## Basic Information :

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| **Name :** | Ghada Refaat |
| **Title :** | Vice Dean for Postgraduate Studies and Scientific Research |

Prof. Ghada Refaat El Said is an Information Technology researcher, and a member of university academic staff. She is currently a professor and the head of department of Management Information Systems, Business School, at the Future University in Egypt. Prof. El Said research interest focuses on Information System's Usability. In this area, she conducted large number of research, namely on Usability for Arabic speakers culture, published in international journals, and conferences. Prof. El Said owns a Master of Science from the School of Computer Science and Information Technology, Nottingham University, UK, and a PhD from the Department of Information Systems and Computing, Brunel University, UK. Both degrees focus on usability evaluation of Information System for Arabic speakers' users. Prof. El Said is the managing editor of the Future Business Journal, indexed in Web of Science.

## Education:

| Certificate | Major | University | Year |
|---|---|---|---|
| PhD | Philosophy, Information technology | Brunel University | 2006 |
| Masters | Science, Information technology | Nottingham University | 1999 |
| Diploma | Information Engineering | Information Technology Institute | 1994 |
| Bachelor | Electronics and Communication | Cairo University | 1991 |

## Teaching Experience:

| Name Of Organization | Position | From Date | To Date |
|---|---|---|---|
| FUE | Vice Dean | 02/02/2025 | Current |
| Department of Business & Information Systems - French University in Egypt | Lecturer | 01/09/2008 | 31/07/2012 |
| USAID Funded Projects | Information Systems & Monitoring & Evaluation Director | 01/07/1998 | 31/07/2012 |
| Graduate School of Education - AUC | lecturer | 01/06/2011 | 31/08/2012 |
| Future University in Egypt | Associate Professor | 01/01/2012 | 01/01/2018 |

## Researches / Publications :

- Metaverse-Based Learning Opportunities and Challenges: A Phenomenological Metaverse Human-Computer Interaction Study
- Factors Affecting mHealth Technology Adoption in Developing Countries: The Case of Egypt
- A Suggested Integrated Approach for the Evaluation of Remote Intranet Usability: A Case Study of Remote Workers During a Pandemic
- The Use of ICT in Personalizing Self-learning in Time of Crisis: A Human Computer Interaction Perspective in a Developing Country
- How Did the COVID-19 Pandemic Affect Higher Education Learning Experience? An Empirical Investigation of Learnersô Academic Performance at a University in a Developing Country
- Human Computer Interaction Aspects of Enterprise Social Networks: An Empirical Validation of Adoption Model in a Developing Country
- Context-Aware Adaptive M-Learning: Implicit Indicators of Learning Performance, Perceived Usefulness, and Willingness to Use
- The Intention to Use Mobile Student Portal: A Mobile Human Computer Interaction Study in a University Context in Egypt
- Improving Relevance of Information Retrieval Systems and Users Preferred Search Language
- A Cloud Computing-Based Model of E-Commerce Adoption for Developing Countries





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| Understanding How Learners Use Massive Open Online Courses and Why They Drop Out: Thematic Analysis of an Interview Study in a Developing Country |
| Exploring the Factors Affecting MOOC Retention; A Survey Study |
| The Use of Education Management Information Systems in Higher Education Institutions: An Empirical Investigation of the Effect of Degree of Interactivity. International Journal of Higher Education Management |
| Understanding Knowledge Management System antecedents of performance impact: Extending the Task-technology Fit Model with intention to share knowledge construct |
| Card Sorting Assessing User attitude in E-Learning |
| Young Egyptians Use of Social Networks and the January 2011 Revolution |
| Language Choice Online: Globalization and Identity in Egypt |
| El Said, G., R. (2006). The Role of Culture in E-Commerce Use for the Egyptian Consumers. In M. Salem and M. El-Hadidi (Eds.). Information Processing in the Service of Mankind and Health: ICICTô2006 Proceedings. The fourth Information Technology Institute International Conference on Information and Communication Technology. Information Technology Institute Publication. Cairo, Egypt, 10-12 December 2006, 779 ï 795. |
| Culture and E-Commerce: An Exploration of the Perceptions and Attitudes of Egyptian Internet Users. |
| El Said, G., R., Hone, K., S. and Ali, M. (2005). National Culture and online Trust: A Study of Internet Egyptian Users. In D. Day, V. Evers and E. Del Galdo (Eds.). Designing for Global Markets 7: Bridging Cultural Differences: IWIPSô2005 Proceedings. The Seventh International Workshop on Internationalization of Products and Systems. Grafisch Centrum Amsterdam. Amsterdam, the Netherlands, 7-9 July 2005, 43-55. ISBN: 0-9722184-7-5. |
| El Said, G., R. and Galal, H., G. (2004). Investigating Culture Issues in E-Commerce: A Human Computer Interaction Perspective. In A. Fahmy (Ed.). The Second International Conference on Informatics and Systems: INFOSô2004 CD Proceedings. Faculty of Computers and Information, Cairo University, Cairo, Egypt, 6-8 March 2004. Abstract available at: http://simt-dev.unl.ac.uk/galal/abstracts/paper_abs.html#Said-Galal'04-Culture-Ecom. |
| El Said, G., R. (2004). Online Consumer Behaviour and Culture. In J. Knight (Ed.). The First International Design for Engagability Conference: iDeCô2004. Birmingham Institute of Art and Design, Birmingham, UK, 6-7 July 2004. |
| El Said, G., R. and Hone, K., S. (2003). Designing E-Commerce Sites across Cultural Barriers: An Elicitation for Internet Egyptian Users. In M. El-Hadidi (Ed.). Ensuring Security in Information Technology Infrastructures: ICICTô2003 Proceedings. The First Information Technology Institute International Conference on Information and Communication Technology. Information Technology Institute Publication. Cairo, Egypt, 30 November-2 December 2003, 123 ï 150. |
| El Said, G., R. and Hone, K., S. (2003). Use of Card Sorting for Cultural Web-Preferences Data Elicitation: The Case of Egyptian Internet Users. In C. Stephanidis (Ed.). Universal Access in HCI: Inclusive Design in the Information Society: Volume four of the HCI Internationalô2003 Proceedings. The Tenth International Conference on Human-Computer Interaction. Lawrence Erlbaum Associates Publishers. Crete, Greece, 22-27 June 2003, 945 ï 949. ISBN: 0-8058-4933-5. |
| El Said, G., R. and Hone, K., S. (2001). Cross-Cultural Web Usability: An Exploration of the Experiences of Egyptians Users. In D. Day and L. Dunckley (Eds.). Designing for Global Markets 3: IWIPSô2001 Proceedings. The Third International Workshop on Internationalization of Products and Systems. Digital Printing Service. The Open University, Milton Keynes, United Kingdom, 12-14 July 2001, 101-107. ISBN: 0-7492-53258. |
| El Said, G., R. (2001). Cross-Culture Usability Research-in-Progress. In S. Kamel (Ed.). Business Information Technology Management: Enabling Cultural Awareness: BITWorldô2001 CD Proceedings. The Third International Business Information Technology Conference. The American University in Cairo Publication. Cairo, Egypt, 4-6 June 2001. |
| El Said, G., R. (2001). The Effect of Applying Human Computer Interaction Principles on the Geographic Information Systems Usability. In Geographic Information Systems Applications in Planning and Sustainable Development: OICCô2001 online Proceedings. The Seventh International Seminar of the Organization of Islamic Capitals and Cities. Cairo, Egypt, 13-15 February 2001. |
| Learning Experience? An Empirical Investigation of Learners Academic Performance at a University in a Developing Country |
| and Why They Drop Out: Thematic Analysis of an Interview Study in a Developing Country |
| Culture and E-Commerce: An Exploration of the Perceptions and Attitudes of Egyptian Internet Users |
| Higher Education Institutions: An Empirical Investigation of the Effect of Degree of Interactivity |
| Learning Performance , Perceived Usefulness, and Willingness to use |
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| **Thesis :** |
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| The Effect of Applying Human Computer Interaction Principles on SystemsôUsability |
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**Awards:**

| Award | Donor | Date |
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| Future University in Egypt Academic Service Award (2018) - FUE - Egypt | Future University in Egypt | 01/01/2018 |
| Main Reviewer for papers of the International Conference on Information Systems 2015. | Main Reviewer for papers of the International Conference on Information Systems 2015. | 01/01/2015 |
| Academy for Education Development (AED) Employee Yearly Award | Academy of Educational Development - AED - United States | 01/01/2004 |
| Master of Science Award | School of Computer Science and Information Technology - Nottingham University - United Kingdom | 01/01/1999 |
| Software Skills Development Program Diploma Award | Information Technology Institute - Cairo | 01/01/1994 |



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