

# Zenan “Alan” Chen

Assistant Professor, Information Systems  
Naveen Jindal School of Management  
The University of Texas at Dallas

800 W Campbell Road  
Richardson, TX 75080

[zenan.chen@utdallas.edu](mailto:zenan.chen@utdallas.edu) / [me@zenan.ch](mailto:me@zenan.ch) • Site: [zenan.ch](http://zenan.ch)

## Academic Appointment

2024 - **University of Texas at Dallas, Naveen Jindal School of Management** Richardson, TX  
Assistant Professor, Information Systems

## Education

2018 - 24 **University of Minnesota** Minneapolis, MN  
PhD in Business Administration (Information & Decision Sciences)  
Dissertation: *Design Considerations of IS Artifacts and Digital Platforms*  
🌿 INFORMS ISS Nunamaker-Chen Dissertation Award 2<sup>nd</sup> Runner-up 🌿  
🌿 WITS Best Dissertation Award 🌿

2014 - 18 **Chinese University of Hong Kong, Shenzhen** Shenzhen, China  
Bachelor of Business Administration (Applied Economics)

## Research Interests

Topics	Generative AI, Impacts of IS Artifacts Design and Usage, Digital Platforms
Method	Experiments, Econometrics, Causal Inference, Analytical Modeling, Machine Learning

## Awards

2024	INFORMS ISS Nunamaker-Chen Dissertation Award 2 <sup>nd</sup> Runner-up
2023	WITS Best Dissertation Award
2023	WeB Best Completed Research Runner-up
2023	CIST Best Student Paper Runner-up
2022	ICIS Best Paper in General IS Track
2022	ICIS Best Conference Paper Nominee
2022	WITS Best Student Paper Award (\$1,000)
2021	1 <sup>st</sup> Place, China Bridge Case Competition (as Faculty Mentor, \$6,000)
2022	Carlson School of Management Dissertation Fellowship (\$28,000) Selectively awarded to top students within Carlson School of Management
2021 - 22	Ph.D. Student International Travel Fellowship (\$1,000, \$1,200)
2020	Dean’s Small Research Grant (\$3,000)
2019 - 22	Ph.D. Student Domestic Travel Fellowship (\$750)
2018 - 22	Ph.D. Summer Research Fellowship (\$5,000)
2017	Undergraduate Research Award, CUHK(SZ)

## Publications

- 2024 **Large Language Model in Creative Work: The Role of Collaboration Modality and User Expertise**, *Management Science*  
Zenán Chen, Jason Chan  
🌿 Best Student Paper Award Runner-up @ CIST 🌿  
🌿 Best Completed Research Runner-up @ WeB 🌿  
Media Coverage: [Forbes](#)

## Working Papers

UNDER REVIEW

**Less is Not Always More: The Impact of Block Difficulty and Immediacy of Social Media Blockers on Work Time**

Zenán Chen, Jason Chan

**Revise and resubmit** at *Information Systems Research*

ICIS 2022 **Best Paper in General IS Track**, **Best Conference Paper Nominee**

WITS 2022 **Best Student Paper (\$1000)**

**The Coordination of Functionality Richness, First-party Content Quality, and Revenue-sharing on Digital Platforms**

Zenán Chen, Soumya Sen

**Revise and resubmit** at *Information Systems Research*

WORK-IN-PROGRESS

**Would AI Replace Friends?**

**Examining the Impact of AI Interaction Frequency on Social Relationships**

Zenán Chen, Teng Ye, Jason Chan

**Dynamics of User Preference in the Broadband Market: Implications on Pricing, Broadband Provision, and Coverage**



Zenán Chen, Soumya Sen, Alok Gupta

## Talks







CONFERENCES & WORKSHOPS

**Large Language Model in Creative Work:  
The Role of Collaboration Modality and User Expertise**

- |           |   |                           |
|-----------|---|---------------------------|
| 2024 / 03 | Annual AI in Management (AIM) Conference                | Los Angeles, CA           |
| 2023 / 12 | Workshop on Information Systems and Economics (WISE)    | (Online) Hyderabad, India |
| 2023 / 12 | Workshop on e-Business (WeB)                            | (Online) Hyderabad, India |
|           | 🌿 Best Completed Research Runner-up 🌿                   |                           |
| 2023 / 12 | Conference on AI/ML and Business Analytics              | Philadelphia, PA          |
| 2023 / 11 | Conference on Digital Experimentation (MIT CoDE)        | Cambridge, MA             |
| 2023 / 10 | Conference in Information Systems and Technology (CIST) | Phoenix, AZ               |

2023 / 10  Best Student Paper Award Runner-up   
 2023 / 09 INFORMS Annual Meeting Phoenix, AZ  
 Business & Generative AI Workshop (Wharton) San Francisco, CA

**Less is Not Always More: The Impact of Block Intensity and Immediacy of Social Media Blockers on Work Time**

2022 / 12 Workshop on Information Technologies and Systems (WITS) Copenhagen, Denmark  
 Best Student Paper  (\$1,000)  
 2022 / 12 International Conference on Information Systems (ICIS) Copenhagen, Denmark  
 Best Paper in General IS Track   
 Best Conference Paper Nominee   
 2022 / 10 Conference on Digital Experimentation (MIT CoDE) Cambridge, MA  
 2022 / 10 Conference in Information Systems and Technology (CIST) Indianapolis, IN  
 2022 / 08 Americas Conference on Information Systems (AMCIS) Minneapolis, MN  
 2022 / 07 Symposium on Statistical Challenges in e-Commerce Research (SCECR) Madrid, Spain  
 2022 / 06 Industry Studies Association (ISA) Annual Conference Philadelphia, PA

**The Coordination of Functionality Richness, First-party Content Quality, and Revenue-sharing on Digital Platforms**

2022 / 10 INFORMS Annual Meeting Indianapolis, IN  
 2022 / 06 Platform Strategy Symposium (Boston University) Boston, MA  
 2021 / 12 Workshop on Information Technologies and Systems (WITS) Austin, TX  
 2021 / 06 China Workshop on Economics of Information Systems Theory (CWEIST) Virtual  
 2020 / 10 Conference in Information Systems and Technology (CIST) Virtual

**Dynamics of User Preference in the Broadband Market: Implications on Pricing, Broadband Provision, and Coverage**

2020 / 06 China Workshop on Economics of Information Systems Theory (CWEIST) Virtual  
 2019 / 10 Conference in Information Systems and Technology (CIST) Seattle, WA

INVITED TALKS

2023 / 12 John Hopkins University, UC Davis, University of Rochester  
 2023 / 11 HKU, UT Dallas, Northeastern University  
 2023 / 10 CUHK

**Teaching**

INSTRUCTOR

2020, 21 **IDSC 4444 Descriptive and Predictive Analytics**  
 5.4/6 Instructor Evaluation (Student Rating of Teaching), 4.8/5 (RateMyProfessors.com)

TEACHING ASSISTANT

2024 **CMBA 5813** Competing In The Digital Age  
 2024 **IDSC 6051** Information Technologies and Solutions  
 2024 **MSBA 6345** Consultative Problem-Solving & Agile Management for Analytics Projects  
 2023 **MSBA 6441** Casual Inference via Econometrics and Experimentation  
 2019 - 22 **MSBA 6410** Exploratory Data Analytics and Visualization

2020 **MSBA 6450** Modeling and Heuristics for Decision Making and Support  
 2019 **IDSC 6444** Business Analytics for Managers (MBA)  
 2017 Digital Media Elite Program @ Peking University HSBC Business School

#### GUEST LECTURES

2022	Workflows for Empirical Research in <i>R</i> and <i>Git</i>	PhD Student Brownbag
2022	How to Build a Personal Academic Website	PhD Student Brownbag
2019	Intro to Text Mining & Future Directions	Business Analytics for Managers (MBA)

## Services

#### JOURNAL REFEREE

2020 - Information Systems Research  
 2022 - Management Science  
 2024 - MIS Quarterly (MISQ), Production and Operations Management (POMS), INFORMS Tutorials in Operations Research

#### CONFERENCE REFEREE

2019 - ICIS, CIST, WITS  
 2022 - AMCIS, HICSS  
 2024 - INFORMS Workshop on Data Science

#### DISCUSSANT

2024 WITS

#### OTHER

2022 PhD Student Brownbag Organizer  
 2021 - 24 Founding coordinator for *MISQ Insider* (MISQ-affiliated student-led initiative)

## Skills

Programming:	Python, R, SQL, C++, JavaScript, TypeScript
Software:	Mathematica, Stata, $\text{\LaTeX}$
Databases:	MySQL, PostgreSQL, MongoDB
OS:	macOS, Linux, Windows

## Side Projects

2023 [ChatGPT Quick Actions](#): a macOS utility to leverage ChatGPT in any applications.  
 2021 - [IS Jobs \(isjobs.xyz\)](#): a crowdsourced database for Information Systems (IS) job posts.  
 2020 - [Surge.fm](#): A crowdsourced self-organizing news aggregator & tracker.

Last updated: December 3, 2024 • Latest version: [go.zenan.ch/cv](https://go.zenan.ch/cv)