Detailed Agenda
*Please be aware that this agenda may change.

Tuesday, June 25, 2024: Welcome Reception
5:00 – 7:00 pm Welcome Reception at the West End Tavern
926 Pearl St, Boulder, CO 80302

Wednesday, June 26, 2024: Young Scholar’s Workshop (YSW)
8:00 - 9:00 am Breakfast and conference registration (Room 352)
9:00 - 9:15 am YSW Welcome (Room 352)
9:15 - 10:15 am Parallel session 1A: Supply Chain Management (Room 341)
Vipin B (Indian Institute of Technology Kanpur): Prospect Theory and the Financially Constrained Newsvendor: An Experimental Analysis
Fanny Chen (Erasmus University): The Influence of Managerial Preference on Supplier Selection: An Experimental Study
Discussants:
Kris Ferreira (Harvard Business School)
Michael Becker-Peth (Erasmus University)

Parallel session 1B: Worker Performance I (Room 342)
Samer Charbaji (New York Institute of Technology): Creative Task Constraints and Knowledge Worker Productivity
Lai Wei (Boston College): The Effect of Social Class Signals on Entry-Level Labor Market
Discussants:
Ruth Beer (Baruch College)
Anyan Qi (University of Texas at Dallas)

Parallel session 1C: Consumer Behavior (Room 320)
Paige Tsai (Harvard University): The Effects of Income Composition on Consumption Behavior
Siddharth Singh (University College London): More than the Mean: Consumer Preferences in Selecting Service Outlets
Discussants:
Jordan Tong (University of Wisconsin-Madison)
Leon Valdes (University of Pittsburgh)

10:15 - 10:30 am Break

10:30 - 11:30 am Parallel session 2A: Queueing (Room 341)
Arturo Estrada Rodriguez (University College London): Non-Truthful Mechanism Design for Revenue Management in Queueing Systems
Adam Arveson (University of Cincinnati): Understanding Queue Abandonment: The Role of Wait-Time Communication and Distraction
Discussants:
Galit Yom-Tov (Technion - Israel Institute of Technology)
John Aloysius (University of Arkansas)

Parallel session 2B: Optimization (Room 342)
Olumurejiwa Fatunde (University of Toronto): Assortment Optimization Based on Revealed Motivation in Medical Crowdsourcing Contests
Na Zhang (University of Florida): Add-On Pricing under Consumer Valuation Uncertainty
Discussants:
Martin Lariviere (Northwestern University)
David Drake (University of Colorado Boulder)

Parallel session 2C: Human-AI Connection (Room 320)
Sam Kirshner (University of New South Wales): Artificial Agents and Operations Management Decision-Making
Chia-Chun Yang (University of Cincinnati): Effects of Task, Time, and Anthropomorphism on Customers’ Decisions to Use AI-powered Service Agent
Discussants:
Eirini Spiliotopoulou (Tilburg University)
Anton Ovchinnikov (Queen’s University)
11:30 - 1:00 pm  Lunch at the Center for Community (C4C)
1:00 - 2:00 pm  Panel on the review process* (Room 352)
2:00 - 2:15 pm  Break
2:15 - 3:15 pm  **Parallel session 3A: Social Impact** (Room 341)
   **Vinit S. Tipnis** (Indiana University Bloomington): Enhancing Volunteer Retention: Harnessing the Power of Experienced Volunteers
   **Minmin Zhang** (University of Texas at Dallas): Providing Forecast Guidance: Uncertainty and the Public Good Problem

**Parallel session 3B: Transportation** (Room 342)
   **Himani Ananthula** (Northwestern University): Are Relay Networks Always More Expensive than Point-to-Point Networks?

3:15 - 3:30 pm  Break
3:30 - 4:30 pm  **Parallel session 4A: Healthcare** (Room 341)
   **Galit Yom-Tov** (Technion - Israel Institute of Technology): The Impact of Procedural and Distributive Justice on Patient Flow in Hospitals
   **Xinyu Liang** (University of Michigan): Does the “When” or “Who” Matter? An Investigation of the Efficiency-Quality Trade-off in Medical Test Delivery

**Parallel session 4B: Worker Performance II** (Room 342)
   **Gul Jabeen** (Mykolas Romeris University): Ethical Leadership and Employee Performance in the Service Sector of Pakistan: Mediating Role of Hope and Psychological Well-Being
   **Shunan Jiang** (University of California Berkeley): Improving Worker Learning in the Gig Economy

*Panelists:*

**Stephen Leider**
Professor
University of Michigan
Associate Editor, Management Science and Manufacturing & Service Operations Management

**Kris Ferreira**
Associate Professor
Harvard University
Associate Editor, Operations Research and Manufacturing & Service Operations Management

**Anyan Qi**
Associate Professor
University of Texas at Dallas
Associate Editor, Manufacturing & Service Operations Management and Decision Sciences
Senior Editor, Production and Operations Management

**Discussants:**

Ruth Beer (Baruch College)
Leon Valdes (University of Pittsburgh)

Stephen Leider (University of Michigan)
Michael Becker-Peth (RSM, Erasmus University)

Enno Siemsen (University of Wisconsin-Madison)
Kris Ferreira (Harvard Business School)

Kyle Hyndman (University of Texas at Dallas)
Evgeny Kagan (Johns Hopkins University)
Thursday, June 27, 2024: Main Conference

All events will happen in room 352, unless otherwise stated.

8:00 - 9:00 am  Breakfast and conference registration
9:00 - 9:15 am  Welcome and introductory remarks
               Vijay Khatri, Tandean Rustandy Endowed Dean, Leeds School of Business
9:15 - 10:45 am  Session 1: Human Behavior in Social Settings
               Tong Wang (London Business School): You Can’t Shake Your Past - Ratings, Gender, and Instructor Outcomes in Higher Ed
               Somya Singhvi (University of Southern California): Increasing Guardians’ Engagement on Ed-Tech Platforms through Personalized Nudges: Evidence from the Field
               Gabriel Pensamiento (University of Pittsburgh): Selection, Payment, and Information Assessment in Social Audits: A Behavioral Experiment
10:45 - 11:00 am Break
11:00 - 12:00 pm  Keynote by Dr. Stefanie K. Johnson* (Leeds School of Business, University of Colorado)
12:00 - 1:30 pm  Group picture and Lunch at the C4C
1:30 - 3:00 pm  Session 2: Outsourcing and Demand Forecast
               Haokun Du (University of Texas at Dallas): Overbilling and Auditing in Outsourced Projects: Theory and Experiments
               Finnegan McKinley (University of Arkansas): Demand Planner Acceptance of Advice from an AI Agent: Dimensions of Algorithm Performance
               Enno Siemsen (University of Wisconsin-Madison): Forecast and Order Adjustments
3:00 - 3:15 pm  Break
3:15 - 4:45 pm  Session 3: Human-Algorithm Connection
               Clare Snyder (University of Michigan): Algorithm use for Binary Classification with (Un)Censored Feedback
               Swanand Kulkarni (Dartmouth College): Pay Algorithm Transparency on On-Demand Service Platforms
               Matthew DosSantos DiSorbo (Harvard University): Warnings and Endorsements: Improving Human-AI Collaboration Under Covariate Shift
4:45 - 4:55 pm  Announcements
5:00 - 6:00 pm  Campus walking tour from Leeds School of Business to CU Koenig Alumni Center
6:00 - 8:00 pm  Dinner at the CU Koenig Alumni Center, 1202 University Ave, Boulder, CO 80302

*Keynote Speaker: Dr. Stefanie K. Johnson

Stefanie is the Director of the Center for Leadership at the University of Colorado and an Associate Professor in the Leeds School of Business. Her teaching, service, and research all focus on the intersection of leadership and inclusion. Stefanie has received $3.8 million dollars in external grant funding from organizations such as CDC NIOSH, the Army Research Institute, and NASA. She received the 2020 NASA group achievement award for her applied research on gender bias. She is a fellow in the Society of Industrial Organizational Psychologists (SIOP) and the American Psychological Society (APS). Stefanie has presented her work at over 200 meetings around the world including at the White House for a 2016 summit on diversity in corporate America. Stefanie is highly committed to bringing rigorous academic research into the public sphere and was recognized by Thinkers50 as a top global top management thinker and was just listed by LinkedIn as a top voice in Leadership Development. She writes for popular press outlets including Harvard Business Review, Forbes, and Bloomberg and is the author of the Wall Street Journal National Bestseller, Inclusify: The power of uniqueness and belonging to build innovative teams published by Harper Collins. Media outlets featuring Stefanie’s work include: The Economist, Newsweek, Discover, Time, and The Wall Street Journal. She has appeared on Fox, ABC, NBC, CNN, and CNN International. She has lent her expertise to organizations like The World Economic Forum and The National Football League and has worked with the top companies in the world to train inclusive leaders. She has worked with Google, P&G, Medtronic, Salesforce, S&P Global, Johnson & Johnson, Alaska Airlines, Dow, Home Depot, P&G, Schwab, Western Digital, MetLife, Southwest Airlines, GE, Cisco, Arrow Electronics, and others.
Friday, June 28, 2024: Main Conference

All events will happen in room 352, unless otherwise stated.

8:00 - 8:30 am  Breakfast

8:30 - 10:00 am  **Session 4: Human Behavior in Service Settings**
- **Luyi Yang** (University of California Berkeley): Not All Lines Are Skipped Equally: An Experimental Investigation of Line-Sitting and Express Lines
- **Kyle Hyndman** (University of Texas at Dallas): Paying with Time or with Money? Customer Preferences in Uncertain Waiting Environments
- **Changyu Men** (KU Leuven): Human-Machine Interaction in Digital Control Rooms: The Dual Impact on Workload and Operational Performance

10:00 - 10:15 am  Break

10:15 - 11:45 am  **Session 5: Human-AI Interactions and Food Security**
- **Brett Hathaway** (Brigham Young University): AI Chatbots in Customer Service: Adoption Hurdles and Simple Remedies
- **Samantha Keppler** (University of Michigan): Learning to Use Generative AI: Implications for Productivity
- **Yeonjoo Lee** (University of Minnesota): Improving Food Security with Scheduled Neighborhood Grocery Delivery

11:45 - 1:00 pm  Lunch at the C4C

1:00 - 2:00 pm  **Session 6: Healthcare**
- **Sebastian Villa** (University of New Mexico): Generic Drug Transparency: Testing a Regulatory Policy Proposal
- **Nicholas Clyde** (Washington University St. Louis): The Impact of Ridesharing Platforms on Ambulatory Healthcare Access

2:00 - 2:30 pm  Closing remarks

**Useful maps**

Getting from the Leeds School of Business to the Center for Community (C4C):

![Map of campus and route to C4C](image-url)
Leeds Business School Building, 3rd Floor:

**Koelbel Building**
Leeds School of Business
University of Colorado at Boulder

**Floor 03**
Getting from the Leeds School of Business to the CU Koenig Alumni Center (1202 University Ave, Boulder, CO 80302):