evaluation Association (hereinafter referred to as the Association), for the purpose of handling the evaluation of various types of evaluation appeals of accredited schools of Higher Education Institutions, establishes the "Higher Education Institutions Evaluation Appeals Evaluation Committee" (hereinafter referred to as the Appeals Committee) and, in accordance with the provisions of Article 6 of the University Evaluation Regulations and Article 5 of the Implementation Regulations for Higher Education Institutions Evaluation, establishes these guidelines.
- Art. 2 Within one month from the day following the receipt of the evaluation report and the approved results, the assessed school may submit an appeal to the Committee regarding "violation of procedures in the field evaluation process" or "inconsistencies in the evaluation opinion" and pay an operating fee of NT\$60,000 per case by immediate check.
Late applications or appeals for reasons other than the two above-mentioned reasons or non-payment of the operation fee will not be accepted.
The operating fee shall not be refunded for any reason.
- Art. 3 The school under evaluation shall fill out an appeal application form, check the box of "violation of procedures" or "inconsistency with the facts", detail the reasons for the complaint and attach supporting information.
- Art. 4 The Appeals Committee shall have nine to eleven members, who shall be appointed by the President of the Association as legal or educational evaluation experts or impartial members of the society, and the list shall be sent to the Board of the Association for approval.
In the event that a member of the Committee is absent for any reason, the President of the Association shall appoint a successor member whose term of office shall expire at the end of the original term.
- Art. 5 The chairman of the meeting shall be elected by the members present at the

meeting of the Committee.

In the event that the chairman is unable to preside over the meeting for any reason, he/she shall designate a member to act as his/her proxy; in the event that he/she is not designated, one member shall be elected by the members present from among themselves to preside over the meeting.

Art. 6 At the meeting of the Appeals Committee, two-thirds or more of the members shall be present before a resolution is made.

In the preceding paragraph, members who are present but have recused themselves in accordance with the regulations shall not be counted in the number of members present.

Art. 7 The Association shall convene an evaluation meeting within two months from the deadline of the complaint application to assess the content of the complaint and prepare a "complaint evaluation letter" which shall be sent by the Association to the school under evaluation; the complaint case of school evaluation shall be submitted to the Ministry of Education for record.

The processing time of the complaint may be extended as necessary, but the extension time shall not exceed two months; the school shall be notified of the extension time.

Art. 8 The appealing school (including the department) may withdraw the appeal in writing prior to receiving the appeal evaluation letter from the Association.

If the complaint is withdrawn, the Committee shall close the evaluation of the complaint without making an appeal evaluation and notify the school in writing.

If the complaint is withdrawn, the school (including the department) may not file another complaint with the Association for the same matter.

Art. 9 In the course of the evaluation, the school personnel, Appeals Committee members, scholars, experts, or other personnel involved in the complaint case may be invited to attend the evaluation by resolution of the Appeals Committee, and the invited personnel shall abide by the obligation of confidentiality.

Art. 10 Except for the provisions of Article 5 of the Code of Ethics, members of the Appeals Committee shall recuse themselves from participating in the evaluation if they have the following interests in the complaint case.

If there are specific facts that warrant a member of the Appeals Committee to be biased in the case of an appeal, the school (including the department) may apply to the Appeals Committee for recusal of the member by citing specific reasons and facts.

The above application shall be decided by an ordinary majority of the members of the Committee.

The members of the Appeals Committee shall not have any contact with the parties involved in the school (including the department), the person representing their

interests, or the person interacting with them during the evaluation process, except by resolution of the Appeals Committee meeting.

Art. 11 The "complaint evaluation letter" shall contain the following items:

1. The name of the complaining school and the cause of the complaint.
2. A summary of the facts presented by the school and the remedy desired, and a description of the outcome of the evaluation, including whether the complaint is rejected or partially accepted, dismissed or partially dismissed, justified, and remedial measures.
3. The school shall state the reasons for the evaluation of the school.

Art. 12 For appeals with reasons, the Association shall convene the Appeals Committee to discuss the handling methods, including re-evaluation, re-confirmation of evaluation results, and adjustment of evaluation report contents. A report on the results of the evaluation shall be made and sent by the Association to the assessed school and copied to the Appeals Committee; the complaint case of school evaluation shall be reported to the Ministry of Education for record.

Art. 13 The report on the results of the appeals shall contain the process and results of the re-evaluation or re-confirmation of the written examination information.

Art. 14 The school (including the department) may not file another complaint with the Association against the decision of the evaluation and the report of the result of the complaint.

Art. 15 These guidelines have been approved by the Board and shall be effective from the date of announcement; the same applies to amendments.