

# Spotlight on Scholarly Commons

May 2017 • Daytona Beach Campus

## The Top Five Downloaded Faculty Authors Articles:

- **Satisfaction with Airline Service Quality: Familiarity Breeds Contempt** (166 downloads)  
Tamilla Curtis, Embry-Riddle Aeronautical University - Daytona Beach, curtist@erau.edu, Management, Marketing and Operations Department  
Dawna L. Rhoades, Embry Riddle Aeronautical University, rhoadesd@erau.edu, Management, Marketing and Operations Department  
Blaise P. Waguespack Jr., Embry-Riddle Aeronautical University - Daytona Beach, Management, Marketing and Operations Department
- **Customer Loyalty, Repurchase and Satisfaction: A Meta-Analytical Review** (124 downloads)  
Tamilla Curtis, Embry-Riddle Aeronautical University - Daytona Beach, curtist@erau.edu, Management, Marketing and Operations Department  
Dawna L. Rhoades, Embry Riddle Aeronautical University - Daytona Beach, rhoadesd@erau.edu, Management, Marketing and Operations Department, et. al.
- **Six Sigma Applied to Flight Operations Quality Assurance: An Exemplar Case Study** (92 downloads)  
Alan J. Stolzer, Embry-Riddle Aeronautical University - Daytona Beach, stolzera@erau.edu, Doctoral Studies Department, et. al.
- **Market Analysis for Small and Mid-Size Commercial Turboprop Aircraft** (65 downloads)  
Vitaly S. Guzhva, Economics, Finance and Information Systems Department  
Tamilla Curtis, Management, Marketing, and Operations Department, et. al.
- **Unmanned Aircraft System Propulsion Systems Technology Survey** (64 downloads)  
Timothy Wilson, Electrical, Computer, Software & Systems Engineering Department, et. al.

--Only ERAU authors are listed.

### Number of New Items Added

Faculty: 38

### Overall Statistics for Daytona Beach

Total Papers: 619

All-time Downloads: 59,860

May Downloads: 2,066

## Other Interesting Information

- The JAAER achieved its 250,000th download in May.
- Brought the ASEE SE Section Conference online.
- Launched the COE SOAR Meeting 4 theme.
- The 2016 ITL Week event site was created and brought online.
- Created the FIRST Program site to facilitate the internal grant proposal processes.