College of Service Operations
Business Meeting
April 27, 2024

2024 CSOM Best Student Paper Competition

POMS 2024 Annual Conference, Minneapolis, Minnesota

General Information of the Competition

We welcomed papers that satisfied the following conditions:

1. Entrant must have **been a student** on or after **May 1, 2023**, and the research presented in the paper must have been conducted **while the entrant was a student**.
2. The submitted paper must present original research conducted **primarily by the student entrant**.
3. Entrant must be a **member of the POMS** College of Service Operations Management on the date of submission.
4. Entrant may submit **no more than one** paper to the competition.
5. Entrant can submit a paper for student competition **only in one college**.
6. Entrant must present their paper in person at the 2024 POMS Annual Conference in Minneapolis, MN, in April 2024.

The Winner and the Runner-up will Get....

- The first prize is accompanied by a **$1,000** honorarium, and the runner-up prize is accompanied by a **$500** honorarium.

- The winner and runner-up will be announced **at the 2024 CSOM Business Meeting** during the POMS Conference in Minneapolis, Minnesota.
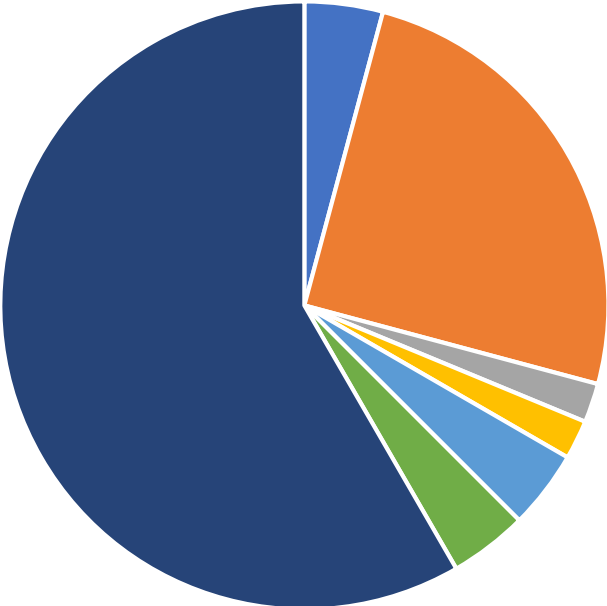

Fine print: you also have to present your paper and prepare a winner/runner-up speech – but hey! Focus on the money!

Eligible Entrants

We received **54** submissions. After initial screening, **48** went through the full review process.

Submissions by Country

■ Canada   ■ China   ■ France   ■ India   ■ Singapore   ■ Turkey   ■ United States

The Review Process

All papers past the screening process were sent to **at least two reviewers** for review and evaluation on **four criteria:**

(1) Contribution to academia and practitioners;

(2) Theoretical and managerial insights;

(3) Methodological and analytical rigor;

(4) Presentation / writing of the paper

Honoring Our Distinguished Review Panel – Thank You!

Benjamin Lawrence	Georgia State University
Don Wardell	University of Utah
Jie Zhang	University of Victoria
Joy M. Field	Boston College
Liana Victorino	University of Victoria
Matt Walsman	Rutgers University
Mei Xue	Boston College
Yixuan Xiao	Washington State University
Rich Metters	Texas A&M University
Nan Liu	Boston College
Shi Chen	University of Washington
Meng Li	University of Huston
Chris Parker	American University
Sriram Venkataraman	University of South Carolina
Gary Thompson	Cornell University
Brett Massimino	Virginia Commonwealth University
Tom Tan	Southern Methodist University
Yao Cui	Cornell University
Lu Kong	University of South Florida
Xun Xu	California State University - Dominguez Hills
Michael Galbreth	The University of Tennessee Knoxville

The Finalists

Titing Cui, **University of Pittsburgh** *Pricing Strategies for Online Dating Platforms*

Genshen Fu, **Tsinghua University** *Learning for Guiding: A Framework for Unlocking Trust and Improving Performance in Last-Mile Delivery*

Ziqin Gao, **University of Science and Technology of China** *A Novel Return Policy: Negotiating Refunds Without Returns*

Jimmy Qin, **Columbia Business School** *Waiting Online versus In-Person in Outpatient Clinics: An Empirical Study on Visit Incompletion*

Arora Srishti, **INSEAD** *Don't Fake It If You Can't Make It: Driver Misconduct in Last Mile Delivery*

Helen Wang, **University of Michigan - Ann Arbor** *30 Million Canvas Grading Records Reveal Widespread Sequential Bias and System-Induced Surname Initial Disparity*
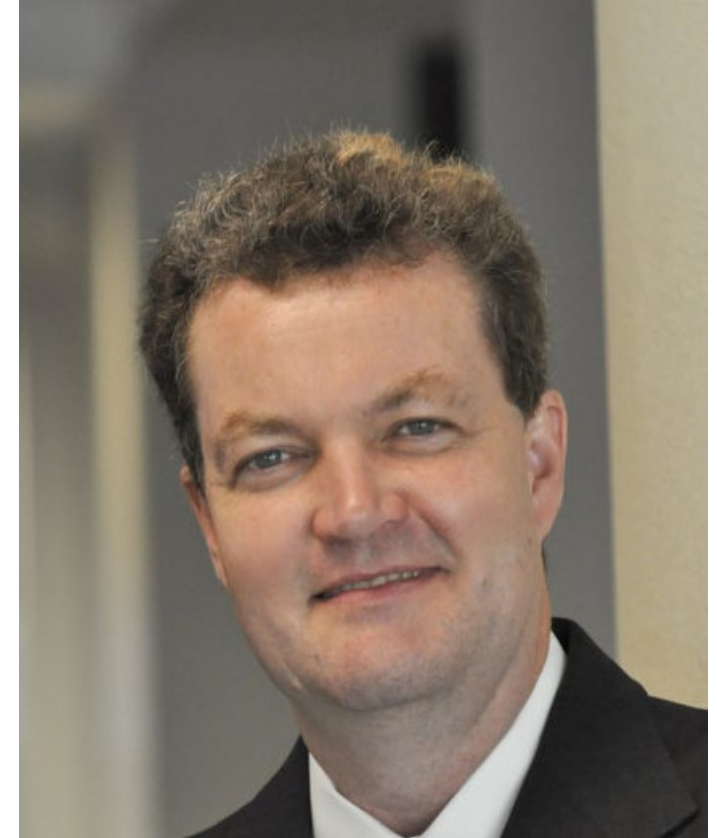
Honoring Our Judges – Thank You!

Joy Field
Carroll School of Management
Boston College

Rohit Verma
Darla Moore School of Business
University of South Carolina

Rich Metters
Mays Business School
Texas A&M University

Arora Srishti, INSEAD

Don't Fake It If You Can't Make It:
Driver Misconduct in Last Mile Delivery

THE WINNER!!!

Jimmy Qin, Columbia Business School
Waiting Online versus In-Person in Outpatient Clinics: An Empirical Study on Visit Incompletion