

CURRICULUM VITAE**1. Personal details**

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2. Higher Education

Period of Study	Name of Institution and Department	Degree	Year of Approval of Degree
1975-1978	Tel-Aviv University, Double Major in Psychology and in Educational Sciences.	B.A.	June 1978
1978-1980	Tel-Aviv University, Psychology. Area: Counseling / Occupational Psychology.	M.A.	June 1982
1985-1990	University of Pennsylvania, Psychology. Area: Cognitive Psychology and Decision Processes	Ph.D.	August 1990

3. Academic Ranks and Tenure in Institutes of Higher Education

Dates	Name of Institution and Department	Rank/Position
1990 – 1991	University of Pennsylvania, USA: Graduate School of Education.	Post-Doc (Research Associate)
1991 - 1995	University of Pennsylvania, USA: Graduate School of Education.	Research Assistant Professor
1995 - 1997	University of Haifa: Dept. of Human Services, and School of Social Work.	Lecturer (proposed)
1997 - 2004	University of Haifa: Dept. of Human Services, and School of Social Work.	Lecturer
2004 – present	University of Haifa: Dept. of Human Services	Senior Lecturer

4. Offices in University Academic Administration

1996 – 2000	Library Coordinator, Faculty of Social Welfare & Health Sciences
1997 - 2005	Member, Computer Committee, Faculty of Social Welfare & Health Sciences
1998 - 2001	Member, University Academic Disciplinary Court
1997 - 2006	Member, Curriculum Committee, Faculty of Social Welfare & Health Sciences

2010 - 2013	Member, University committee for Social action & Community involvement
2013 - 2015	Chair, University committee for Social action & Community involvement
2011 - 2014	Chair, Dept. of Human Services, University of Haifa

5. Scholarly positions and activities outside the University

Project director

Period of Time	Name of Project	Name of Institution
1990-1994	Statistical Reasoning in the Classroom Project	University of Pennsylvania (funded by NSF)
1991-1995	Adult Numeracy Project	National Center on Adult Literacy, University of Pennsylvania
1994	National Videoconference on Numeracy	National Center on Adult Literacy, University of Pennsylvania (With Joyce Harvey-Morgan)

Editorial and Refereeing activities

Period of Time	Role	Scientific Journals and Books
1997 - 2001	Member, Editorial Board	<i>Journal of Statistics Education</i>
1998 - 1999	Guest Editor	Numeracy Section (four chapters), in: D. A. Wagner, R. Venezky, and B. Street (Eds.) (1999). <i>Literacy: An Int'l Handbook</i> . Westview.
2003 - 2007	Editor	<i>Statistics Education Research Journal</i> . Peer-reviewed e-journal of the International Association for Statistical Education / International Statistical Institute. Online: http://iase-web.org
2011 - present	Consulting Editor	<i>Journal of Disability Policy Studies</i>
1994 - present	Manuscript Reviewer	<i>American Statistician, Cognition and Instruction, Educational Perspectives, J. for Research in Mathematics Education, J. of Statistics Education, Mathematics Education Research J., Statistics Education Research Journal, Statistical J. of the IAOS, J. of Educational Psychology (APA), Society and Welfare (Israel), Public Understanding of Science, Patient Education and Counseling; Journal of Disability Policy Studies, Health Care Management Review, Health Policy, Int'l Statistical Review, J. of Service Management, GIF foundation.</i>

Other/International scholarly activities

1997 – 1999	Consultant: UNICEF, Monitoring Learning Achievement project.
1998 - 2005	Team Leader: Numeracy Domain, <i>Adult Literacy and Lifeskills (ALL) survey</i> . A joint international project of Statistics Canada, National Center for Educational Statistics (U.S.), and OECD.
2003 - 2005	Consultant, Educational Testing Service: Math Attributes Project, NAEP.
2004	Research Fellow, Bureau of Labor Statistics, Office of Survey Methods Research, DC. (Through the BLS/ASA/NSF Research Fellowship program)
2009 - 2011	Vice-President, International Association for Statistical Education (IASE)
2009 - 2013	Member, Publications Committee, International Statistical Institute (ISI)
1998 - 2013	Senior Research Advisor for Literacy/Numeracy Assessment: International Literacy Institute, University of Pennsylvania, USA.
1995 - present	Advisory Board Member: <i>Int'l Statistical Literacy Project (ISLP)</i> , a project of International Statistical Institute / International Association for Statistics Education.
2011 - 2013	<i>President-Elect</i> , International Association for Statistical Education (IASE)
2013 - 2015	<i>President</i> , International Association for Statistical Education (IASE)
2008 - 2013	Chair, Numeracy Expert group. <i>OECD's Programme for International Assessment of Adult Competencies (PIAAC)</i> .
2012 - 2016	Chair, National Steering Committee for PIAAC in Israel: Appointed by the Public Advisory Council for Statistics, Central Bureau of Statistics, Israel.
2014 - 2016	Co-Chair, Topic Study Group 23, <i>Mathematical Literacy</i> , ICME13 (Hamburg)
2014 - present	Member, Public Advisory Council for Statistics Israel המועצה הציבורית לסטטיסטיקה
2015 -	Member, Expert Group on Skills Use and Skills Mismatch. <i>OECD's Programme for International Assessment of Adult Competencies (PIAAC)</i> .

6. Participation in Scholarly Conferences (selected list)**a. Active Participation**

DATE	CONFERENCE	PLACE	TITLE	Role
March 1990	Eastern Psychological Association	Philadelphia, PA, USA	Probability matching is alive and well. (Gal, I., & Baron, J.)	Speaker
April 1990	American Educational Research Association	Boston, MA, USA	Statistical concepts and statistical reasoning: Convergence or divergence? (Gal, I., Rothschild, K., & Wagner, D.)	Speaker
Nov 1991	8th Work Now and in the Future Conference	Portland, OR, USA	Education vs. training: implications for educators who mean business. (Gal, I.)	Speaker
Aug 1992	American Psychological Association	Washington D.C., USA	Misconceptions in children's statistical lexicons (Gal, I., Moore,	Speaker

	Association		S., Mahoney, P.)	
Feb 1993	Pennsylvania Association of Adult & Cont. Education	Harrisburg, PA, USA	The role of numeracy in adult literacy education. (Gal, I.)	Speaker
March 1993	UNESCO International Seminar on Adult Numeracy	Paris, France	Research and development challenges in adult numeracy. (Gal, I.)	Speaker
April 1993	National Council of Teachers of Mathematics	Seattle, OR, USA	"Why do you teach this stuff?" On adult numeracy, school math and workplace needs. (Gal, I.)	Speaker
Aug 1993	American Statistical Association	San Francisco, CA, USA	Feeling certain about uncertain things: Role of beliefs & attitudes in learning statistics. (Gal, I., & Ginsburg, L.)	Speaker
Feb 1994	North American Conference on Adult and Literacy, Int'l Reading Association	Washington D.C., USA	Enhancing numeracy skills in literacy programs: challenges and new directions. (Gal, I.)	Speaker
March 1994	National conference on adult mathematical literacy	Arlington, VA, USA	Mismatch between supply and demand in mathematics education for adults: Policy and planning implications. (Gal, I.)	Speaker
April 1994	American Educational Research Association	New Orleans, LA, USA	How should research and practice interact? Challenges facing the field of adult literacy. (Gal, I.)	Speaker
May 1994	7 th Computers in Adult Literacy conference	Philadelphia, PA, USA	Math anxiety: can technology help? (Gal, I.)	Speaker
June 1994	International Literacy and Education Program, University of Pennsylvania	U. of Pennsylvania, Philadelphia, PA, USA	A framework for assessing numeracy skills of adults in developing countries. (Gal, I.)	Speaker
Sept 1994	Personal Economic Summit, American Institute of Financial Planners	Washington D.C., USA	Addressing financial illiteracy: a focus on underlying skill gaps in literacy and numeracy. (Gal, I.)	Speaker

Oct 1994	Literacy Policy Forum, Library of Congress	Washington D.C., USA	An integrative approach to development of numeracy skills: policy and research implications. (Gal, I.)	Speaker
April 1995	1995 annual meeting of the National Council of Teachers of Mathematics	Boston, MA, USA	Real-world numeracy goes beyond the math you teach: aiming for the right skills. (Gal, I.)	Speaker
Oct 1995	17th meeting, Int'l Group for Psychology of Mathematics Education (North America)	Ohio State Univ., Columbus, Ohio	Linking informal knowledge and formal skills: The case of percents. (Ginsburg, L., & Gal, I.)	Speaker
Dec 1995	Mid-Term Conference, International Sociological Association	Hebrew University, Jerusalem, Israel	Mismatches in adult education curricula in the U.S.: A critical analysis. (Gal, I.)	Speaker
July 1996	8th International Congress on Mathematics Education	Seville, Spain	Statistical Literacy: The Promise and the Challenge. (Gal, I.)	Speaker
July 1998	International Federation of Social Workers	Jerusalem, Israel	Issues in teaching about empowerment (Gal, I., Ben-Oz, M)	Speaker
Feb 1999	UNESCO Expert workshop on assessing Basic Learning Competencies	U. of Pennsylvania, Philadelphia, USA	Definitions of Basic Learning Competencies (Gal, I.)	Speaker
July 1999	International Group for Psychology of Mathematics Education	Haifa, Israel	A numeracy assessment framework for the International Adult Lifeskills Survey (Gal, I.)	Speaker
Sept 2003	15 th meeting, Israeli Gerontological Association	Tel-Aviv, Israel	Prevention and legal planning in old age (Doron, I., & Gal, I.)	Speaker
Sept 2003	16 th meeting of the Israeli Social Workers Association	Tel-Aviv, Israel	Empowerment of the frail elderly: comparison between those receiving homecare and attending day centers (Prisant, B., & Gal, I.)	Speaker
Sept 2003	16 th meeting of the Israeli Social Workers	Tel-Aviv, Israel	Links between self-empowerment and intervention techniques of social workers (Goetlibb, H., & Gal, I.)	Speaker

	Association			
March 2005	2 nd Health Policy Conference	Tel-Aviv, Israel	Complaint patterns on health services in Israel: A national survey (Gal, I., & Doron, I.)	Speaker
April 2005	International Statistical Institute, 55 th meeting	Sydney, Australia	Non-specialist users and their information needs: An exploratory study at the U.S. Bureau of Labor Statistics (Gal, I., & Bosley, J.)	Speaker
July 2006	7 th International Congress on Teaching Statistics (ICOTS7)	Salvador, Brazil	Writing about research. (Gal, I.)	Speaker
July 2006	7 th International Congress on Teaching Statistics (ICOTS7)	Salvador, Brazil	How statistically literate are adults? Results from international comparative studies. (Gal, I.)	Speaker
Nov 2006	OECD-Canada Expert Technical Workshop on Numeracy	Ottawa, Canada	Advancing the measurement and analysis of numeracy in PIAAC: an overview.	Speaker
Dec 2006	Joint meeting of OECD Education Committee	OECD, Paris	Direct assessment of numeracy in PIAAC: Rationale and options. (Gal, I.)	Speaker
Aug 2007	IASE Satellite on Assessment in Statistics Education	Guimaraes, Portugal	Critical areas for assessing skill transfer: Statistics education and PIAAC. (Gal, I.)	Speaker
Aug 2007	5 th Forum on Statistical Reasoning, Thinking, and Literacy (SRTL5)	University of Warwick, UK	Informal inferential reasoning in statistics education: Some assessment and research issues. (Gal, I.)	Speaker
Sept 2008	Frontiers in Service	University of Maryland, USA	The willingness to report service complaints. (Luria, G., Yagil, D., & Gal, I.)	Speaker
June 2009	QUIS11 Service Research Conference	Wolfsburg, Germany	Tradeoffs between productivity and service quality: The moderating role of frontline workers' empowerment, burnout, and service climate. (Luria, G., Yagil, D., & Gal, I.)	Speaker
July 2010	International Congress on Teaching Statistics	Ljubljana, Slovenia	Some arguments for integration of qualitative methods into business statistics courses. (Ograjenšek, I. and Gal, I.)	Speaker

July 2010	International Congress on Teaching Statistics	Ljubljana, Slovenia	The future of assessment in statistics education. (Gal, I., Chance, B., and panellists)	Speaker
Aug 2010	Academy of Management	Montreal, Canada	On Being Difficult: The customer's perspective. (Yagil, D. and Gal, I.)	Speaker
Aug 2010	Academy of Management	Montreal, Canada	Organizational climate for reporting service complaints. (Luria, G., Yagil, D. and Gal, I.)	Speaker

b. Organization of Conferences and Symposia

Date	Name of Conference	Place of Conference	Comments	Role
March 1994	"National conference on Adult Mathematical Literacy."	Arlington, VA.	Sponsored by U.S. Dept. of Education	Co-organizer & co-chair, with Mary Jane Schmitt, Mass. Dept. of Educ.
April 1994	American Educational Research Association	New Orleans, LA.	Symposium: "How should research and practice interact? Challenges facing the field of adult literacy".	Organizer and chair
Oct 1994	Policy Forum, Library of Congress	Washington, DC.	Topic: "Do American Workers Count? Numeracy for the workplace."	Co-organizer & Chair, with Joyce Harvey-Morgan, NCAL
July 2002	6th International Conference on Teaching Statistics	Cape Town, South Africa.	Convenor of Topic 4 on "Statistics Literacy", Included 4 sessions with over 12 papers	Topic convenor, with Brian Phillips, NZ
Aug 2010	8th International Conference on Teaching Statistics.	Ljubljana, Slovenia.	Convenor for Topic 1: "Assessment in statistics education". Included 6 sessions with over 20 papers	Topic convenor, with Beth Chance, USA
Aug 2013	59 th World Statistics Congress	Hong-Kong	Organizer of Invited Paper Session IPS40: "Megaclases in statistics education"	Session organizer, with Irena Ograjensek, Slovenia
Aug 2014	9th International Conference on Teaching	Flagstaff, Arizona, USA.	Convenor for Topic 1: "Sustaining strengths	Topic convenor, with Jessica

	Statistics.		and building capacity in statistics education". Includes 6 sessions, 20 papers in total.	Utts, USA, and James Baglin, NZ
Aug 2014	9th International Conference on Teaching Statistics.	Flagstaff, Arizona, USA.	Organizer of Session 7D: "Developing statistical literacy: Case studies and lessons learned"	Session Organizer

7. Invited Lectures

Date	Place of Lecture	Name of Forum	Presentation
July 1998	University of Utrecht, Netherlands	Keynote speaker. 4th annual meeting, Adults Learning Mathematics Research Forum.	Empowerment and adult numeracy education: Research challenges. (Gal, I.)
Dec 1999	Jerusalem, Israel	Center for Rationality and Interactive Decision Theory: The Hebrew University.	Statistical literacy for all: Thinking people's challenge for the next millennium. (Gal, I.)
Feb 2002	Geneva, Switzerland	OECD Symposium on Definition and Selection of Key Competencies.	Panel on "Key competencies: moving towards assessment". (Gal, I.)
May 2002	Tel-Aviv, Israel	School of Education, Tel-Aviv University.	Statistical literacy as a basic civic and academic competency: research and assessment challenges. (Gal, I.)
June 2002	Jerusalem, Israel	National Institute for Testing and Evaluation (NITE)	Statistical literacy as a basic competency: assessment and evaluation issues. (Gal, I.)
July 2002	Cape Town, South Africa	6th International Conference on Teaching Statistics	Keynote speaker: Preparing for diversity in statistics literacy: Institutional and educational implications. (Murray, S., & Gal, I.)
Aug 2003	Berlin, Germany	International Statistical Institute 54 th Biennial meeting	Functional demands of statistical literacy: Ability to read press releases from statistical agencies. (Gal, I.)
Oct 2003	Washington, D.C., USA	Bureau of Labor Statistics	Statistical literacy and its development in a diverse society: Implications for statistics agencies (Gal, I.)

Aug 2004	Washington, D.C., USA	Bureau of Labor Statistics	Skills of non-specialist users of BLS data: How adults understand statistical tables and graphs (Gal, I.)
March 2007	Tel-Aviv, Israel	National Authority for Measurement and Evaluation in Education (RAMA), Israel	Adult numeracy assessment and implications for national testing programs. (Gal, I.)
Aug 2007	Lisbon, Portugal	International Statistical Institute, 56 th meeting	Educational products of official statistics agencies: In search of vision, standards, and impact. (Gal, I., & Ben-Zvi, D.)
Feb 2008	Shlomi, Israel	National Training Institute for Mathematics and Science Educators	Developing mathematical literacy: implications of findings about adult numeracy for school education. (Gal, I.)
April 2008	Minneapolis, Minnesota, USA	University of Minnesota, College of Human Development	Tackling cognitive, methodological, and political challenges in assessing quantitative literacy. (Gal, I.)
Sept 2009	Potchefstroom, South Africa	North-West University,	Designing assessment of mathematical and statistical skills. North-West University, Potchefstroom, South Africa. (Gal, I.)
Sept 2009	Johannesburg, South Africa	University of Witwatersrand	Developing research skills: Overcoming hidden barriers in students' work on statistical projects. (Gal, I.)
Sept 2009	Pretoria, South Africa	University of South Africa	Towards a unified model of adult numeracy, statistical literacy, and probability literacy: Research and instruction links. (Gal, I.)
Sept 2009	University of Pretoria, South Africa	University of Pretoria	The South Africa Mathematics Literacy curriculum: Reflections with an international perspective. (Gal, I.)
May 2009	Barcelona, Spain	OECD Programme for Int'l Assessment of Adult Competencies, Meeting of National Project Managers	Numeracy in PIAAC: Conceptual framework and scale development update. (Gal, I.)
July 2010	Ljubljana, Slovenia	8 th International Congress on Teaching Statistics	First steps in publishing statistics education research – an extended workshop (Gal, I.)

March 2012	Tokyo, Japan	Japanese Statistical Society (JSS) Annual meeting	Adult numeracy and statistical literacy: conceptual, assessment, and educational challenges (Gal, I.) (<i>invited for presidential session</i>)
March 2012	Tokyo, Japan	Center for Research on Educational Testing (CRET)	Needed adult numeracy and critical statistical skills: A view from international skills frameworks (Gal, I.)
July 2012	Seoul, Korea	Int'l Congress on Math. Education (ICME12)	Plenary speaker, Topic Study Group 11: Developing probability literacy: Needs and pressures stemming from frameworks of adult competencies and mathematics curricula. (I. Gal)
July 2013	Hong Kong	59 th World Statistics Congress	Megaclasses in statistics education: establishing a research framework in a complex domain (Ograjenšek, I. & Gal, I.), in IPS040.
July 2013	Kiel, Germany	Psychology in Mathematics Education (PME37)	Keynote speaker: Mathematical skills beyond the school years: A view from adult skills surveys and adult learning (I. Gal)
March 2014	Athens, Greece	Launch event for the OECD Survey of Adult Skills (PIAAC) in Greece	Keynote speaker: Adult Numeracy: What it means, why it matters? (invited by the General Secretariat for Lifelong Learning, Ministry of Education, Greece)
July 2015	Rio de Janeiro	60 th World Statistics Congress	Do citizens have the skills needed to understand the statistical information we produce? Findings from international surveys and their implications (I. Gal)

8. Colloquium Talks

Date	Place of Lecture	Name of Forum	Presentation
March 2012	Tokyo, Japan	School of Business, Rikkyo University	Adult numeracy and statistical literacy: conceptual, assessment, and educational challenges.
May 2012	Stellenbosch University, South Africa	Department of Curriculum Studies	The road to statistical (and mathematical) literacy: Instructional and assessment challenges in developing human capital
Aug 2012	University of Pretoria, South Africa	Department of Curriculum Studies	The road to statistical (and mathematical) literacy: Instructional and assessment challenges in developing human capital
Sept 2012	U. of QuaZulu-Natal, Durban, South Africa	School of statistics and actuarial science	The development of statistical literacy: Issues and challenges on the road to developing mathematical and scientific literacy

9. Scholarships, Awards and Prizes

1998 Teaching excellence award, Department of Human Services.

1999 Teaching excellence award, Department of Human Services.

2001 Teaching excellence award, Faculty of Welfare and Health Sciences.

2004 Teaching excellence award, School of Social Work & Dept. of Human services

2014 Teaching excellence award, Faculty of Welfare and Health Sciences.

10. Teaching - Courses Taught in Recent Years

Number of Students	Level	Type of course	Name of course	Year
9	MA		Usability, Accessibility, & Service in a Technology-based world	2009 - 2011
33	BA, MA		Managing and Improving Service Processes	2009 - present
116	BA		Introduction to Human Services	1999 - present
16	BA, MA		Empowerment of workers and clients: Research Seminar	1997 - present
25	BA		Client Complaints: Research Seminar	2003 - present
180	BA		Research Methods	1995 - 2008
150	BA		Introduction to psychology	1995 - 1999
35	BA		Personnel Selection & Interviewing	1995 - 1998
18	BA		Interpersonal Relations workshop	1996 - 1997
40	BA	<i>Faculty of Education</i>	Educational follies and School Improvement	1996-1997
30	MA	<i>School of Social Work</i>	Empowerment and change	1995-2004
30	MA	<i>School of Social Work</i>	Statistics	1997-99
45	BA	<i>University of Pennsylvania</i>	Industrial psychology	1990-1995
35	BA	<i>University of Pennsylvani</i>	Thinking and decision making	1990

11. Miscellaneous

1982-1985 Senior Research Officer, Personnel Selection Branch, Department of Behavioral Sciences, Israeli Defense Forces. (Tel-Hashomer, Tel-Aviv).

1980-1982 Manager, Unit for selection of candidates for pilot training, Aviation Medicine Center, Israeli Air Force. (Tel-Hashomer, Tel-Aviv).

PUBLICATIONS

A. Ph.D. DISSERTATION

Understanding Repeated Choices Under Uncertainty. English. 180 pages. August 1990.
Advisor: Prof. Jonathan Baron, Department of Psychology, Univ. of Pennsylvania.
Published as a paper in a refereed journal: Gal, I., & Baron, J. (1996).
Understanding repeated simple choices. *Thinking and Reasoning*, 2(1), 1-18.

B. Scientific Books (Refereed)

(Note: names appear in order of contribution, not alphabetical)

Edited Books

Gal, I. (Ed.) (2000). *Adult Numeracy development: Theory, Research, Practice*. Cresskill, NJ: Hampton Press. (361 pages, 16 chapters, of which three authored by Iddo Gal)

Gal, I., & Garfield, J. B. (Eds.) (1997). *The Assessment Challenge in Statistics Education*. Amsterdam: IOS Press, in association with International Statistical Institute. (284 pages, 19 chapters, of which two authored by Iddo Gal)

C. Monographs

Gal, I. (2012). *Mathematical literacy: A literature review*. Invited by the Israeli Academy of Science Initiative for Applied Research in Education. (69 pages)
<http://education.academy.ac.il/Uploads/BackgroundMaterials/Hebrew/review%20mathematic%20literacy%20Iddo%20Gal.pdf>

D. Articles in Refereed Journals

PUBLISHED (Names appear in order of contribution, not alphabetical)

1. Wagner, D. A., Spratt, J. E., **Gal, I.**, & Paris, S. (1989). Reading and believing: Beliefs, attributions, and reading achievement among Moroccan school children. *Journal of Educational Psychology*, 81(1), 283-293. (IF = 2.91)
2. **Gal, I.**, & Ginsburg, L. (1994). The role of beliefs and attitudes in learning statistics: Towards an assessment framework. *Journal of Statistics Education*, 2(2). [Electronic refereed journal of the American Statistical Association:
<http://www.amstat.org/publications/jse/v2n2/gal.html>, 17 pages)
3. **Gal, I.** (1995). Statistical tools and statistical literacy: The case of the average. *Teaching Statistics*, 17(3), 97-99.
4. **Gal, I.**, & Baron, J. (1996). Understanding repeated simple choices. *Thinking and Reasoning*, 2(1), 81-98. (IF = 1.65)
5. Garfield, J. B. & **Gal, I.** (1999). Assessment and statistics education: Current challenges and directions. *International Statistical Review*, 67(1), 1-12. (IF = 1.19)
6. **Gal, I.** (2002). Systemic needs in adult numeracy education. *Adult Basic Education*, 12(1), 20-33.
7. **Gal, I.** (2002). Developing statistical literacy: Towards implementing change. *International Statistical Review*, 70(1), 46-51. (IF = 1.19)
8. **Gal, I.** (2002). Adults' Statistical literacy: Meanings, components, responsibilities. *International Statistical Review*, 70(1), 1-25. (IF = 1.19)

9. Yagil, D., & Gal, I. (2002). The role of organizational service climate in generating control and empowerment among workers and customers. *Journal of Retailing and Consumer Services*, 9, 215-226. (SNIP index = 1.36)
10. Gal, I. (2002). Dispositional aspects of coping with interpretive numeracy tasks. *Literacy and Numeracy Studies*, 11(2), 47-61.
11. Gal, I. (2003). Teaching for statistical literacy and services of statistics agencies. *The American Statistician*, 57(2), 80-84. (IF = 0.97)
12. Gal, I. (2003). Expanding conceptions of statistical literacy: An analysis of products from statistics agencies. *Statistics Education Research Journal*. 2(1), 3-22. (Electronic refereed journal: www.stat.auckland.ac.nz/serj)
13. Gal, I., & Prisant, B. (2003). Empowerment processes and the frail elderly: Home-care services versus day care centers, *Society and Welfare*, 23(1), 101-125. [in Hebrew]
14. Doron, I., & Gal, I. (2003). Prevention and legal planning in old age: Findings from a preliminary study. *Hamishpat*, 16, 36-45. [in Hebrew]
15. Doron, I., & Gal, I. (2003). Israel's 1996 Patient Rights Act and the elderly: Issues in implementation and research. *Gerontology*, 30(3), 9-21. [In Hebrew]
16. Gal, I., & Prigat, A. (2005). Why organizations continue to create patient information leaflets with readability and usability problems: An exploratory study. *Health Education Research*, 20(4), 485-493. (IF = 1.94)
17. Doron, I., & Gal, I. (2006). Prevention and legal planning in old age: Findings from an Israeli exploratory research. *Journal of Cross-Cultural Gerontology*, 21(1-2), 41-53.
18. Gal, I., & Doron, I. (2007). Informal complaints on health services: hidden patterns, hidden potentials. *International Journal for Quality in Health Care*, 19(3), 158-163. (IF = 1.793)
19. Gal, I. & Doron, I. (2007). Patterns of client complaints in Israel's health-care system. *Harefua*, 146(6), 489-496. (in Hebrew).
20. Shapira, N., Barak, A., & Gal, I. (2007). Promoting older adults' well-being through internet training and use. *Aging and Mental Health*, 11(5), 477-484. (IF = 1.78)
21. Yagil, D., Luria, G. & Gal, I. (2008). Stressors and resources in customer service roles: Exploring the relationship between core self-evaluations and burnout. *Journal of Service Management*, 19(5), 175-195. (IF = 1.29)
22. Shapira, N., Gal, I., & Barak, A. (2008). Elderly and Internet group training: from theory to practice. *Gerontology*, 2, 127-140 (in Hebrew).
23. Gal, I. (2009). South Africa's Mathematical Literacy and Mathematics curricula: Is probability literacy given a fair chance? *African Journal of Research in Mathematics, Science, and Technology Education*, 13(1), 50-61.
24. Luria, G., Gal, I. & Yagil, D. (2009). Employees' willingness to report service complaints. *Journal of Service Research*, 12(2), 156-174. (IF = 2.14)
25. Shavit, M., Yusov, P., Gal, I., Doron, I. (2009). Immigration and health services: Immigrant complaint patterns regarding the primary health care system in Israel. *Journal of Immigrants and Refugee Studies*, 7(4), 419-437.
26. Gal, I., & Ograjenšek, I. (2010). Qualitative research in the service of understanding learners and users of statistics. *International Statistical review*, 78(2), 287-296. (IF = 1.19)

27. **Gal, I.**, Weisberg-Yosub, P., Shavit, M., Doron, I (2010). Complaints on health services: A survey of persons with disabilities. *Journal of Disability Policy Studies*, 21(3), 181–188. (IF = 1.095)
28. Doron, I, **Gal, I.**, Shavit, M., & Weisberg-Yosub, P. (2011). Unheard voices: complaint patterns of older persons in the health care system. *European Journal of Aging*, 8, 63–71. (IF = 1.26)
29. **Gal, I.** & Murray, S. (2011). Users' statistical literacy and information needs: Institutional and educational implications. *Statistical Journal of the IAOS*, 27(3-4),185-195.
30. **Gal, I.** (2011). Does CensusAtSchool develop statistical literacy? *Statistical Journal of the IAOS*, 27(3-4), 229-230.
31. North, D. **Gal, I.** & Zewotir, T. (2014). Building capacity for developing statistical literacy in a developing country: Lessons learned from an intervention. *Statistics Education Research Journal*. 13(2), 15-27.
Online: http://iase-web.org/documents/SERJ/SERJ13%282%29_North.pdf
32. Luria, G., **Gal, I.**, & Yagil (2014). Quality and Productivity: Role conflict in the service context. *The Service Industries Journal*, 34(12), 955-973.
DOI: 10.1080/02642069.2014.915948. (IF = 1.02)
33. Luria, G., **Gal, I.**, & Yagil (Accepted). Spending more time with the customer: Service-providers' behavioral discretion and call-center operations. *Service Business*. (Forthcoming 2015). (IF = 0.57)
34. Luria, G., Levanon, A., Yagil, D. & **Gal, I.** (Accepted). Status, national culture and customers' propensity to complain. *Social Indicators*. (Forthcoming 2015) (IF = 1.45)
35. Tout, D. & **Gal, I.** (Accepted). Perspectives on numeracy: Reflections from international assessments. *ZDM–The International Journal of Mathematics Education*. (Forthcoming 2015).
36. Ograjensek, I. & **Gal, I.*** (Accepted). Enhancing statistics education by including qualitative research. *International Statistical Review*. (IF = 1.19)(*Equal Contribution)
37. Zoabi, K. & **Gal, I.** (Accepted). Perceptions of empowering techniques: A comparative study among social workers. *Mifgash–Journal of Social-Educational Work* (in Hebrew).

E. Articles or Chapters in Scientific Books (which are not Conference Proceedings)

1. **Gal, I.**, Ginsburg, L., & Schau, C. (1997). Monitoring attitudes and beliefs in statistics education. In I. Gal & J. B. Garfield (Eds.), *The assessment challenge in statistics education* (pp. 37-51). Amsterdam: IOS Press.
2. **Gal, I.**, & Garfield, J. (1997). Curricular Goals and Assessment Challenges in statistics education. In I. Gal & J. B. Garfield (Eds.), *The assessment challenge in statistics education* (pp. 1-13). Amsterdam: IOS Press.
3. **Gal, I.** (1997). Numeracy: imperatives of a forgotten goal. In L. A. Steen (Ed.), *Why numbers count: quantitative literacy for tomorrow's America* (pp. 36-44). New York: The College Board.

4. **Gal, I.** (1998). Assessing statistical knowledge as it relates to students' interpretation of data. In S. Lajoie (Ed.), *Reflections on statistics: Learning, teaching, and assessment in grades K-12* (pp. 275-295). Mahwah, NJ: Lawrence Erlbaum.
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