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Loan T.K. Phan has been a lecturer at the Faculty of English Linguistics and Literature, University of Social Sciences and Humanities, HCMC Vietnam National University for more than 20 years. She used to be vice dean in charge of Quality Assurance who successfully helped lead the Faculty of more than 50 years' tradition to go through the first quality assessment by ASEAN University Network at program level. Now she is a PhD candidate at Melbourne Centre for the Study of Higher Education, The University of Melbourne with an interest in quality in higher education including management, leadership, quality assurance and accreditation, assessment, evaluation, teaching methods and research in education.