



### Basic Information :

**Name :** Ghada Refaat  
**Title :** Associate Professors of Management Information Systems

Ghada Refaat El Said, an Associate Professor and Head of Management Information Systems Department, Faculty of Commerce and Business administration, at the Future University in Egypt. An Information Technology professional, researcher, and academic, with more than 10 years of experience at the Future university in Egypt. Dr. El Said's research interest focuses on Educational Systems Usability with many research published in international journals, and conferences. She 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.

### 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	Acting as Departemnt Head	01/09/2012	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 :

- 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 Learners' 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
- 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: ICICT'06 Proceedings. The fourth Information Technology Institute International Conference on Information and Communication Technology. Information Technology Institute Publication. Cairo, Egypt, 10-12 December 2006, 779 .
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: IWIPSA'05 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: INFOSYS'04 Proceedings. Faculty of Computers and Information, Cairo University, Cairo, Egypt, 6-8 March 2004. Abstract available at: <a href="http://simt-dev.unl.ac.uk/galal/abstracts/paper_abs.html#Said-Galal'04-Culture-Ecom">http://simt-dev.unl.ac.uk/galal/abstracts/paper_abs.html#Said-Galal'04-Culture-Ecom</a> .
El Said, G., R. (2004). Online Consumer Behaviour and Culture. In J. Knight (Ed.). The First International Design for Engagability Conference: iDeCo'04 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: ICICT'03 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 .
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 International'03 Proceedings. The Tenth International Conference on Human-Computer Interaction. Lawrence Erlbaum Associates Publishers. Crete, Greece, 22-27 June 2003, 945 . 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: IWIPSA'01 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: BITWorld'01 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: OICCA'01 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
<b>Thesis :</b>
The Effect of Applying Human Computer Interaction Principles on Systems Usability

**Awards:**

<b>Award</b>	<b>Donor</b>	<b>Date</b>
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