TANNER SKOUSEN
Assistant Professor

Information Systems Department
Marriott School of Business
Brigham Young University

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PROFESSIONAL EXPERIENCE

2023 – Present   **Assistant Professor**
Department of Information Systems
Marriott School of Business
Brigham Young University

EDUCATION

2023   *University of Georgia, Terry College of Business*

Ph.D., Management Information Systems

Dissertation: *Individual Resilience in Online Communities: An Embeddedness Perspective.* Committee: Hani Safadi (Chair), Elena Karahanna, Aaron Schecter

2017   *Brigham Young University, Marriott School of Management*

BS and MS, Information Systems Management
GPA: 3.94
Information Systems Ph.D. preparation track

RESEARCH INTERESTS

- Online communities
- Healthcare IT
- Interruption management
- AI adoption and diffusion

JOURNAL PUBLICATIONS

1. Safadi, H., **Skousen, T.,** Karahanna, E. (2025) "Firm-Sponsored Online Communities: Building Alignment Capabilities for Participatory Governance." ***Information Systems Research, 36(1), 419-439***

2. **Skousen, T.,** Ames, J., Gaskin, J. (2021) "Task-Adherence: An Agentic Perspective of Task-focused Dedication in an Interrupting Work Environment." ***Journal of Organizational Effectiveness: People and Performance***

3. **Skousen, T.,** Safadi, H., Young, C., Karahanna, E., Safadi, S., & Chebib, F. (2020). "Successful Moderation in Online Patient Communities: Inductive Case Study." ***Journal of Medical Internet Research***, 22(3), e15983.

4. Gaskin, J. E., and **Skousen, T.** (2016). "Time-Chunking and Hyper-Refocusing in a Digitally-Enabled Workplace: Six Forms of Knowledge Workers." ***Frontiers in Psychology***, 7, 1627

PAPERS UNDER REVIEW

1. **Skousen, T.,** Safadi, H., Young, C., "How Online Health Communities Respond to Crises: Case Study of Mayo Clinic Connect." ***Journal of the American Medical Informatics Association (JAMIA) Open*** (2nd Round of Review)

2. **Skousen, T.,** Steffen, J., Chandler, C., Rosengren, W., Gaskin, J., Meservy, T. "Asynchronous Video Interviews and Artificial Intelligence: A Multi-Study Exploration." ***European Journal of Information Systems*** (1st Round of Review)

CONFERENCE PROCEEDINGS AND PRESENTATIONS

* Denotes student co-author

1. **Skousen, T.**, *Wait, O., *Lear, J. "Beyond a Healthy Use of Technology: Understanding Technological Health." *Americas Conference on Information Systems,* Montreal, Canada, August 2025

2. *Hutchings, M., Gaskin, J., **Skousen, T.** "Awe-full Research: Opening Minds in High-Stakes Meetings Through Wonder." TREO talk, *Americas Conference on Information Systems*, Montreal, Canada, August 2025

3. Feldman, S., Singh, A., Schooley, B., Pena, D., **Skousen, T**. "Next Generation Mentoring: Who is Mentoring Whom?", Panel Presentation, *Americas Conference on Information Systems,* Salt Lake City, Utah, August 2024

4. *Gardner, J., **Skousen, T.** "The Dynamic and Constructive Nature of User-Generated Content in Online Spaces." TREO talk, *Americas Conference on Information Systems,* Salt Lake City, Utah, August 2024

5. **Skousen, T.** and *Lear, J. "Technological Health: A New Perspective on Individual Well-being in the Digital Era." *European Conference on Information Systems,* Paphos, Cyprus, June 2024

6. **Skousen, T.,** Steffen, J., Chandler, C., Rosengren, W., Gaskin, J., Meservy, T. "Asynchronous Video Interviews and Artificial Intelligence: A Multi-Study Exploration." *International Conference for Information Systems,* Copenhagen, Denmark, December 2022

7. **Skousen, T.,** Safadi, H., Watson, R. "Open Communities and Formal Organizations: A Symbiosis View," *International Conference for Information Systems,* Virtual, December 2020 **(Best Theory Paper Award Winner)**

8. Safadi, H., Watson, R., and **Skousen, T.** "Organizations and Communities: A Symbiosis View," *Americas Conference on Information Systems,* Virtual, August 2020

9. **Skousen, T**., Safadi, H., Karahanna, E., Young, C., and Chebib, F. "Tension Resolution and Sustaining Knowledge Flows in Online Communities," *International Conference for Information Systems*, Munich, Germany, December 2019 **(Best Theory Paper Award Winner)**

10. **Skousen, T.** and Karahanna, E. "Diversity in Peer-Advice Networks and the Emergence of Collective Post-Adoptive Attitudes: A Multilevel Perspective," *International Conference for Information Systems*, Munich, Germany, December 2019

11. Gaskin, J. and **Skousen, T.** "Time-Chunking Strategies in Digitally-enabled Knowledge Work". *CNoW Pre-ICIS Workshop*, Dublin, Ireland, December 2016

WORKING PAPERS

1. **"**Interruption Management Through Cognitive Cost Control: Strategies and the Role of Technology" (with Adela Chen, Elena Karahanna, and Jacob Steffen) – **Planning to submit to MIS Quarterly January 2026**

2. "Participation Resilience of Online Community Members: An Embeddedness Perspective" (with Hani Safadi)

3. "The Effect of Implementing an AI-Voice Receptionist on Patient Trust and Reactivation" (with Ben Beck)

4. "Technological Health: A New Perspective on Individual Well-Being in the Digital Era" (with *James Lear, *Olivia Fowler, and *Isaac Limb)

5. "From Coordination to Collaboration to Community: Understanding how Online Community Purpose influences Early Success Outcomes" (with *Ryan Ward)

6. "The Evolution of User-Generated Content in Emergent and Formal Online Spaces" (with *Joshua Gardner and *Macy Eskelsen)

7. "Next Generation Mentoring: Who is Mentoring Whom? CAIS Panel Report" (with Akanksha Singh, Dalton Peña, Ben Schooley, and Sue Feldman)

INVITED PRESENTATIONS

1. Brigham Young University, Information Systems Department, 2019
2. Mayo Clinic, Mayo Clinic Social Media Network Annual Conference, 2019

TEACHING EXPERIENCE

Instructor of Record

Brigham Young University   IS 415: Exploratory Data Analytics

- Fall 2024 (4.7/5)

IS 505: Programming for Data Science

- Fall 2025
- Winter 2024 (4.9/5)

IS 315: Introduction to Python Data Analytics

- Fall 2025
- Fall 2023 (4.9/5)

IS 110: Spreadsheets and Business Analysis

- Fall 2025
- Winter 2018 (4.9/5)
- Fall 2017 (5/5)

University of Georgia   MIST 4610: Data Management and Analytics (SQL)

- Spring 2023 (4.93/5)
- Fall 2021 (4.7/5)
- Fall 2020 (4.83/5)

Teaching Assistant

University of Georgia   MIST 5730/6380: Advanced Data Management and Analytics (Python), 2021

Brigham Young University   BUSM 540: Organizational Behavior, 2016-2017

INDUSTRY EXPERIENCE

Brevium Inc, Account Manager, 2014-2018
- Developed analytical tools to improve efficiency and effectiveness regarding the recognition of underperforming customers.
- Trained Practice Administrators and Doctors for over 200 different medical practices on software that improves healthcare compliance.

ACADEMIC AWARDS AND ACHIEVEMENTS

ICIS Best Track Reviewer	2023
ICIS Doctoral Consortium	2022
Recipient of UGA Outstanding Teaching Assistant Award	2022

Recipient of UGA's Graduate School Dean's Award	2021
ICIS Best Track Reviewer	2020
ICIS Best Theory Paper Award	2020
AMCIS Advanced Doctoral Consortium	2020
ICIS Best Theory Paper Award	2019
Winner of the AIS – Bocconi Ph.D. Student Travel Grant	2019
"Most Outstanding MISM Student", BYU	2017
Marriott School of Management Dean's List	2014-2016

ACADEMIC SERVICE

Internal Service

IS Undergraduate Minor Committee	2025-Present
IS 110 Coordinator	2024-Present
IS 315 Coordinator	2023-Present
BSIS Admissions Committee	2023-Present
Student Recruitment Committee	2023-Present
Workshop Coordinator, University of Georgia	2020-2021

External Service

Minitrack Chair, AMCIS	2026
Associate Editor, ICIS	2024
Doctoral Student Corner Co-Chair, ICIS, Copenhagen Denmark	2022

Ad hoc Reviewer:
MIS Quarterly
Information Systems Journal
Journal of Medical Internet Research
Frontiers of Psychology
International Conference for Information Systems
Americas Conference on Information Systems
Hawaii International Conference on Systems Sciences
European Conference on Information Systems
Electronic Commerce Research and Applications