

Ahmad A. Rabaa'i, Ph.D.

Associate Professor of Information System
Department of Accounting and MIS
Alfred Lerner College of Business & Economics
University of Delaware (UD)

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Newark, DE 19716
USA

Professional Focus

Teaching

My teaching involvement occurs on both undergraduate and graduate levels. I have taught in-person, online, and Hybrid courses. I am involved in both introductory and advanced courses in Information Systems, Computer Science, Data Science and Financial Technology.

Research

I believe in rigorous, relevant, and high impact research conducted on Information Systems, to advance organizational as well as individual development to a better future. My research work is multidisciplinary in nature and combines areas of information systems (IS) and social as well as behavioral informatics. My general research interests are primarily in the areas of technology adoption, emerging technologies, information systems implementations and evaluation, and quality assurance in computing education.

Work Experience

August 2023 - Present	Associate Professor of Information Systems Department of Accounting and MIS Alfred Lerner College of Business & Economics University of Delaware - UD DE, USA
Feb 2021 - July 2023	Associate Professor of Information Systems NJCU School of Business New Jersey City University - NJCU NJ, USA
Sep 2018 - Jan 2021	Associate Professor of Information Systems Department of Computer Sciences and Information Systems Collage of Arts and Sciences American University of Kuwait – AUK Salmiya, Kuwait
Jun 2013 - Aug 2018	Assistant Professor of Information Systems Department of Computer Sciences and Information Systems Collage of Arts and Sciences American University of Kuwait – AUK Salmiya, Kuwait
Mar 2012 - May 2013	Research Fellow Information Ecology Research Track Information Systems Evaluation Research Group School of Information Systems Queensland University of Technology (QUT) – Australia

Feb 2006 – Lecturer | Head Tutor at Queensland University of Technology (QUT) – Australia
May 2013 Lecturer | Head Tutor and Tutor at Griffith University (GU) – Australia
Research Assistance at Griffith University and QUT – Australia

Education

2012 **Doctor of Philosophy – Information Systems**
College of Science and Engineering
School of Information Systems
Queensland University of Technology (QUT)
Queensland, Australia

Thesis Title:

Evaluating the Success of Large-scale, Integrated Information Systems through the Lens of IS-Impact and IS-Support

- Nominated for the outstanding thesis award, QUT.
- Awarded the best Ph.D. proposal at the Doctoral Consortium of the 14th Pacific Asia Conference of Information Systems (PACIS, 2010) National Taiwan University, Taipei, Taiwan.

2007 **Master of Management with Honors – (Information Systems Management)**
Griffith Business School
Griffith University
Queensland, Australia

Thesis Title:

ERP Implementation in Jordan

2006 **Master of Computer Information Systems**
Griffith Business School
Griffith University
Queensland, Australia

2005 **Bachelor of Computer Science and Information Systems**
School of Computer Science and Information Systems
Jordan University of Science and Technology (JUST)
Irbid, Jordan

Publications

BOOKS

Rabaa'i, Ahmad A. (2021) *Enterprise Resource Planning (ERP) Systems Implementation in Jordan*. LeanPub. <https://leanpub.com/erpimplementationinjordan>

Rabaa'i, Ahmad A. (2015) *Evaluating the Success of Large-Scale Information System Applications: Extending the IS-Impact Model*. Scholars' Press. Saarbrucken - Germany. ISBN: 9783639859386.

REFEREED JOURNAL PUBLICATIONS

Rabaa'i, Ahmad A., Bany Muhammad, N., and AlMaati, S. (2022). Information system support (IS-Support): Theoretical development and empirical validation, *International Journal of Data and Network Science*, 6(4), 1501-1518.

Rabaa'i, Ahmad A. (2022). What's for Dinner? Factors Contributing to the Continuous Usage of Food Delivery Apps (FDAs), *Asia Pacific Journal of Information Systems*, 32(2), 354-380.

Rabaa'i, Ahmad A., Al-lozi, E., Hammouri, Q., Bany Muhammad, N., Alsmadi, A. and Al-Gasawneh, J. (2022). Continuance Intention to Use Smartwatches: An Empirical Study, *International Journal of Data and Network Science*, 6(4), 1643-1658.

Hammouri, Q., Altaher, A., **Rabaa'i, A.**, Khataybeh, H. and Al-Gasawneh, J. (2022). Influence of psychological contract fulfillment on job outcomes: A case of the academic sphere in Jordan. *Problems and Perspectives in Management*, 20(3), 62-71.

Hammouri, Q., Altaher, A., Al-Gasawneh, J., **Rabaa'i, A.**, Aloqool, A., and Khataybeh, H. (2022). Understanding the Determinants of Digital Shopping Features: The Role of Promo Code on Customer Behavioral Intention, *International Journal of Data and Network Science*, 6(3), 641-650.

Rabaa'i, Ahmad A., AlMaati, S. A., & Zhu, X. (2021). Students' continuance intention to use Moodle: An expectation-confirmation model approach. *Interdisciplinary Journal of Information, Knowledge, and Management*, 16, 397-434.

Rabaa'i, Ahmad A. & AlMaati, S. (2021). Exploring the determinants of users' continuance intention to use mobile banking services in Kuwait: Extending the expectation-confirmation model, *Asia Pacific Journal of Information Systems*, 31(2), 141-184.

Rabaa'i, Ahmad A., & Zhu, X. (2021). Understanding the determinants of wearable payment adoption: An empirical study. *Interdisciplinary Journal of Information, Knowledge, and Management*, 16, 173-211.

Rabaa'i, Ahmad A., and Rababaah, Aaron R. (2020). Aligning Information Systems Programs with the New ABET-CAC Criteria: The Case of the American University of Kuwait, *International Journal of Curriculum Development and Learning Measurement*, 1(2), 79-107.

Rababaah. A. R. and **Rabaa'i, Ahmad A.** (2020). The need for a new master's program of applied computer science to cope with future demands of the industry: The case of State of Kuwait, *International Journal of Higher Education and Sustainability*, 3(2), 132-164.

Rabaa'i, Ahmad A., Bhat, H. and Al-Maati, S.A. (2018). Theorizing social networks addiction: An empirical investigation, *International Journal of Social Media and Interactive Learning Environments*, 6(1), 1-24.

Rababaah. A. R. and **Rabaa'i, Ahmad A.** (2018). Enhancing programming learning environment with physical computing and robotics: a case study of the American University of Kuwait, *International Journal of Teaching and Case Studies*, 9(4), 323 – 346.

Rababaah. A. R. and **Rabaa'i, Ahmad A.** (2018), Student Engagement Integration to the Assessment Process: A Proposed Framework by the Computer Science Program at the American University of Kuwait'. *International Journal of Higher Education and Sustainability*, 2(2), 132 – 149.

Rabaa'i, Ahmad A. (2017). The use of UTAUT to investigate the adoption of e-government in Jordan: a cultural perspective. *International Journal of Business Information Systems*, 24(3), 285-315.

Rababaah. A. R. and **Rabaa'i, Ahmad A.** (2017). Object Shape-Based Characterization in Intelligent Security Systems – A Comparative Study of Three Techniques, *Journal of Global Information Technology*, 12(1/2)35-45.

Rabaa'i, Ahmad A., Rababaah, A.R. and Al-Maati, S.A. (2017). Comprehensive guidelines for ABET accreditation of a computer science program: the case of the American University of Kuwait, *International Journal of Teaching and Case Studies*, 8(2/3), 151–191.

Rabaa'i, Ahmad A. (2017). Holistic procedures for contemporary formative construct validation using PLS: A comprehensive example. *International Journal of Business Information Systems*, 25(3), 279-318.

Rabaa'i, Ahmad A., Zogheib, Bashar, AlShatti Abdullah and Al-Jamal, Enas. (2016). Adoption of e-Government in Developing Countries: The Case of the State of Kuwait. *Journal of Emerging Trends in Computing and Information Sciences*, 7(2), 240-263.

Rabaa'i, Ahmad A. and Gammack John, (2016). Success Factors for Enterprise Systems in the Higher Education Sector: A Case Study'. *International Journal of Engineering Science Invention*, 5(2), 77-101.

Rabaa'i, Ahmad A. (2016). Extending the Technology Acceptance Model (TAM) to assess Students' Behavioural Intentions to adopt an e-Learning System: The Case of Moodle as a Learning Tool. *Journal of Emerging Trends in Engineering and Applied Sciences*, 7(1), 13-30.

Rabaa'i, Ahmad A., Mary Tate, and Guy Gable. (2015). Can't See the Trees for the Forest? Why IS-ServQual Items Matter. *Asia Pacific Journal of Information Systems*, 25(2), 211-238.

Rabaa'i, Ahmad A. (2015). Conceptualizing IS-Service Quality as a Multi-Dimensional Formative Construct: An Empirical Analysis.' *International Journal of Information Systems and Management*, 1(3), 240-263.

Rabaa'i, Ahmad A. and Al-Jamal, Enas. (2015). Cultural Perspectives on ERP implementation in Jordan: A Comparison between Public and Private Sectors. *International Journal of Intercultural Information Management*, 5(1/2), 83-102.

Rabaa'i, Ahmad A. (2015). An Empirical Investigation on the Adoption of e-Government in Developing Countries: The Case of Jordan. *Computer and Information Science*, 8(3), 83-102.

Rabaa'i, Ahmad A. (2015). ERP Systems Implementation in The Higher Education Sector: A Case Study. *International Journal of Engineering Sciences & Research Technology*, 4(10), 653-666.

Rabaa'i, Ahmad A., Zogheib, Bashar and Al-Jamal, Enas. (2015). Personality Traits as Predictors of Social Networks Addiction among University Students. *Journal of Emerging Trends in Engineering and Applied Sciences*, 6(3), 182-195.

Zogheib, Bashar, **Rabaa'i, Ahmad A.**, Zogheib, Salah, and El Saheli, Ali. (2015). University students' perceptions of technology use in mathematics learning. *Journal of Information Technology Education: Research*, 14, 417-438.

Zogheib, Bashar, **Rabaa'i, Ahmad A.**, Zogheib, Salah, and El Saheli, Ali. (2015). University Students' Acceptance of Technology in Math Classes: Does Gender Matter? *Journal of Emerging Trends in Engineering and Applied Sciences*, 6(4), 273-287.

Rabaa'i, Ahmad A. and Gammack, J.G. (2014) Effect of culture on perceptions of IS service quality. *International Journal of Intercultural Information Management*, 4(1), 15-33.

REFEREED CONFERENCE PROCEEDINGS

Rabaa'i, Ahmad A., Zhu, X., Jayaraman, J. D. (2022) *Understanding Non-Fungible Tokens (NFTs): Overview, Opportunities, and Challenges*, 49th Annual Northeast Business & Economics Association Conference, November 10-12, 2022, Portsmouth, NH, USA.

Zhu, X., **Rabaa'i, Ahmad A.**, Jayaraman, J. D., Singh, P. and Mishra, A. (2022) *Impact of Social Media on Digital Asset Markets*, 49th Annual Northeast Business & Economics Association Conference, November 10-12, 2022, Portsmouth, NH, USA.

Jayaraman, J. D., Zhu, X., **Rabaa'i, Ahmad A.**, Nguyen, T., and Jha, P. (2022) *An Evaluation of Data Driven Machine Learning Approaches to Option Pricing*, 49th Annual Northeast Business & Economics Association Conference, November 10-12, 2022, Portsmouth, NH, USA.

Rabaa'i, Ahmad A., Zhu, X., Jayaraman, J. D., Jha, P., and Nguyen, T. (2022) *Machine Learning Approach to Predict the Continuous Usage of Mobile Food Delivery Apps*, 9th annual New Jersey Big Data Alliance (NJBDA) Symposium, May 9, 2022, New Jersey, USA.

Rabaa'i, Ahmad A., Zhu, X., Jayaraman, J. D., Jha, P., and Nguyen, T. (2022) *A Neural Network Approach to Examine the Continuous Usage of Mobile Food Delivery Apps*, 2nd International Business Analytics Conference, April 9, 2022, Mumbai, India. (Best paper award)

Rabaa'i, Ahmad A., Zhu, X., Jayaraman, J. D. (2022) *Mobile Payments Adoption: An Artificial Neural Network Approach*, 4th International Computer Sciences and Informatics Conference (ICSIC), June 28-29, 2022. Amman, Jordan.

Aaron R. Rababaah and **Rabaa'i, Ahmad A.** (2017) *Geometric 2D Shapes Recognition with Polar Signature Characterization and Template Matching*, MTMI Annual International conference on Emerging Issues in Business, Technology and Applied Sciences, December 16-17, 2017. Dubai, UAE.

Rababah, Aaron, R. and **Rabaa'i, Ahmad A.** (2017) *Utilization of Robotics as Contemporary Technology and an Effective Tool in Teaching Computer Programming*. MTMI Annual International conference on Globalization and Competitiveness in Business & Technology. 22-23 September 2017, Virginia, USA.

Rabaa'i, Ahmad A. and Rababah, Aaron, R. (2016) *The Use of Course Benchmarking Technique (CBT) to Assess Students Outcomes for ABET Accreditation*. The 12th International Conference on Frontiers in Education: Computer Science and Computer Engineering FECS'16, Las Vegas, USA.

Emamjome, F., Gable, G. G., Bandara, W., & **Rabaa'i, Ahmad A.** (2014). *Understanding the value of social media in organisations: a taxonomic approach*. Proceedings of the Pacific Asia Conference on Information Systems PACIS (2014), paper 59.

Rabaa'i, Ahmad A. & Gable, Guy G. (2013) *Measuring IS-support: A conceptual model*. In Lee, Jae-Nam, Mao, Ji-Ye, & Thong, James (Eds.) *PACIS 2013 Proceedings*, AIS Electronic Library (AISel), Jeju Island, Korea.

Emamjome, F., **Rabaa'i, Ahmad A.**, Gable, Guy G., & Bandara, Wasana (2013) *Information quality in social media: A conceptual model*. In Lee, Jae-Nam, Mao, Ji-Ye, & Thong, James (Eds.) *Proceedings of the Pacific Asia Conference on Information Systems (PACIS 2013)*, AIS Electronic Library (AISel), Jeju Island, Korea.

Ali, A., Tate, M., **Rabaa'i, Ahmad A.** and Zhang, M. (2012) *A critical evaluation and comparison of two formative measures of system quality using criterion variables*. Proceedings of the 23rd Australasian Conference on Information Systems, 3-5 December 2012, Geelong, Australia.

Rabaa'i, Ahmad A. and Gable, Guy G. (2012) *IS service quality as a multi-dimensional formative construct*. Proceedings of the 16th Pacific Asia Conference on Information Systems, 11-15 July 2012. Ho Chi Minh city, Vietnam.

Rabaa'i, Ahmad A. (2010) *Cultural Influences on IS Service Quality Perceptions*. Proceedings of the 21st Australasian Conference on Information Systems, 1-3 December 2010, Gardens Point Campus, Queensland University of Technology, Brisbane, Australia.

Rabaa'i, Ahmad A. (2010) *A Framework for Successful Enterprise Systems Implementation: Preliminary Findings from a Case Study*. Proceedings of the 21st Australasian Conference on Information Systems, 1–3 December 2010, Gardens Point Campus, Queensland University of Technology, Brisbane, Australia.

Rabaa'i, Ahmad A. and Bandara, Wasana and Gable, Guy G. (2010) *Enterprise systems in universities: A teaching case*. Proceedings of 16th Americas Conference on Information Systems (AMCIS), August 12–15, 2010, Lima, Peru.

Rabaa'i, Ahmad A. and Gable, Guy G. and Bandara, Wasana and Fiel, Erwin (2010) *Re-conceptualising IS function's support performance: A preliminary model*. Proceedings of the 14th Pacific Asia Conference on Information Systems, 9–12 July 2010, Grand Formosa Regent Hotel, Taipei, Taiwan.

Rabaa'i, Ahmad A. (2010) *Validating the IS-Impact model in Australasia universities*. Proceedings of the 14th Pacific Asia Conference on Information Systems Doctoral Consortium, 8–9 July 2010, National Taiwan University, Taipei, Taiwan.

Rabaa'i, Ahmad A. and Gable, Guy G. (2009) *Extending the IS-Impact Model into the higher education sector*. Proceedings of the ICICS2009: 7th International Conference on Information and Communications Systems, 7–10 Dec. 2009, Macau.

Rabaa'i, Ahmad A. (2009) *Identifying critical success factors of ERP Systems at the higher education sector*. Proceedings of the ISIICT 2009: The 3rd International Symposium on Innovation in Information & Communication Technology, 15–17 December 2009, Philadelphia University, Amman, Jordan. (Best paper award)

Rabaa'i, Ahmad A. (2009) *Validating the IS-Impact Model at Queensland University of Technology (QUT): Part A*. Proceedings of the ISIICT 2009: The 3rd International Symposium on Innovation in Information & Communication Technology, 15–17 December 2009, Philadelphia University, Amman, Jordan.

Rabaa'i, Ahmad A. (2009) *Assessing information systems success models: empirical comparison*. Proceedings of the 20th Australasian Conference on Information Systems, 2–4 December 2009, Caulfield Campus, Monash University, Melbourne.

Rabaa'i, Ahmad A. and Bandara, Wasana and Gable, Guy (2009) *ERP systems in the higher education sector: a descriptive study*. Proceedings of the 20th Australasian Conference on Information Systems, 2–4 December 2009, Monash University: Caulfield Campus, Melbourne.

Rabaa'i, Ahmad A. (2009) *ERP systems implementation and organizational culture: the case of Jordan*. Proceedings of the AMCIS 2009, 6 – 9 August 2009, San Francisco.

Rabaa'i, Ahmad A. (2009) *The impact of organisational culture on ERP systems implementation: lessons from Jordan*. Proceedings of the Pacific Asia Conference on Information Systems 2009, 10–12 July 2009, Hyderabad, India.

Rabaa'i, Ahmad A. and Gammack, John (2008) *A hiccup or a rift? ERP implementation success in Jordan*. Proceedings of the CATaC 08: Cultural Attitudes towards Technology and Communication 2008, 24–27 June 2008, Nîmes, France.

Invited Talks

Rabaa'i, Ahmad A. (2018) Computer crimes in the Gulf Region. The 2nd Kuwaiti Conference on Computer Crimes. Jumairah Hotel, Kuwait.

Rabaa'i, Ahmad A. (2017) Benefits and drawbacks of Electronic Human Resources Management Systems. The 1st Kuwaiti Conference on Electronic Human Resources Management Systems. Jumairah Hotel, Kuwait.

Rabaa'i, Ahmad A. (2017) The impact of computer crimes on Kuwaiti context. The 1st Kuwaiti Conference on Computer Crimes. Jumairah Hotel, Kuwait.

Rabaa'i, Ahmad A. (2016) The use of social media applications in crisis and disaster management. The 1st Kuwaiti Conference in the use of ICT for crisis and disaster management. Holiday Inn, Kuwait.

Rabaa'i, Ahmad A. (2015) Construct Validation in Information Systems Research. Faculty Speakers Series, College of Arts and Sciences, AUK – Kuwait.

Rabaa'i, Ahmad A. (2015) Using ICT in Classrooms - the importance of technology in developing the skills of students. The 3rd youth symposium. AUK – Kuwait.

Teaching Records

My teaching record at the University of Delaware, Alfred Lerner College of Business & Economics– USA, includes the following courses:

Business Computing: Tools and Concepts; Fundamentals of Business Analytics.

My teaching record at New Jersey City University (NJCU), School of Business – USA, includes the following courses:

Foundations of Business Information Systems; Introduction to Data Science; Financial Literacy; Statistical and Mathematical Foundations for Business Analytics and Data Science; Fundamentals of Data Visualization for Business Analytics and Data Science; Programming for Business, Quantitative Methods for Business Decisions; Business Intelligence and Data Science; Information Systems and Ethical Issues, Information Systems Analysis and Design, Programming for Business, Current Topics in Financial Technologies, and Data Management.

My teaching record at the American University of Kuwait (AUK) – Kuwait, includes the following courses:

Computers Skills and Emerging Technologies; Foundation of Information Systems; Ethical Issues in Computers and Information Systems, Computer Programming I; Computer Programming II; Data Structures and Algorithms; Database Systems; Information Systems Analysis, Design and Acquisition; E-Commerce Technologies; IT Infrastructure; Computer Networks and Data Communications; IT Audit, Control and Governance; Big Data; Introduction to Data Analytics; Technology Entrepreneurship; Information Assurance; Cybersecurity Management; Enterprise Systems; Business Intelligent Systems; Software Project Management; Operations and Supply Chain Management; Business Process Management; Capstone Project I; and Capstone Project II.

My teaching record at Queensland University of Technology (QUT) – Australia, included the following courses:

Introduction to Information Systems; Web site development for E-Commerce; Web Development; Enterprise Systems Applications; IT Impact; The Web; Industry Insights; The Business of IT; Management; and Working in Business.

My teaching record at Griffith University (GU) – Australia, included the following courses:

Project Management; Business Information Systems; Information Systems & Knowledge Management; Business Intelligent Systems; Business Informatics; Organizational Processes; Operations and Supply Chain Management; Management Concepts; Employment Relations.

Scholarships, Awards and General Recognitions

Scholarships

- Recipient of QUT write-up scholarship, 2012, Queensland University of Technology (QUT) – Australia.
- Recipient of the ITPS research Track Top-Up scholarship, 2011, Queensland University of Technology (QUT) – Australia.
- Recipient of the Information Systems Discipline Top-Up scholarship, 2011, Queensland University of Technology (QUT) – Australia.
- Recipient of the Information Systems Discipline Top-Up scholarship, 2010, Queensland University of Technology (QUT) – Australia.
- Recipient of a 2010 Grant-In-Aid travel scholarship for overseas field studies in Taiwan.
- Recipient of the Australian Postgraduate Award (APA), 2009, Queensland University of Technology (QUT) – Australia.
- Recipient of the International Postgraduate Research Scholarship (IPRS), 2008, Queensland University of Technology (QUT) – Australia.

Teaching Awards

- Recipient of the most supportive professor at the American University of Kuwait, 2015.
- Recipient of the most humorous and friendly professor at the American University of Kuwait, 2014.
- Nominated for the Vice-Chancellor performance award, 2012, Queensland University of Technology (QUT) – Australia.
- Nominated for the Consistent performance award in BSB124 – Working in Business unit, 2012, School of Management – QUT Business School, Queensland University of Technology (QUT) – Australia.
- Nominated for the Consistent performance award in BSB115 – Management unit, 2012, School of Management – QUT Business School, Queensland University of Technology (QUT) – Australia.
- Recipient of the Outstanding Lecturer Award, 2012, School of Information Systems, Queensland University of Technology (QUT) – Australia.
- Nominated for the student choice award, 2012, Griffith University, Griffith Business School – Australia.
- Nominated for the student choice award, 2011, Griffith University, Griffith Business School – Australia.
- Recipient of McGraw-Hill award for excellence in teaching in BSB124, Working in Business unit, 2011, Queensland University of Technology (QUT) – Australia.
- Recipient of McGraw-Hill award for excellence in teaching in BSB115, Management unit, 2010, Queensland University of Technology (QUT) – Australia.
- Recipient of the Outstanding Tutor Award (Highly commended), 2009, Queensland University of Technology (QUT) – Australia.
- Nominated for the student choice award, 2010, Queensland University of Technology (QUT) – Australia.

Research Awards

- Recipient of the best paper award at the 2nd International Business Analytics Conference 2022, April 9, 2022, Mumbai, India.
- Recipient of Project initial grant at the American University of Kuwait, KD 500, 2016.
- Recipient of Project completion grant at the American University of Kuwait, KD 147, 2016.
- Recipient of Project initial grant at the American University of Kuwait, KD 500, 2016.
- Recipient of Project initial grant at the American University of Kuwait, KD 350, 2015.
- Recipient of Project completion grant at the American University of Kuwait, KD 82, 2015.

- Recipient of Project initial grant at the American University of Kuwait, KD 500, 2015.
- Recipient of Project completion grant at the American University of Kuwait, KD 90, 2015.
- Recipient of Project initial grant at the American University of Kuwait KD 500, 2014.
- Recipient of the Outstanding Higher Degree Student Award, 2012, Faculty of Science and Engineering, Queensland University of Technology (QUT) – Australia.
- Recipient of the best PhD proposal award at the Doctoral Consortium of the 14th Pacific Asia Conference of Information Systems (PACIS 2010, ERA A) 2010, National Taiwan University, Taipei, Taiwan.
- Recipient of the best paper award at the Third International Symposium on Innovation in Information & Communication Technology ISIICT 2009, 15–17 December 2009, Philadelphia University, Amman, Jordan.

Academic Excellence Award

- Recipient of Griffith Award for Academic Excellence 2006–2007, Griffith University – Australia.
- Recipient of Griffith Award for Academic Excellence 2005–2006, Griffith University – Australia.

General Recognitions

- Certified Quality Matters (QM) for designing and delivering online courses, since April 2022.
- Certified ABET Accreditation Program Evaluator (PEV) – Information Systems, since May 2019.
- Attended ABET IDEAL workshop New Orleans, USA, January 2015.
- Recipient of the best participant award of the Global Corporate Challenge (GCC) at the Science and Engineering Faculty, Queensland University of Technology (QUT) – Australia.
- Recipient of the best participant award of the Global Corporate Challenge (GCC) at QUT, Queensland University of Technology (QUT) – Australia.
- Invited to deliver a presentation on “How to Manage Your Research Journey”. The presentation was delivered to PhD students at Griffith University – Australia.
- Participate at 2010 Teaching Quality Initiatives – Learning from Exemplars. I delivered a teaching quality seminar to other academics at the Faculty of Science and Technology, Queensland University of Technology (QUT) – Australia.
- Participant at the 2010 PACIS Doctoral Consortium in National Taiwan University, Taipei, Taiwan.
- Participant in the 2010 Sessional Career Advancement Development (SCAD) pilot program. The SCAD Program aims to assist with preparing for a future career in academia by identifying potential skill or experience gaps and developing goals and plans to address these.

Committee Activities/Services

- New Jersey City University, NJCU School of Business, Member of the Curriculum and Assessment Committee, Department of Finance, January 2021 – July 2023.
- New Jersey City University, NJCU School of Business, Member of the Business and Economics Research Committee, September 2021 – July 2023.
- New Jersey City University elected member to the Curriculum and Instruction Committee, University Senate, September 2021 – July 2023.
- New Jersey City University member to the General Education Curriculum Committee, University Senate, November 2021 – May 2023.
- New Jersey City University, Programs’ Development:
 - Master of Science (MS.) in Technology Management
 - Master of Science (MS.) in Business Information Systems
 - Bachelor of Science (BS.) in Business Information Systems
 - Minor in Business Information Systems

- New Jersey City University, Courses' Development:
 - *Graduate Courses*: Information Systems Principles and Ethical Issues; Information Systems Analysis, Design and Acquisition; Business Telecommunications and Technology Infrastructure; Information Systems Project Management; Information Systems Development; Information Systems Security and Risk Management; and Capstone Project in Information Systems.
 - *Undergraduate Courses*: Foundations of Business Information Systems; Information Systems Ethical Issues; Basics of Information Systems Analysis, Design and Acquisition; Principles of Digital Transformation; Basics of Computer Networks and IT Infrastructure; Principles of Information Systems Project Management; and Special Topics in Information Systems.
- American University of Kuwait, Computing Department Chair, June 2015-September 2020. *Responsibilities and duties include*:
 - Led and assisted with accreditation and program reviews (ABET, AACSB, AALE and PUC).
 - Serves in the Dean's Council.
 - Prepare the course offering for the Department.
 - Prepare the budget for the Department.
 - Coordinate the faculty recruitment process for the Department.
 - Prepare the Department annual reports.
 - Conduct class visits and peer evaluation for faculty members in the Department
 - Evaluate and assess transferred credit courses.
 - Hire and supervise student workers for the Department.
 - Secured four industry agreements and memberships (SAP University Alliance, CISCO Academy, Oracle Academy and DELL EMC²) for the Department
 - Work with PR and Marketing Department to update the Department Web site.
 - Prepare and organize the course folders for CSIS courses.
 - Developed indirect measures surveys for course evaluation purposes.
 - Manage other Departmental related issues.
- American University of Kuwait, Chair of ABET steering committee for the Computing Department, Computer Science and Information Systems Programs, June 2015- September 2020. *Responsibilities and duties include*:
 - Reviewed and revised the Program Educational Objectives (PEOs) for both the Computer Science and Information Systems Programs.
 - Reviewed and revised the Student Outcomes (SOs) for both the Computer Science and Information Systems Programs.
 - Aligned the Computer Science curriculum with ABET requirements.
 - Aligned the Information Systems curriculum with ABET requirements.
 - Designed the rubrics for most of the SOs assessment for ABET accreditation.
 - Conducted the Curriculum Mapping for all Computer Science and Information Systems courses.
 - Implemented an assessment plan for all Computer Science and Information Systems courses.
 - Developed indirect measure surveys for course evaluation purposes.
 - Communicated with different organizational units at AUK concerning the writing of the self-study report.
 - Wrote the entire ABET self-study report.
 - Managed other Accreditation related issues.
- American University of Kuwait, Chair of the Industry Advisory Board (IAB) for the CSIS Department, June 2015- September 2020. *Responsibilities and duties include*:
 - Communicated with different industry personnel to join the advisory board of the Department.
 - Conducted multiple IAB meetings to obtain feedback from the board pertaining to the Department PEOs, SOs, curriculum, etc.
 - Involved the IAB with the assessment plan of the Computer Science and Information Systems courses.

- American University of Kuwait, Dean's Counsel, College of Engineering and Applied Sciences, August 2019-September 2020.
- A member of the University Curriculum Committee at the American University of Kuwait (2019-2020).
- A member of the College Grade Appeal Committee at the American University of Kuwait (2019-2020).
- A member of the College Assessment Committee at the American University of Kuwait (2019-2020).
- A member of the Workflow Committee at the American University of Kuwait (2019-2020)
- A member of the ABET Accreditation Steering Committee at the Engineering Department, Computer and Electrical Engineering, American University of Kuwait (2017 - 2021).
- A member of the AACSB Accreditation Committee at the College of Business and Economics, American University of Kuwait (2017 to present).
- A member of the University Curriculum Committee at the American University of Kuwait (2017-2018).
- A member of the Academic Computing and Technology Committee at the American University of Kuwait (2017-2018 & 2018-2019).
- A member of the Founder Award Committee at the American University of Kuwait (2016-2017).
- A member of the IT Director Search Committee at the American University of Kuwait (2016-2017).
- A member of the College Assessment Committee at the American University of Kuwait (2015-2016)
- A member of the Degree-works Committee at the American University of Kuwait (2015-2016)
- A member of the Workflow Committee at the American University of Kuwait (2014-2015)
- A member of the Academic Policies and Procedures Committee at the American University of Kuwait (2014-2015)
- A member of the College Curriculum Committee – College of Arts and Sciences at the American University of Kuwait (2014-2015)
- A member of the Academic Policies and Procedures Committee at the American University of Kuwait (2013-2014)
- A member of the College Curriculum Committee – College of Arts and Sciences at the American University of Kuwait (2013-2014)
- A member of the ABET Accreditation Committee – Department of Computer Science and Information Systems at American University of Kuwait (2013-2014)
- A member on the Faculty Academic Board for the Faculty of Science and Engineering - Queensland University of Technology (QUT) – Australia.
- Program Committee of the 15th Pacific Conference on Information Systems (PACIS 2011).
- Assistant Organizing Chair (Doctoral Consortium) of the 15th Pacific Conference on Information Systems (PACIS 2011).
- Program Committee of the 14th Pacific Conference on Information Systems (PACIS 2010).
- Program Committee of the 21st Australasian Conference on Information Systems (ACIS 2010).
- Program Committee of the 5th International Conference on Qualitative Research in IT & IT in Qualitative Research (QualIT2010).
- Program Committee of the 20th Australasian Conference on Information Systems (ACIS 2009).

Professional Society Membership

- ABET CAC Accreditation Program Evaluator (PEV)
- Member of the Association of Information Systems (AIS).
- Member of the Association for Computing Machinery (ACM).
- Member of the Australian Computer Society (ACS).
- Member of the Informing Science Institute (ISI).

ABET Accreditation Information Systems Program Evaluator Visits

- ABET Accreditation Program Evaluator - Alabama, 10/23-25/2025, USA.
- ABET Accreditation Program Evaluator - Pennsylvania, 10/17-19/2021, USA.
- ABET Accreditation Program Evaluator - Tennessee 02/07-09/2021, USA.
- ABET Accreditation Program Evaluator - Boston 09/22-24/2019, USA.

Theses Examination

- PhD Thesis – Title: *The Impact of Social Capital and Collaboration Quality of E-Government Systems on Knowledge Sharing Behavior in Saudi Arabia*. Curtin University, Australia, December 2021.

Reviewing

Journals

- Journal of Strategic Information Systems (JSIS).
- European Journal of Information Systems (EJIS)
- Communications of the Association for Information Systems (CAIS)
- International Journal of Human-Computer Interactions (IJHCI)
- Asia Pacific Journal of Information Systems (APJIS)
- Journal of Big Data: Theory and Practice (JBDTP)
- International Journal of Business Information Systems (IJBIS)
- International Journal of Enterprise Systems Integration and Interoperability (IJESII)
- Information and Management (I&M).
- Decision Sciences (DS).
- International Journal of Information System Modeling and Design (IJISMD).

Conferences

- International Conference on Information Systems (ICIS).
- Advisory Committee - 2nd International Business Analytics Conference.
- 51st Annual Northeast Decision Sciences Institute (NEDSI) Conference
- Pacific Asia Conference on Information Systems (PACIS).
- American Conference on Information Systems (AMCIS).
- European Conference on Information Systems (ECIS).
- Australasia Conference on Information Systems (ACIS).
- Middle Eastern Conference on Information Systems (MECIS)
- International Conference on Qualitative Research in IT & IT in Qualitative Research (QualIT).