

Wilson W. Lin

Academic Appointment

Santa Clara University, Santa Clara, CA
Assistant Professor, Information Systems & Analytics 2022 – present
Miller Center for Global Impact Faculty Scholar

Education

University of Southern California, Los Angeles, CA
Ph.D., Business Administration (Data Sciences and Operations) 2022
Dissertation: Essays on Improving Human Interactions with Humans, Algorithms,
and Technologies for Better Healthcare Outcomes
Advisors: Song-Hee Kim, Sampath Rajagopalan, Tianshu Sun
M.S., Operations Research Engineering 2017
B.S., Industrial and Systems Engineering (Information Systems Focus), magna cum laude 2017

Research Interests

Healthcare Management, Social Impact and Non-Profit Operations, Human-Algorithm Interactions

Publications

Wilson Lin, Susan F. Lu, and Tianshu Sun (2023), "[Worker Experience and Donor Heterogeneity: The Impact of Charitable Workers on Donors' Blood Donation Decisions](#)"
Manufacturing & Service Operations Management, 25(3):939-957.

Sirisha Mohan, Wilson Lin, Francis Reyes Orozco, Jehni Robinson, and Anjali Mahoney (2022), "[Patient Perceptions of Video Visits in a Fee-for-Service Model](#)"
Journal of the American Board of Family Medicine, 35(3):497-506.

Selected Working Papers

Wilson Lin, Song-Hee Kim, and Jordan Tong (2026), "[Revisiting the Cause of Algorithm Aversion: Algorithm Feedback Asymmetry in the Field and Lab](#)"

Wilson Lin, Lauren Lu, and Susan F. Lu (2026), "[Do Inspection Delays Lead to Quality Decline? Evidence from U.S. Nursing Homes](#)"

- Media: [McKnights Long-Term Care News](#), [Center for Medicare Advocacy](#)

Wilson Lin, Jianing Ding, Susan F. Lu, Karthik Kannan (2026), "[What Can Online Supply Side User Generated Content Tell Us? Insights about Physicians' Personality Traits and Patient Outcomes](#)"

Amber Xiaoyan Liu, Wilson Lin, Hussein El Hajj (2025), "[Enhancing Access to Mental Health Services on University Campuses: The Impact of Tragic Events](#)"

Sirisha Mohan, Wilson Lin, Anjali Mahoney, and Jehni Robinson (2020), "[Transforming Clinical Workflow for Telemedicine Visits in the COVID-19 Pandemic](#)"
Annals of Family Medicine Pre-Print COVID-19 Collection

Teaching

At Santa Clara University:

(note: Graduate courses that I have taught primarily support Master of Science in Business Analytics, Information Systems, & Finance and Analytics programs (some MBA students))

Instructor

Data Analytics with Python, Graduate	Fall 2023 – 2025
Data Science with Python, Undergraduate	Fall 2022 – 2025
Machine Learning, Graduate	Winter 2023 – 2025
Applied Machine Learning, Undergraduate	Winter 2023 – 2025
Individual Study (Applied Machine Learning), Undergraduate	Fall 2023, Spring 2024

Faculty Advisor

Industry Capstone (client: SCU Prospect Management and Analytics)	Winter – Spring 2024, 2025
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Guest Lecturer

EMBA 903: Analytics	Fall 2023
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At the University of Southern California:

Guest Instructor (3 sections)

Instructor (virtual)

Course Teaching Assistant (virtual, 738 students across 11 sections)

Operations Management, Undergraduate Core

Spring 2022

Spring 2021

Fall 2020

Student Moderator

W.V.T. Rusch Engineering Honors Colloquium

Spring 2016

Service

Ad-hoc Reviewer for Journals:

- *Management Science*
- *Manufacturing & Service Operations Management*
- *Production and Operations Management*
- *Journal of American College Health*
- *Service Science*

Editorial Board Member, Decision Sciences (AI in Operations, Information Systems and Marketing), 2026-current

Ad-hoc Reviewer for Conferences and Competitions

- MSOM Healthcare Operations Management Special Interest Group (SIG) 2024 – 2026
- MSOM Technology, Innovation, and Entrepreneurship SIG 2025 – 2026
- MSOM Conference 2025 – 2026
- INFORMS Healthcare Applications Society Best Student Paper Competition 2026
- INFORMS Behavioral Operations Management Best Working Paper Competition 2025
- International Conference for Information Systems (ICIS) 2020, 2025
- MSOM Supply Chain Management SIG 2024
- Conference on Information Systems and Technology (CIST) 2020

Program Chair Member:

- Conference on Information Systems and Technology (CIST) 2023 – 2025

Conference Session Chair/ Co-Chair:

INFORMS Annual Meeting – Health Applications Society	2021 – 22, 2024 – 26
INFORMS Annual Meeting – MSOM Service Operations	2025
POMS – Healthcare Operations Management	2024 – 26
INFORMS Healthcare – Health Information Technology Track (2 sessions)	2023
CHITA Research Panel: AI Augmentation and Applications in Healthcare	2022

<i>Tenure and Promotion External Evaluation Letter Writer</i>	2024
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Membership: Institute for Operations Research and Management Sciences (INFORMS), Manufacturing and Service Operations Management (MSOM), Production and Operations Management (POM)

Student Mentoring (Research / External Projects): Yunus Kocabey (SCU MS Information Systems), Sayali Borate (SCU MS Information Systems), Ean Chen (SCU MS Business Analytics), Caidan Brophy (USC BS Industrial and Systems Engineering), Vania Walangare (USC MS Analytics)

At Santa Clara University:

Information Systems and Analytics Research Seminar Coordinator	2023 – present
Faculty Advisor, Santa Clara INFORMS Student Chapter	2025 – present
Member, Foundational Knowledge of AI for Teaching and Learning Working Group	Spring 2026
Judge, Santa Clara INFORMS x Miller Center Datathon	Spring 2026
Undergraduate Business Analytics Major Committee Member	2023 – 2025
Faculty Co-Advisor, Information Systems and Analytics (ISA) Student Network	2024 – 2025
Judge, M.S. Business Analytics – Analytics Showdown	Fall 2025
Panelist, What is MIS? (ISA Student Network Event)	Winter 2025
Presenter, AI in Action CAFE	Fall 2024
Presenter, CAFE for Business, Engineering and Law	Spring 2024
M.S. Business Analytics – Analytics Showdown Coordinator	Fall 2023
New Faculty Orientation – Tenure Track Near Peer Panel Panelist	Summer 2023

At the University of Southern California:

Marshall School of Business, Ph.D. Program Orientation Ambassador	2018
Institute of Industrial and Systems Engineers, Alumni Panel Panelist	2018
Center for Excellence in Teaching, Public Relations Chair & Undergraduate Fellow	2014 – 2017
Institute of Industrial and Systems Engineers, Vice President for Student Affairs	2015 – 2016
Provost's Task Force on Teaching Effectiveness, Undergraduate Representative	2016

Invited Academic Talks

Stanford University, Graduate School of Business, OIT 644 (Research in Operations, Information and Technology)	2026
University of Hong Kong, HKU Business School	2025
Kaiser Permanente Division of Research, Pleasanton, CA	2024
Santa Clara University, EMBA 903 - Analytics	2023
Santa Clara University, Leavey Research Seminar Series	2023
Arizona State University, W.P. Carey School of Business (virtual)	2021
University of Southern California, Marshall School of Business, PhD Seminar	2021
Chinese University of Hong Kong, Shenzhen, School of Management and Economics (virtual)	2021
Santa Clara University, Leavey School of Business (virtual)	2021

Invited Conference Presentations

2026: POMS Annual Conference (x3), gLocal Evaluation Week, MSOM, Behavioral Decision Research in Management, INFORMS Annual Meeting (+1 by co-author)
 2025: POMS Annual Conference (x2), Behavioral Operations Conference, MSOM (+1 by co-author), INFORMS Annual Meeting (x2, +1 by co-author)
 2024: POMS Annual Conference, INFORMS Annual Meeting
 2023: POMS Annual Conference (x2), INFORMS Healthcare (x2), INFORMS Annual Meeting
 2022: POMS Annual Conference (virtual), University of Maryland Workshop on AI and Analytics for Social Good, INFORMS Annual Meeting
 2021: INFORMS Healthcare (virtual), MSOM (virtual), INFORMS Annual Meeting
 2020: Conference on Health IT and Analytics (CHITA) (virtual), Conference on Health IT and Analytics (CHITA) Doctoral Consortium (virtual)
 2019: POMS Annual Conference, INFORMS Healthcare, INFORMS Annual Meeting

Grants, Honors, and Scholarships

Management Science Meritorious Service Award	2024, 2025
SCU Leavey Faculty Award (Research + Teaching)	2024
Leavey Research Grant (x7: \$4750, \$1000, \$3000, \$3000, \$5000, \$3000, \$5000)	2022 – 2025
Miller Center for Social Entrepreneurship Faculty Grant (\$7500)	2023
AI Curricular Development Grant (\$9600)	2023
Marshall Fellowship	2017 – 2019
USC Discovery Scholar	2017
National Academy of Engineering Grand Challenges Scholar	2017
USC Provost's Undergraduate Research Fellowship Recipient	2017
Trojan Guild of Los Angeles Scholarship	2016 – 2017
USC Alumni Club of the San Gabriel Valley Scholarship	2015 – 2017
Bickford Scholarship	2014 – 2015, 2016 – 2017
Edison Scholarship	2015 – 2016
Rose Hills Foundation Scholarship	2014 – 2016
USC Asian Pacific American Student Services PEER Mentor of the Year	2016

Societies: Tau Beta Pi, Mortar Board, Phi Kappa Phi

Professional Development

SCU Teaching and Technology Workshop – Staying Current in AI	2025
SCU Instructional Technology Group: "AI Projects for Instructors" Asynchronous Course	2023
Miller Center for Social Entrepreneurship Faculty Workshop	2023
SCU Teaching and Technology Workshop – AI on Your Side: New Opportunities for Innovation in Teaching and Learning	2023
SCU CAFEs: What AI Is, What It Isn't, and Why it Matters; AI Goes to Class (Whether You Invite It or Not)	2023
INFORMS New Faculty Colloquia	2022
Faculty Success Program, National Center for Faculty Development & Diversity	2022
Behavioral Operations Management Summer Institute, University of Michigan Ross School of Business	2019
Center for Excellence in Teaching Future Faculty Institute, University of Southern California	2019

Professional Experience

Keck Medicine of USC, Los Angeles, CA 2019 – 2020
Data Scientist Intern, USC TeleCARE

Hewlett Packard Enterprise, Madison, WI 2016
Data Scientist Intern, Health and Life Sciences

Mindshare, Playa Vista, CA 2015
Data and Analytics Intern (Clients: Nordstrom, Lionsgate)

Skills

Programming: Python, Stata, R, oTree, SQL, Mathematica, MATLAB, AMPL
Software: Tableau, Qualtrics, ExtendSim, Arena, Adobe Creative Suite