

Karen Xie

1 University Place, Stamford, CT 06901

web: business.uconn.edu/person/karen-xie | [LinkedIn](#) | [google.scholar](#) | citations: 4,829

email: karen.xie@uconn.edu

Last updated: May 3, 2024

Academic Positions

| | |
|------------|---|
| 2023-pres. | University of Connecticut, School of Business Associate Professor, Operations and Information Management |
| 2019-2020 | University of Arizona, Eller College of Management Visiting Faculty, Management Information Systems |
| 2022-2023 | University of Denver, Daniels College of Business Endowed Betty and Fritz Knoebel Fellow |
| 2019-2023 | Associate Professor (with tenure), Service Analytics |
| 2015-2023 | Founding Faculty, Revenue Management & Analytics Concentration |
| 2013-2019 | Assistant Professor, Service Analytics |

Areas of Work

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| <i>Topics</i> | Algorithms and AI, Platform Economics, Market Design |
| <i>Methods</i> | Econometrics, Causal Inference, Machine Learning and Analytics |

Education

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|-----------|---|
| 2010-2013 | Ph.D. Business Administration, Temple University |
| 2008-2010 | M.Phil. Hospitality Management, Hong Kong Polytechnic University |
| 2004-2008 | B. Management (with highest distinction), Fudan University, China |

Industry Experience

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| 2024 | Bastion Health (sales funnel analysis) |
| 2023 | LEGO (productivity improvement) |
| 2020-pres. | HomeLab Technologies (vacation rental investment) |
| 2016 | Denver City Council (short-term rental legislations). Smith Travel Research (pipeline analysis). Callan (asset analysis) |
| 2015 | Sage Hospitality (time series analytics). Aparium (feasibility research) |
| 2014 | USAA (life-changing events prediction). Restaurant Solutions (compliance analytics) |
| 2013 | Mars Inc. (marketing channel optimization). Holiday Inn Express (sales analytics). Stonebridge Companies (marketing and sales analytics) |
| 2008 | UBS (Greater China market analysis). Accenture (IT management consulting). COSCO (IT re-engineering) |
| 2007 | Unilever (ads analysis) |

Recent Publications

- 1 “Quality differentiation and matching in peer-to-peer markets: Evidence from Airbnb Plus” (with Hongchang Wang, Benjamin Williams, & Wei Chen) *Management Science*

- 2 “Regulating professional players in peer-to-peer markets: Evidence from Airbnb” (with Wei Chen & Zaiyan Wei) *Management Science* (2022), 69(5), 2547-3155
 - Winner, Marketing Science Institute (MSI) Research Grant Competition 2019
- 3 “The battle for homes: How does home sharing disrupt local residential markets?” (with Wei Chen & Zaiyan Wei) *Management Science* (2022), 68(12), 8515-9218
 - Featured Article of *Management Science* December 2022 Issue
 - Best Paper Award Runner-up, CSWIM 2018
- 4 “How incumbents beat disruption? Evidence from hotel responses to home sharing” (with Jianwei Liu, Wei Chen, Yong Liu, & Yunlong Sun) *Production and Operations Management* (2023), 32(9), 2758-2774
 - Winner, Marketing Science Institute (MSI) Research Grant Competition 2019
 - Awardee, NET Institute Grant 2019
- 5 “Managers’ responses to online reviews for improving firm performance: A text analytics approach” (with TJ Deng & Youngjin Lee) *Communications of the Association for Information Systems* (2021), 49, 699-728.
- 6 “Social media and brand purchase: Quantifying the effects of exposures to earned and owned social media activities in a two-stage decision making model” (with Youngjin Lee) *Journal of Management Information Systems* (2015), 32(2), 204-238
 - Awardee, Wharton Customer Analytics Initiative Data Grant 2012

Working Papers

- 1 “Engaging physicians with introductory incentives: The role of online and offline references” (with Xiaofei Zhang, Wei Chen, Bin Gu & Xitong Guo) Under 4th round review at *MIS Quarterly*
- 2 “Recreational cannabis legalization and illicit drugs: Drug Usage, Mortality, and Darknet Transactions” (with Louis Liu & Wei Chen) Under revision for 3rd round review at *Production and Operations Management*
- 3 “Follow my lead? Impacts of multi-dimensional expert reviews on subsequent consumer ratings” (with Demei Kong & Jun Yang) Under 2nd round review at *Production and Operations Management*
- 4 “Enhancing customer experiences through home sharing: Evidence from attraction review analytics” (with Jianwei Liu, Wei Chen & Yong Liu) Under revision for 2nd round review at *Production and Operations Management*
- 5 “Beyond funding: How token liquidity shapes application development in crypto ventures” (with Wei Chen & Weifeng Li) Under revision for 2nd round review at *Journal of Operations Management*
 - Best Paper Award, ICIS 2020 Blockchain, DLT, and FinTech Track

- 6 “The dark side of student debt forbearance: Impact on consumer financial decision-making and well-being” (with Wei Chen, Anastasiya Ghosh & Bikram Ghosh)
- 7 “Should digital platforms share data with governments? Evidence from Airbnb” (with Hongchang Wang, Wei Chen & Zaiyan Wei)
 - Best Paper Award Runner-up, INFORMS CIST 2022
- 8 “Dance with the algorithm? Impact of algorithmic buyers on housing affordability” (with Wei Chen, Cheng Nie & Xinxin Li)
- 9 “Impacts of home sharing regulation on real estate investment: Evidence from Airbnb and Zillow” (with Sung Joo Kim, Wei Chen & Zaiyan Wei)
- 10 “The economics of AI foundation models: Transparency, competition, and governance” (with Fasheng Xu, Xiaoyu Wang & Wei Chen)
- 11 “Unleashing the revenue growth: Should managerial responses to online word-of-mouth be prescriptive? (with Youngjin Lee, Ali Besharat, Tianjie Deng & Yong Tan)
- 12 “IP disclosure” (with Xuan Wei, Jiayu Yao & Mingyue Zhang)
- 13 “AI and mental health” (with Seokjun Youn, Chenxi Guo & Wei Chen)
- 14 “AI humanizing Airbnb” (with Yinan Yu, Benjamin Williams & Wei Chen)
- 15 “AI recommendations in sales assortment” (with Jianwei Liu, Wei Chen & Fasheng Xu)
- 16 “AI editor” (with Xiaofei Zhang, Wei Chen, Fasheng Xu & Kai Li)
- 17 “Impact of Gen AI on workforces” (with Fasheng Xu, Jing Hou & Wei Chen)

Policy and Practitioner Papers

- 1 “Short-term rentals in Denver, CO” (with David Corsun & Cheri Young) Denver City Council (2016). Denver, Colorado
- 2 “Marketing on the move: Understanding the impact of mobile on consumer behavior” Marketing Science Institute (2012). Boston, MA

Other Publications

- 1 “Switching decision, timing, and app performance: An empirical analysis of mobile app developers' switching behavior between monetization strategies” (with Youngjin Lee, Hossein Ghasemkhani, & Yong Tan) *Journal of Business Research* (2021), 127, 332-345.
- 2 “The copycat effect: Do hotel-like features drive Airbnb performance?” (with Cheri Young) *Journal of Hospitality & Tourism Research* (2021)
- 3 “Let photos speak: The effect of user-generated visual content on hotel review helpfulness” (with Chunhong Li, Linchi Kwok, Jianwei Liu, & Qiang Ye) *Journal of Hospitality & Tourism Research* (2021)

- 4 "Do professional hosts matter? Evidence from multi-listing and full-time hosts in Airbnb" (with Cindy Heo & Eddie Mao) *Journal of Hospitality & Tourism Management* (2021), 47, 413-421
- 5 "Effect of commercial neighbors on the online popularity of peer-to-peer accommodation-sharing properties" (with Jianwei Liu, Jinah Park, Haiyan Song, & Wei Chen) *Journal of Hospitality & Tourism Research* (2020), 44(5), 780-805
- 6 "Are neighbors friends or foes? Assessing Airbnb listings' agglomeration effect in New York City" (with Linchi Kwok & Cindy Heo) *Cornell Hospitality Quarterly* (2020), 61(2), 128-141.
- 7 "Impact of accommodation sharing on tourist attractions" (with Haiyan Song, Jinah Park, & Wei Chen) *Annals of Tourism Research* (2020), 80(C), 102820
- 8 "The effects of consumer experience and disconfirmation on the timing of online review: Field evidence from the restaurant business" (with Hengyun Li & Zili Zhang) *International Journal of Hospitality Management* (2020), 84, 102344
- 9 "To share or to access? Travelers' choice on the types of accommodation-sharing services" (with Linchi Kwok, ChihChien Chen, & Jiang Wu) *Journal of Hospitality and Tourism Management* (2020), 42, 77-87.
- 10 "Hotels at fingertips: Informational cues in consumer conversion from search, click-through, to book" (with Youngjin Lee) *Journal of Hospitality and Tourism Technology* (2019), 11(1), 49-67.
- Best Presentation Award, iHITA 2015
- 11 "Are consumers loyal to home-sharing services? Impacts of host attributes and frequency of past stays" (with Linchi Kwok & Jiang Wu) *International Journal of Contemporary Hospitality Management* (2019), 31(3), 1066-1085.
- 12 "Locational strategy of professional hosts: Effect on perceived quality and revenue performance of Airbnb listings" (with Zhenxin Mao) *Journal of Hospitality & Tourism Research* (2019), 43(6), 919-929.
- 13 "Peer-to-peer accommodation services in the sharing economy: Effects of psychological distances on guest loyalty" (with Kevin So & Jiang Wu) *International Journal of Contemporary Hospitality Management* (2019), 31(8), 3212-3230.
- 14 "Effects of host incentives on multiple listings in accommodation sharing" (with Yong Chen) *International Journal of Contemporary Hospitality Management* (2019), 31(4), 1995-2013.
- 15 "Learning from peers: The effect of sales history disclosure on peer-to-peer short-term rental purchases" (with Zhenxin Mao & Jiang Wu). *International Journal of Hospitality Management* (2019), 76(January), 173-183.
- 16 "Why restaurants fail? Part V: Role of economic factors, risk, density, location, cuisine, health code violations and GIS factors" (with H.G. Parsa, Jeff Kreeger, Jean-Pierre van der Rest, & Jackson Lamb) *International Journal of Hospitality & Tourism Administration* (2019), 22(2), 142-167.

- 17 “Pricing strategies on Airbnb: Are multi-unit hosts revenue pros?” (with Linchi Kwok) *International Journal of Hospitality Management* (2019), 82(September), 252-259.
 - Highly Cited Paper, University of Denver Research and Scholarship Annual Report 2021
- 18 “Buyer-seller similarity: Does it lead to a successful peer-to-peer transaction of room-sharing services?” (with Linchi Kwok) *International Journal of Contemporary Hospitality Management* (2018), 30(9), 2925-2944.
 - Best Paper Award, Global Tourism & Hospitality Conference 2017
 - Best Paper Award, iHITA 2017
- 19 “The effects of reviewer expertise on future reputation, popularity, and financial performance of hotels: Insights from data-analytics” (with Kevin So) *Journal of Hospitality & Tourism Research* (2018), 42(8), 1187-1209.
- 20 “Staying with the ingroup or outgroup? A cross-country examination of international travelers’ home-sharing preferences” (with Yuan Wang, Laurie Wu, & Xiang Li) *International Journal of Hospitality Management* (2018), 77(January), 425-437.
- 21 “Monetizing managerial response on TripAdvisor: Performance implications across hotel classes” (with Linchi Kwok & Wei Wang) *Cornell Hospitality Quarterly* (2017), 58(3), 240-252.
 - W. Bradford Wiley Memorial Research Award 2017
 - Best Paper Award, West Federation CHRIE 2016
- 22 “Chinese travelers’ behavioral intentions toward room-sharing platforms: The influence of motivations, perceived trust, and past experience” (with Jiang Wu & Minne Zeng) *International Journal of Contemporary Hospitality Management* (2017), 29(10), 2688-2707.
- 23 “In sharing economy we trust: The effects of host attributes on short-term rental purchases” (with Jiang Wu & Panhao Ma) *International Journal of Contemporary Hospitality Management* (2017), 29(11), 2962-2976.
 - Best Paper Award, Wuhan International Conference on E-Business 2016
- 24 “Consumer valuation of Airbnb listings: A hedonic pricing approach” (with Yong Chen) *International Journal of Contemporary Hospitality Management* (2017), 29(9), 2405-2424.
- 25 “The effects of Airbnb’s price positioning on hotel performance” (with Linchi Kwok) *International Journal of Hospitality Management* (2017), 67, 174-184.
- 26 “The influence of incidental affect and mood-changing price on online booking intention” (with Chihchien Chen & Shuo Wang) *Journal of Hospitality and Tourism Technology* (2017), 8(3), 357-371.
- 27 “Travelers’ preferences for peer-to-peer (P2P) accommodations and hotels” (with Cheri Young & David Corsun) *International Journal of Culture, Tourism, and Hospitality Research* (2017), 11(4), 465-482.
 - Emerald Literati Award 2018 / IJCTHR Highly Commended Award 2018

- 28 “Joint effects of management responses and online reviews on hotel financial performance: A data-analytics approach” (with Kevin So & Wei Wang) *International Journal of Hospitality Management* (2017), 62(April), 101-110.
- 29 “Social media advertising in a competitive market: Effects of earned and owned exposures on brand purchase” (with Mike Thornhill & Youngjin Lee) *Journal of Hospitality and Tourism Technology* (2017), 8(1), 87-100.
- 30 “The impacts of quality and quantity attributes of Airbnb hosts on listing performance” (with Zhenxin Mao) *International Journal of Contemporary Hospitality Management* (2017), 29(9), 2240-2260.
- 31 “Thematic framework of online review research: A systematic analysis of contemporary literature on seven major hospitality and tourism journals” (with Linchi Kwok & Tori Richards) *International Journal of Contemporary Hospitality Management* (2017), 29(1), 307-354.
- 32 “Factors contributing to online review helpfulness: Do manager responses play a role?” (with Linchi Kwok) *International Journal of Contemporary Hospitality Management* (2016), 28(10), 2156-2177.
 - Best Paper Award Finalist, iHITA 2015
- 33 “Effects of managerial response on consumer eWOM and hotel performance: Evidence from TripAdvisor” (with Ziqiong Zhang, Zili Zhang, Amrik Singh, & Seul Ki Lee) *International Journal of Contemporary Hospitality Management* (2016), 28(9), 2013-2034.
- 34 “Online consumer review factors affecting offline hotel popularity: Evidence from TripAdvisor” (with Chihchien Chen, & Shinyi Wu) *Journal of Travel and Tourism Marketing* (2016), 33(2), 211-223.
 - Tourism & Hospitality Technology Research Award 2013
 - Interdisciplinary Young Scholar Award 2011
- 35 “Understanding active loyalty behavior in hotel reward programs through customers’ switching costs and perceived program value” (with Lina Xiong, Chihchein Chen, & Clark Hu) *Journal of Travel and Tourism Marketing* (2015), 32(3), 308-324.
- 36 “The business value of online consumer reviews and management response to hotel performance” (with Ziqiong Zhang & Zili Zhang) *International Journal of Hospitality Management* (2014), 43(1), 1-12.
- 37 “Hotel loyalty programs: How valuable is valuable enough?” (with Chihchien Chen) *International Journal of Contemporary Hospitality Management* (2014), 26(1), 107-129.
 - Emerald Literati Award 2015 / IJCHM Highly Commended Award 2015
 - Best Paper Award, Caesars Hospitality Research Summit 2011
- 38 “Toward the perspective of cognitive destination image and destination personality: The case of Beijing” (with Jinsoo Lee) *Journal of Travel and Tourism Marketing* (2013), 30(6), 538-556.

- 39 “Progress in loyalty program research: Facts, debates, and future research” (with Chihchien Chen) *Journal of Hospitality Marketing & Management* (2013), 22(5), 463-489.
- 40 “Differentiation of cancellation policies in the U.S. hotel industry” (with Chihchien Chen) *International Journal of Hospitality Management* (2013), 34(1), 66-72.
- 41 “China hotel quality competitiveness assessment: A quality competition index approach” (with Jiannan Zhong & Xueqiong Chen) *Journal of China Tourism Research* (2010), 6(2), 145-163.
- 42 “MICE in Shanghai: Evaluation of perceived features using importance-performance analyses” (with Yingzhi Guo) *Tourism Tribune* (2010), 25(3), 46-54.
- 43 “Assessment of importance-performance analysis model on perceived features of the Shanghai convention and exhibition industry: An empirical application” (with Yingzhi Guo and Yunxia Ye) *Journal of Tourism, Hospitality & Culinary Arts* (2009), 1(3), 79-99.

Honors and Awards (Post Graduation)

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| 2022 | Best Paper Award Runner-up, INFORMS CIST |
| 2022 | Distinguished Scholar Award, Daniels College of Business |
| 2021 | Highly Cited Paper, University of Denver Research and Scholarship Annual Report |
| 2020 | Best Paper Award, ICIS (Blockchain, DLT, and FinTech Track) |
| 2020 | Faculty Teaching Excellence Award Finalist, Daniels College of Business |
| 2020 | Distinguished Scholar Award Finalist, Daniels College of Business |
| 2019-2020 | C. Thomas Howard Innovative Teaching Award Finalist (2 times), Daniels College of Business |
| 2019 | Winner (2 times), Marketing Science Institute (MSI) Research Grant Competition |
| 2014-2022 | Faculty Merit Award (9 times), University of Denver |
| 2019 | Faculty Research ‘Thick Skin’ Award, Daniels College of Business |
| 2019 | Daniels Award for Excellence Finalist |
| 2019 | Best Paper Award, Hospitality Finance and Economics Conference |
| 2016-2019 | Best Paper Award (2 times), West Federation CHRIE |
| 2018 | Best Paper Award, International CHRIE |
| 2016-2018 | Best Paper Award Runner-up (2 times), CSWIM |
| 2018 | Public Impact Fellow, University of Denver |
| 2018 | Scholarship of Discipline Award, Daniels College of Business |
| 2018 | Five Years of Service Award, Daniels College of Business |
| 2018 | Emerald Literati Award; Highly Commended Award, <i>IJCTHR</i> |
| 2017 | W. Bradford Wiley Memorial Research Award, International CHRIE |
| 2014-2017 | Outstanding Scientific Paper Reviewer Award (2 times), International CHRIE |
| 2016-2017 | Scholarship of Discipline Award Finalist (2 times), Daniels College of Business |
| 2017 | Best Paper Award, iHITA |
| 2017 | Best Paper Award, Global Tourism and Hospitality Conference |
| 2015 | Emerald Literati Award/Highly Commended Award, <i>IJCHM</i> |
| 2015 | Best Presentation Award, iHITA |
| 2015 | Best Paper Award Finalist, iHITA |
| 2013 | Tourism and Hospitality Technology Research Award, <i>JHTT</i> |
| 2013 | Beta Gamma Sigma |

Grants and Contracts

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| 2023 | CEPC Research Grant, University of Connecticut |
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| 2023 | AAUP/OVPR Travel Award, University of Connecticut |
| 2020 | Facebook Research Grant |
| 2020 | Zillow Research Grant |
| 2017-2022 | Faculty Research Fund (4 times), University of Denver |
| 2014-2022 | Summer Research Grant (9 times), University of Denver |
| 2019 | NET Institute Grant |
| 2019ab | Marketing Science Institute (MSI) Research Grant (2 times) |
| 2019 | Professional Research Opportunities for Faculty Fund (PROF), University of Denver |
| 2019 | General Program, National Natural Science Foundation of China (NSFC) |
| 2018 | General Research Fund, The Research Grants Council of Hong Kong |
| 2018 | Public Impact Fellowship, University of Denver |
| 2017 | Course Design Institute Grant, University of Denver |
| 2016-2017 | One New Thing Mini-Grant (2 times), University of Denver (Tableau, Python) |
| 2015-2017 | INTZ Grant (3 times), University of Denver (China, Switzerland, South Korea) |
| 2016 | Ethics Instruction Development Grant, Daniels Fund Endowment |
| 2015 | Community-Engaged Learning Mini-Grant, University of Denver |
| 2012-2014 | Wharton Customer Analytics Initiative Data Grant (2 times) (Advertising, Prediction) |
| 2014 | Service Learning Engaged Practitioner Program, University of Denver |
| 2014 | Collection Development Grant, University of Denver |
| 2014 | PinS Faculty-Undergraduate Research Grant, University of Denver |
| 2013 | Service Learning Scholars Program, University of Denver |
| 2013 | Faculty Fund of Creating a Hybrid Course, University of Denver |
| 2011-2013 | Young Scholar Seeds Fund (3 times), Temple University |
| 2011 | Fellowship of Emerging Markets in International Business, CIBER |
| 2011 | Travel Research Grant, TTRA |
| 2007 | Wang-dao Scholar Research Funding, Fudan University |

Invited Talks and Presentations

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| Apr 2024 | Virginia Tech, Pamplin College of Business |
| Nov 2022 | Santa Clara University, Leavey School of Business |
| Nov 2022 | University of Texas at San Antonio, Carlos Alvarez College of Business |
| Nov 2022 | University of Connecticut, School of Business |
| Nov 2022 | University of Denver, Executive PhD Program, Daniels College of Business |
| Oct 2022 | San Diego State University, Fowler College of Business |
| Nov 2021 | University of Denver, Executive PhD Program, Daniels College of Business |
| Apr 2021 | Arizona State University, W. P. Carey School of Business |
| Mar 2021 | University of Denver, Entrepreneurship@DU |
| Feb 2021 | Western CHRIE, Professional Development Panel |
| Oct 2020 | University of Arizona, Eller College of Management |
| Apr 2020 | Fudan University, Master of Tourism Administration |
| Feb 2020 | University of Arizona, Zipperman Scholars Program |
| Dec 2019 | University of Delaware, Institute for Financial Services Analytics |
| Dec 2019 | University of Arizona, Eller College of Management |
| Nov 2019 | Boston University, Questrom School of Business |
| Nov 2019 | New York University, Stern School of Business & NET Institute |
| Jul 2019 | University of Calgary, Haskayne School of Business |
| Jun 2019 | Hong Kong Polytechnic University, School of Hotel and Tourism Management |
| Jun 2019 | Sun Yat-sen University, Sun Yat-sen Business School |
| Mar 2019 | University of Denver, International House |
| Feb 2019 | University of Denver, Fritz Knoebel School Executive Advisory Board |
| Jul 2018 | International CHRIE, Career Academy |
| Jul 2018 | Hong Kong Polytechnic University, School of Hotel and Tourism Management |

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| Jul 2018 | Fudan University, School of Management |
| Jul 2018 | Xiamen University, School of Management |
| Jul 2018 | Huaqiao University, Business School |
| Jun 2018 | Tongji University, School of Economics and Management |
| Mar 2018 | Hospitality Technology Next Generation |
| Feb 2018 | University of Denver, Office of Teaching and Learning |
| Jan 2018 | University of Denver, Faculty Research Colloquium |
| Aug 2017 | University of Nevada Las Vegas, William F. Harrah College of Hospitality |
| Jul 2017 | Harbin Institute of Technology, School of Management |
| Jun 2017 | Hong Kong Polytechnic University, School of Hotel and Tourism Management |
| Jun 2017 | Wuhan University, School of Information Management |
| May 2017 | University of Denver, Faculty Professional Development Workshop |
| Mar 2017 | University of South Carolina, College of Hospitality, Retail and Sport Management |
| Nov 2016 | University of Denver, Office of Teaching and Learning |
| Apr 2016 | University of Denver, Office of Internationalization |
| Nov 2015 | Colorado Hotel and Lodging Association |
| Jul 2015 | International CHRIE, Career Academy |
| Oct 2014 | University of Denver, Faculty Research Colloquium |
| Jun 2013 | University of Pennsylvania, Wharton Customer Analytics Initiative |
| Feb 2013 | Virginia Tech, Pamplin College of Business |
| Jan 2013 | University of Denver, Daniels College of Business |
| Feb 2012 | University of Pennsylvania, Wharton China Business Forum |
| Sep 2009 | Kyung Hee University, Graduate School of Business Administration |

Teaching and Advising

School of Business, University of Connecticut

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| 2024-pres. | Statistics in Business Analytics (OPIM 5603) |
| 2023-pres. | Advanced Project Management (Capstone) (OPIM 5770) |
| 2023-2024 | Visual Analytics (OPIM 5501) |

Daniels College of Business, University of Denver

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| 2015 | Revenue Management & Analytics Concentration - New Program Development |
| 2013-2023 | Technology and Data Analytics (HOSP 2504) - Interviewed by Tableau Software, September 13, 2017 - Adopted by peer faculty at Purdue University Krannert School of Management (<i>Data Visualization</i>); Georgia Tech Scheller College of Business (<i>Data Visualization for Business</i>); University of Arizona Eller College of Management (<i>Zipperman Scholars Program</i>) |
| 2013-2023 | Revenue Management (HOSP 2402) - Commended as University of Denver Grand Challenge Class, 2018 - Interviewed by IDEaS Revenue Solutions, February 6, 2018 |
| 2013-2015 | Lodging Sales and Marketing (HRTM 3500) |
| 2014 | Independent Study (HOSP 3000) |

Summer Schools

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| 2020-pres. | FIST Summer Course. Fudan University (August) |
| 2018 | PhD Summer Course. Xiamen University (July) |
| 2018 | PhD Summer Course. Tongji University (June) |

Student Advising

Jinah Park, Postdoctoral Fellow (Placement: Hong Kong Polytechnic University)
 Mengwei Qu, PhD in MIS
 Ning Wang, PhD in MIS
 Daniel Trujillo, PhD in Real Estate Management (Placement: University of Denver)
 Jianwei Liu PhD in MIS (Placement: Dalian University of Technology)
 Mike Thornhill, M.S. in Finance (Placement: Tourville Management)
 Panhao Ma, M.S. in Business Analytics (Placement: Alibaba)
 Minne Zeng, M.S. in Business Analytics (Placement: NetEase)
 Claudia Alvarado, M.S. in Business Analytics (Placement: STR Analytics)
 Deesa Dontamsetti, M.S. in Business Analytics (Placement: Arrow Electronics)
 Vicky Xia, M.S. in Business Analytics (Placement: Educational Measures)
 Zoe Xu, M.S. in Business Analytics (Placement: JSR Micro)
 Mengmeng Jin, M.S. in Business Analytics (Placement: Meituan-Dianping)
 Michael Cunningham, PinS Faculty-Undergraduate Grant (Placement: Expedia)
 Devin Delaney, PinS Faculty-Undergraduate Grant (Placement: Beverage Distributors)
 Tori Richards, Independent Study (Placement: SalesScreen)

Leadership and Service

Editorial and Referee Work

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| 2023-2024 | Program Committee, INFORMS Conference of Information Systems and Technology |
| 2020 | Associated Editor, International Conference on Information Systems |
| 2020-2023 | Editorial Board, <i>Cornell Hospitality Quarterly</i> |
| 2020 | Discussant, Workshop on Information Systems and Economics |
| 2016-2019 | Discussant, China Summer Workshop on Information Management |
| 2013-pres. | Referee Invitations, <i>Management Science</i> , <i>Information Systems Research</i> , <i>Production and Operations Management</i> , <i>Journal of Management Information Systems</i> , <i>Journal of Strategic Information Systems</i> , <i>Cornell Hospitality Quarterly</i> , <i>The Service Industries Journal</i> , <i>Annals of Tourism Research</i> , <i>Journal of Travel & Tourism Marketing</i> , <i>International Journal of Hospitality Management</i> , <i>International Journal of Contemporary Hospitality Management</i> , <i>Journal of Hospitality & Tourism Research</i> , <i>Journal of Hospitality and Tourism Technology</i> , <i>Journal of Hospitality and Tourism Insights</i> , <i>Journal of Foodservice Business Research</i> , <i>Advances in Hospitality and Leisure</i> , <i>Tourism Management</i> , <i>Asia Pacific Journal of Tourism Research</i> , <i>Journal of China Tourism Research</i> , American Marketing Association Summer Conference (AMA), INFORMS Conference of Information Systems and Technology (CIST), International Conference on Information Systems (ICIS), Workshop on Information Technologies and Systems (WITS), Academy of Management Annual Meeting (AoM), European Conference on Information Systems (ECIS), Pacific Asia Conference on Information Systems (PACIS) |

External Services

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| 2023 | External Letter Writer (Tenure and Promotion), Fudan University |
| 2022 | External Letter Writer (Tenure and Promotion), University of Florida |
| 2018-2023 | MIT Technology Review Global Panel |
| 2017 | Editor Search Committee, <i>JHTC</i> |
| 2016-2018 | Director of Research, West Federation CHRIE |
| 2014-2016 | Director of Education, West Federation CHRIE |
| 2011 | Scribe, Marketing Science Institute and Wharton Customer Analytics Initiative |
| 2009-2010 | Vice President, HFTP Hong Kong Chapter |

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| 2007-2008 | Organizing Committee, Shanghai Forum |
| | University Services |
| 2023-pres. | MSBAPM Committee, UConn School of Business |
| 2023-pres. | PhD Qualifying Paper Committee, UConn School of Business |
| 2019-2023 | Faculty Research Awards Committee, Daniels College of Business |
| 2021-2022 | Panelist, Executive PhD Program, Daniels College of Business |
| 2021-2022 | Burns Director Search Committee, School of Real Estate & Construction Management |
| 2020 | Online Course Policy Committee, Daniels College of Business |
| 2018-2019 | Faculty Search Committee, Department of Business and Information Analytics |
| 2016-2017 | Faculty Search Committee, Department of Business and Information Analytics |
| 2015 | Founding Faculty, Revenue Management & Analytics Concentration |
| 2014-2019 | Advisory Board, International Business Major |
| 2014-2019 | Review Committee, Student Travels and Scholarships |
| 2014-2017 | Advisor, Department of Business and Information Analytics MSBA Capstone |
| 2014-2015 | Marshal of Graduation Commencements |
| 2014 | Mentor, Daniels International Graduate Student Program |
| 2014 | Judge, World Business Challenge |
| 2008-2010 | Tutor-in-Residence, University Halls |

Media Quotes

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|---------------|---|
| May 3, 2024 | <i>Wall Street Journal</i> , "The era of 'no-show' fees is here – and it's going to cost you" |
| Apr 8, 2024 | <i>The Hour</i> , "Are Airbnbs and other short-term rentals taking a bite out of Connecticut's housing supply?" |
| Aug 22, 2023 | <i>UConn Today</i> , "School of business welcomes four experienced faculty to its ranks" |
| Jun 20, 2022 | <i>The New York Times</i> , "Airbnb announces a permanent ban on parties" |
| Nov 16, 2021 | <i>DebtHammer</i> , "Survey: Will 2021 holiday spending plans leave Americans in debt?" |
| Nov 4, 2021 | <i>Marketplace Morning Report</i> , "Airbnb takes a more conciliatory approach to communities" |
| Sep 22, 2021 | <i>Ouray County Plaindealer</i> , "Nearly a third of homes vacant" |
| Aug. 18, 2021 | <i>Krannert School of Management Press Release</i> , "What does Airbnb do to the local housing market? Make it less affordable" |
| Jul. 28, 2021 | <i>Daniels Press Release</i> , "Tourism in Tokyo, or lack thereof" |
| Jun 21, 2021 | <i>Marketing Science Institute</i> , "How hotels can win against home-sharing competitors" |
| Jun 17, 2021 | <i>Las Vegas Review-Journal</i> , "Airbnb, Vrbo partnering to crack down on illegal 'party houses'" |
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