

Spotlight on Scholarly Commons

June 2017 • Worldwide Campus

The Top Five Downloaded Faculty Authors Articles:

- **Customer Service in Aviation Industry: An Exploratory Analysis of UAE Airports** (62 downloads)
Aman Gupta, Embry-Riddle Aeronautical University, guptaa7@erau.edu, Department of Decision Sciences
And 2 other authors not affiliated with ERAU.
- **The Projected U.S. Economic Impacts of the Space Industry 2030** (40 downloads)
Kelly Whealan-George, georged8@erau.edu, Department of Social Science and Economics
- **Project Manager Insights: An Analysis of Career Progression** (35 downloads)
James W. Marion, Jr., Embry-Riddle Aeronautical University, marionj@erau.edu, Department of Decision Sciences
Tracey M. Richardson, Embry-Riddle Aeronautical University, richart2@erau.edu, Department of Decision Sciences
Matthew P. Earnhardt, Embry-Riddle Aeronautical University, earnharm@erau.edu, Department of Organization Leadership
- **Influencing Factors for Use of Unmanned Aerial Systems in Support of Aviation Accident and Emergency Response** (17 downloads)
Brent Terwilliger, Embry-Riddle Aeronautical University, terwillb@erau.edu, Department of Graduate Studies
Dennis Vincenzi, Embry-Riddle Aeronautical University, vincend@erau.edu, Department of Undergraduate Studies
David Ison, Embry-Riddle Aeronautical University, isond@erau.edu, Department of Graduate Studies
Kenneth Witcher, Embry-Riddle Aeronautical University, witchea8@erau.edu, Department of Graduate Studies
David Thirtyacre, Embry-Riddle Aeronautical University, thirtyad@erau.edu, Department of Graduate Studies
Adeel Khalid, Embry-Riddle Aeronautical University, khalida1@my.erau.edu, WW student
- **Emotional Intelligence and Emotion Work: Examining Constructs from an Interdisciplinary Framework** (16 downloads)
Rose Opengart, former Embry-Riddle Aeronautical University professor

Number of New Items Added

Faculty: 0

Overall Statistics for Worldwide

Total Papers: 49

All-time Downloads: 12,715

June Downloads: 368

Other Interesting Information

The top non-U.S. countries that have downloaded “Customer Service in Aviation Industry...” are India (10 downloads), Singapore and the United Kingdom (5 downloads each), Zimbabwe, Kenya, Nigeria, and China (3 downloads each).