

Karen Xie

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POSITIONS

Daniels College of Business, University of Denver

Betty and Fritz Knoebel Fellow, 2020-
Associate Professor (with tenure), Service Analytics, 2019-
Assistant Professor, Service Analytics, 2013-2019

Home Lab

Co-founder, 2020-

Eller College of Management, University of Arizona

Visiting Faculty, Management Information Systems, 2019-2020

Accenture

Analyst, Technology Consulting, 2007-2008

EDUCATION

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

AREAS OF INTEREST

FinTech, Platform Economy, Airbnb and Real Estate Markets
Causal Inference, Machine Learning

WORKING PAPERS

“The battle for homes: How does home sharing disrupt local residential markets?” (with Wei Chen & Zaiyan Wei) Under revision for 4th round review at *Management Science* [[LINK](#)] [**CSWIM 2018 Best Paper Award Runner-up**]

“Regulating professional players in peer-to-peer markets: Evidence from Airbnb” (with Wei Chen & Zaiyan Wei) Under 2nd round review at *Management Science* [[LINK](#)] [**Winner, Marketing Science Institute Research Grant Competition 2019**]

“Growing entrepreneurship with crypto tokens” (with Wei Chen & Weifeng Li) Under revision for 2nd round review at *Management Science* [[LINK](#)] [**ICIS 2020 Best Paper Award in Track Blockchain, DLT, and FinTech**]

“Quality differentiation and matching in peer-to-peer markets: Evidence from Airbnb Plus” (with Hongchang Wang, Benjamin Williams, & Wei Chen) Under revision for 2nd round review at *Management Science* [LINK]

“How incumbents beat disruptors? Evidence from hotels’ responses to home-sharing rivals” (with Yong Liu, Wei Chen, & Jianwei Liu) [LINK] Research in progress [Winner, Marketing Science Institute Research Grant Competition 2019] [NET Institute Grant 2019]

“Home sharing and tourist attractions: Spillover effects, mechanisms, and unintended consequences” (with Jianwei Liu, Wei Chen, & Yong Liu) Research in progress [LINK]

“Dark money: Cryptocurrency and drug deals” (with Wei Chen & Louise Liu) Research in progress

“Data sharing and platform regulation” (with Hongchang Wang, Wei Chen, & Zaiyan Wei) Research in progress

PUBLICATIONS

Google Scholar

- 1 “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. [LINK] [Wharton Customer Analytics Initiative Data Grant 2012]
- 2 “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) [LINK]
- 3 “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) [LINK]
- 4 “Let photos speak: The effect of user-generated visual content on hotel review helpfulness” (with Chunhong, Linchi Kwok, Jianwei Liu, & Qiang Ye) *Journal of Hospitality & Tourism Research* (2021) [LINK]
- 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 [LINK]
- 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. [LINK]
- 7 “Impact of accommodation sharing on tourist attractions” (with Haiyan Song, Jinah Park, & Wei Chen) *Annals of Tourism Research* (2020), 80(C), 102820 [LINK]
- 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 [LINK]
- 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. [LINK]

- 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. [[LINK](#)] [**iHITA 2015 Best Presentation Award**]
- 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. [[LINK](#)]
- 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. [[LINK](#)]
- 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. [[LINK](#)]
- 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. [[LINK](#)]
- 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. [[LINK](#)]
- 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. [[LINK](#)]
- 17 “Pricing strategies on Airbnb: Are multi-unit hosts revenue pros?” (with Linchi Kwok) *International Journal of Hospitality Management* (2019), 82(September), 252-259. [[LINK](#)]
- 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. [[LINK](#)] [**Global Tourism & Hospitality Conference 2017 Best Paper Award**] [**iHITA 2017 Best Paper Award**]
- 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. [[LINK](#)]
- 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. [[LINK](#)]
- 21 “Monetizing managerial response on TripAdvisor: Performance implications across hotel classes” (with Linchi Kwok & Wei Wang) *Cornell Hospitality Quarterly* (2017), 58(3), 240-252. [[LINK](#)] [**W. Bradford Wiley Memorial Research Award 2017**] [**West Federation CHRIE 2016 Best Paper Award**]
- 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. [[LINK](#)]
- 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. [[LINK](#)] [**Wuhan International Conference on E-Business 2016 Best Paper Award**]

- 24 “Consumer valuation of Airbnb listings: A hedonic pricing approach” (with Yong Chen) *International Journal of Contemporary Hospitality Management* (2017), 29(9), 2405-2424. [[LINK](#)]
- 25 “The effects of Airbnb’s price positioning on hotel performance” (with Linchi Kwok) *International Journal of Hospitality Management* (2017), 67, 174-184. [[LINK](#)]
- 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. [[LINK](#)]
- 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. [[LINK](#)] **[Emerald Literati Award / 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. [[LINK](#)]
- 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. [[LINK](#)]
- 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. [[LINK](#)]
- 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. [[LINK](#)]
- 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. [[LINK](#)] **[iHITA 2015 Best Paper Award Finalist]**
- 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. [[LINK](#)]
- 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. [[LINK](#)] **[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. [[LINK](#)]
- 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. [[LINK](#)]
- 37 “Hotel loyalty programs: How valuable is valuable enough?” (with Chihchien Chen) *International Journal of Contemporary Hospitality Management* (2014), 26(1), 107-129. [[LINK](#)] **[Emerald Literati Award 2015 / IJCHM Highly Commended Award 2015] [Caesars Hospitality Research Summit 2011 Best Paper Award]**

- 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. [[LINK](#)]
- 39 "Progress in loyalty program research: Facts, debates, and future research" (with Chihchien Chen) *Journal of Hospitality Marketing & Management* (2013), 22(5), 463-489. [[LINK](#)]
- 40 "Differentiation of cancellation policies in the U.S. hotel industry" (with Chihchien Chen) *International Journal of Hospitality Management* (2013), 34(1), 66-72. [[LINK](#)]
- 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. [[LINK](#)]
- 42 "An empirical study of perceived features of MICE tourism based on IPA assessment: A case study of Shanghai" (with Yingzhi Guo) *Tourism Tribune* (2010), 25(3), 46-54. [[LINK](#)]
- 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. [[LINK](#)]

PRACTITIONER PAPERS

"Short-term rentals in Denver, CO" (with David Corsun & Cheri Young) The Denver City Council (2016). Denver, Colorado [[LINK](#)]

"Marketing on the move: Understanding the impact of mobile on consumer behavior" Marketing Science Institute (2012). Boston, MA [[LINK](#)]

AWARDS (POST GRADUATION)

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 (2020)
 C. Thomas Howard Innovative Teaching Award Finalist (2 times), Daniels College of Business (2019, 2020)
 Winner (2 times), Marketing Science Institute (MSI) Research Grant Competition (2019ab)
 Faculty Merit Award (7 times), University of Denver (2014, 2015, 2016, 2017, 2018, 2019, 2020)
 Faculty Research "Thick Skin" Award, Daniels College of Business (2019)
 Daniels Award for Excellence Finalist (2019)
 Best Paper Award, Hospitality Finance and Economics Conference (2019)
 Best Paper Award (2 times), West Federation CHRIE (2016, 2019)
 Best Paper Award, International CHRIE (2018)
 Best Paper Award Runner-up (2 times), CSWIM (2016, 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, *IJCTHR* (2018)
 W. Bradford Wiley Memorial Research Award, International CHRIE (2017)
 Outstanding Scientific Paper Reviewer Award (2 times), International CHRIE (2014, 2017)
 Scholarship of Discipline Award Finalist (2 times), Daniels College of Business (2016, 2017)
 Best Paper Award, iHITA (2017)
 Best Paper Award, Global Tourism and Hospitality Conference (2017)
 Emerald Literati Award/Highly Commended Award, *IJCHM* (2015)
 Best Presentation Award, iHITA (2015)

Best Paper Award Finalist, iHITA (2015)
Tourism and Hospitality Technology Research Award, *JHTT* (2013)
Beta Gamma Sigma (2013)

GRANTS

Facebook Data Grant (2020)
Zillow Data Grant (2020)
Faculty Research Fund (3 times), University of Denver (2017, 2018, 2021)
Summer Research Grant (8 times), University of Denver (2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021)
NET Institute Grant (2019)
Marketing Science Institute (MSI) Research Grant (2 times) (Platform 2019a, Machine Learning 2019b)
Professional Research Opportunities for Faculty Fund (PROF), University of Denver (2019)
General Program, National Natural Science Foundation of China (NSFC) (2019)
General Research Fund, The Research Grants Council of Hong Kong (2018)
Public Impact Fellowship, University of Denver (2018)
Course Design Institute Grant, University of Denver (2017)
One New Thing Mini-Grant (2 times), University of Denver (Tableau 2016, Python 2017)
INTZ Grant (3 times), University of Denver (China 2015, Switzerland 2016, South Korea 2017)
Ethics Instruction Development Grant, Daniels Fund Endowment (2016)
Community-Engaged Learning Mini-Grant, University of Denver (2015)
Wharton Customer Analytics Initiative (WCAI) Data Grant (2 times) (Advertising 2012, Prediction 2014)
Service Learning Engaged Practitioner Program, University of Denver (2014)
Collection Development Grant, University of Denver (2014)
Partners in Scholarship (PinS) Faculty-Undergraduate Research Grant, University of Denver (2014)
Service Learning Scholars Program, University of Denver (2013)
Faculty Fund of Creating a Hybrid Course, University of Denver (2013)
Young Scholar Seeds Fund (3 times), Temple University (2011, 2012, 2013)
Fellowship of Emerging Markets in International Business, CIBER (2011)
Travel Research Grant, TTRA (2011)
Wang-dao Scholar for Undergraduate Research Grant, Fudan University (2007)

PRESENTATIONS

Annual Conferences

INFORMS: 2019 (Seattle), 2018 (Phoenix), 2016 (Nashville), 2015 (Philadelphia)
INFORMS CIST: 2020 (Virtual), 2019 (Seattle)
INFORMS ISMS Marketing Science: 2020 (Virtual), 2012 (Boston)
ICIS-WISE: 2020 (Virtual), 2017 (Seoul)
ICIS: 2020 (Virtual), 2017 (Seoul), 2014 (Auckland)
CSWIM: 2019 (Shenzhen), 2018 (Qingdao), 2016 (Dalian)
Platform Strategy Symposium: 2019 (Boston*)

Seminar Talks

University of Washington, Michael G. Foster School of Business (April 2021*)
Arizona State University, W. P. Carey School of Business (April 2021)
University of Minnesota, Carlson School of Management (November 2020*)
University of Arizona, Eller College of Management (October 2020)
Fudan University, Master of Tourism Administration (April 2020)

University of Delaware, Institute for Financial Services Analytics (December 2019)
 University of Arizona, Eller College of Management (December 2019)
 Boston University, Questrom School of Business (November 2019)
 New York University, Stern School of Business & NET Institute (November 2019)
 Fudan University, School of Management (November 2019*)
 Lingnan University, Faculty of Business (October 2019*)
 Huazhong University of Science and Technology, School of Management (October 2019*)
 Tianjin University, College of Management and Economics (October 2019*)
 Carnegie Mellon University, Tepper School of Business (September 2019*)
 University of Calgary, Haskayne School of Business IS (July 2019)
 Hong Kong Polytechnic University, School of Hotel and Tourism Management (June 2019)
 Sun Yat-sen University, Sun Yat-sen Business School (June 2019)
 International CHRIE, Career Academy (July 2018)
 Hong Kong Polytechnic University, School of Hotel and Tourism Management (July 2018)
 Fudan University, School of Management (July 2018)
 Xiamen University, School of Management (July 2018)
 Huaqiao University, Business School (July 2018)
 Tongji University, School of Economics and Management (June 2018)
 Hospitality Technology Next Generation (March 2018)
 University of Nevada Las Vegas, William F. Harrah College of Hospitality (August 2017)
 Harbin Institute of Technology, School of Management (July 2017)
 Hong Kong Polytechnic University, School of Hotel and Tourism Management (June 2017)
 Wuhan University, School of Information Management (June 2017)
 University of South Carolina, College of Hospitality, Retail and Sport Management (March 2017)
 Colorado Hotel and Lodging Association (November 2015)
 International CHRIE, Career Academy (July 2015)
 University of Pennsylvania, Wharton Customer Analytics Initiative (June 2013)
 Virginia Tech, Pamplin College of Business (February 2013)
 University of Pennsylvania, Wharton China Business Forum (February 2012)
 Kyunghee University, Graduate School of Business Administration (September 2009)
 University of Denver, International House (March 2019)
 —, Entrepreneurship@DU (March 2021)
 —, Fritz Knoebel School Executive Advisory Board (February 2019)
 —, Office of Teaching and Learning (February 2018)
 —, Faculty Research Colloquium (January 2018)
 —, Faculty Professional Development Workshop (May 2017)
 —, Office of Teaching and Learning (November 2016)
 —, Office of Internationalization (April 2016)
 —, Faculty Research Colloquium (October 2014)
 —, Daniels College of Business (January 2013)
 *presented by coauthors

TEACHING

Courses

Information Systems and Technology Technology and Data Analytics

- Interviewed by Tableau Software, September 13, 2017
- Adopted by peer faculty at Purdue University Krannert School of Management (*Data Visualization*); Georgia Tech Scheller College of Business (*Data Visualization for Business*); University of Arizona Eller College of Management (*Zipperman Scholars Program*)

Revenue Management I

- Commended as University of Denver Grand Challenge Class, 2018
- Interviewed by IDEaS Revenue Solutions, February 6, 2018

Revenue Management II

Lodging Sales and Marketing
Independent Study

Workshops and Boot Camps

Professional Development Panel: Research Design and Analysis. Western CHRIE (February 2021)
Innovations and Entrepreneurship in Travel. Fudan University (August 2020)
What the Heck is FinTech? University of Arizona (February 2020)
Classroom Culture in the U.S. University of Denver (March 2019)
Storytelling with Big Data: A Hands-on Workshop. International CHRIE Career Academy (July 2018)
Ph.D. Bootcamp: Econometrics in IS Research. Xiamen University (July 2018)
Ph.D. Bootcamp: Econometrics in IS Research. Tongji University (June 2018)
Teaching Programming Language in Undergraduate Courses. University of Denver (February 2018)
Storytelling with Big Data: A Tableau Workshop. University of Denver (May 2017)
Incorporating Tableau in the Business Curriculum. University of Denver (November 2016)
Big Data Analytics in Hospitality Research. International CHRIE Career Academy (July 2015)

STUDENT ADVISING COMMITTEES

Postdoctoral Fellow

Jinah Park (Hong Kong Polytechnic University)

Ph.D. in Real Estate Management

Daniel Trujillo (University of Denver)

Ph.D. in Management Information Systems

Jianwei Liu (Harbin Institute of Technology)

M.S. in Business Analytics

Panhao Ma (Alibaba)
Minne Zeng (NetEase)
Claudia Alvarado (STR Analytics)
Deesa Dontamsetti (Arrow Electronics)
Vicky Xia (Educational Measures)
Zoe Xu (JSR Micro)
Mengmeng Jin (Meituan-Dianping)

M.S. in Finance

Mike Thornhill (Tourville Management)

B.S. in Business Administration

Michael Cunningham (Expedia): PinS Faculty-Undergraduate Research Grant
Devin Delaney (Beverage Distributors): PinS Faculty-Undergraduate Research Grant
Tori Richards (SalesScreen): Independent Study Paper

SERVICE

Editorial Board

Cornell Hospitality Quarterly

Referee

Management Science, Information Systems Research, Production and Operations Management, Journal of Management Information Systems, Journal of Strategic Information Systems, Cornell Hospitality Quarterly, The Service Industries Journal, Annals of Tourism Research, Journal of Travel & Tourism Marketing, International Journal of Hospitality Management, International Journal of Contemporary Hospitality Management, Journal of Hospitality & Tourism Research, Journal of Hospitality and Tourism Technology, Journal of Hospitality and Tourism Insights, Journal of Foodservice Business Research, Advances in Hospitality and Leisure, Tourism Management, Asia Pacific Journal of Tourism Research, Journal of China Tourism Research, 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)

Major University Service

Online Course Policy Committee, Daniels College of Business (2020)
Faculty Research Awards Committee, Daniels College of Business (2019-2020)
Faculty Search Committee, Department of Business and Information Analytics (2018-2019)
Faculty Search Committee, Department of Business and Information Analytics (2016-2017)
Founding Faculty, Revenue Management and Analytics Concentration (2015)
Advisory Board, International Business Major (2014-2019)
Review Committee, Student Travels and Scholarships (2014-2019)
Advisor, Department of Business and Information Analytics MSBA Capstone (2014-2017)
Faculty Marshal of Graduation Commencements (2014-2015)
Faculty Mentor, Daniels International Graduate Student Program (2014)
Faculty Judge, World Business Challenge (2014)
Tutor-in-Residence, University Halls (2008-2010)

External Service

Discussant, Workshop on Information Systems and Economics (WISE) (2020)
Associated Editor, International Conference on Information Systems (ICIS) (2020)
MIT Technology Review Global Panel (2018-)
Editor Search Committee, *JHTC* (2017)
Session Chair, China Summer Workshop on Information Management (CSWIM) (2016)
Director of Research, West Federation CHRIE (2016-2018)
Discussant, China Summer Workshop on Information Management (CSWIM) (2016, 2019)
Director of Education, West Federation CHRIE (2014-2016)
Scribe, Marketing Science Institute and Wharton Customer Analytics Initiative (2011)
Vice President, HFTP Hong Kong Chapter (2009-2010)
Organizing Committee, Shanghai Forum (2007-2008)

INDUSTRY COLLABORATION

Yaochufa. 2019-2020
Expedia. 2017-2018
Street Source Marketing. 2017
Stonebridge Hotel Management Companies. 2016
Smith Travel Research. 2016

Callan. 2016
Denver City Council. 2015-2016
Sage Hospitality. 2015-2016
Aparium Hotel Group. 2015
USAA. 2014
Restaurant Solutions. 2013-2014
Holiday Inn Express. 2013-2014
Mars, Incorporated. 2012-2015
China Ocean Shipping Company. 2008
UBS (Hong Kong). 2007
Unilever (Shanghai). 2006-2007

MEDIA QUOTES

Business News Daily, February 26, 2021
“Responding to online reviews can help your business”
University of Denver Magazine, January 27, 2021
“An invitation to innovate”
Condé Nast Traveler, December 10, 2020; *Press Forum*, December 11, 2020
“What Airbnb's IPO means for the future of the company”
New York Times, November 16, 2020
“Airbnb reveals falling revenue, with travel hit by pandemic”
New York Times, October 27, 2020; *Chicago Tribune*, October 28, 2020
“Airbnb fights its ‘Party House Problem’”
Daniels Press Release, October 12, 2020
“Faculty wins MSI award and grants from Facebook and Zillow”
WalletHub, July 30, 2020, 2020
“Ask the experts: Chase Sapphire Preferred card”
Daniels Press Release, June 26, 2020
“COVID-19 a near-term challenge for Airbnb”
New York Times (phone interview), June 2, 2020
“Airbnb amid COVID-19”
Forbes, May 12, 2020
“How Airbnb hosts can survive the great reservation cancellation”
The Denver Post, February 14, 2020
“Frustrated Denver officials reject deal with Airbnb”
HospitalityNet, January 29, 2020; *MultiBriefs: Exclusive*, January 28, 2020
“Do travelers want to “access” or “share” a home-sharing facility?”
HospitalityNet, January 17, 2020; *MultiBriefs: Exclusive*, January 14, 2020
“Are neighbors friends or foes? An analysis of Airbnb listings' agglomeration effect”
The Bridge, December 19, 2019; *Daniels Press Release*, December 23, 2019
“How to protect yourself when booking short-term rentals?”
Daniels Press Release, May 28, 2019
“One common predictor of restaurant failure”
HospitalityNet, May 8, 2019; *MultiBriefs: Exclusive*, May 7, 2019
“Are consumers loyal to home-sharing services? Implications for hosts, room-sharing sites, and hotels”
NBC News (phone interview), May 3, 2019
“Marriott entering short-term rentals”
Las Vegas Review Journal, February 18, 2019
“Las Vegas Strip resorts slow to welcome Alexa, Google Home Hub”
Business News Daily, January 30, 2019

“Responding to online reviews can help your business”
[HospitalityNet](#), November 1, 2018; [HSMIAI](#), November 1, 2018; [Topix](#), October 31, 2018

“Buyer-seller similarity: Does it matter in room-sharing business?”
[MultiBriefs: Exclusive](#), October 30, 2018

“Want to get a room on Airbnb? Being ‘similar’ to the host may help”
[HotelTechReport](#), October 27, 2018

“Research reported positive effects of Airbnbs price positioning on hotel performance”
[RevenueHub](#), October 19, 2018

“Dynamic Pricing & Positioning on Airbnb: Multi-Unit Hosts Revenue Pros?”
[MultiBriefs: Exclusive](#), October 17, 2018

“Price positioning on Airbnb: Are multi-unit hosts revenue pros?”
[HospitalityNet](#), October 17, 2018

“Do price positioning and dynamic pricing work on Airbnb too?”
[Daniels Press Release](#), July 31, 2018; [The Bridge](#), August 7, 2018

“Airbnb increases revenue with mimicking hotels: New research wins best paper award at International CHRIE conference”
[Denver Business Journal](#), May 7, 2018

“Denver ranks high on Airbnb's 'most hospitable cities' list”
[MultiBriefs: Exclusive](#), March 13, 2018; [California Hotel & Lodging Association](#), March 16, 2018

“Attractive’ enough to stay? Looking at similarity-attraction effects in room-sharing”
[Hsyndicate.org](#), March 12, 2018; [HospitalityNet.org](#), March 12, 2018; [PineappleSearch.com](#), March 12, 2018; [Hsyndicate Network](#), March 12, 2018

“Are buyer-seller similarities helpful in making sales on room-sharing websites?”
[IDEaS Revenue Solutions \(YouTube channel\)](#), February 6, 2018

“Industry insights from Cornell hospitality research summit”
[HotelTechReport](#), January 4, 2018; [Hsyndicate.org](#), October 3, 2017; [HospitalityNet](#), October 3, 2017; [PineappleSearch.com](#), October 3, 2017; [HSMIAI](#), October 3, 2017; [HITEC](#), October 3, 2017

“Research reported positive effects of Airbnb’s price positioning on hotel performance”
[BizWomen](#), November 3, 2017

“Top spots to visit this winter”
[WalletHub](#), October 31, 2017

“2017’s best winter holiday destinations”
[MultiBriefs: Exclusive](#), September 27, 2017; [HospitalityNet](#), September 28, 2017; [Hotelmktg.com](#), September 28, 2017

“Can Airbnb help hotels increase revenue?”
[Tableau Blog](#), September 13, 2017

“Seven majors that surprisingly use data and Tableau”
[Denver Business Journal](#), August 14, 2017; [9News](#), August 14, 2017

“Hosts with multiple Airbnb listings impact rental quality, report finds”
[Daniels Press Release](#), August 14, 2017

“Service quality declines if Airbnb hosts manage too many listings”
[Daniels Press Release](#), June 23, 2017

“Karen Xie wins “Best Paper” award at global conference”
[WalletHub](#), May 4, 2017

“No foreign transaction fee credit cards”
[Daniels Press Release](#), April 19, 2017

“Interdisciplinary perspective on United Airlines”
[MultiBriefs: Exclusive](#), January 31, 2017

“What we know about online reviews - and what we don’t”
[MultiBriefs: Exclusive](#), January 16, 2017,

“Responses to online reviews should vary based on hotel class”
[Colorado’s Afternoon News](#) on [KOA NewsRadio 850AM 94.1FM \(live radio streaming\)](#), November 29, 2016

“Websites for making last-minute holiday travel”
Knoebel News (print magazine), Fall, 2016

“Getting to know Knoebel faculty”
The CHRIE Communiqué, November 30, 2015

“Eyes on ethics in big data research”
Tnooz, October 4, 2016

“In online reviews who responds and length of response are important”
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