

Spotlight on Scholarly Commons

April 2017 • Daytona Beach Campus

The Top Five Downloaded Faculty Authors Articles:

- **Satisfaction with Airline Service Quality: Familiarity Breeds Contempt** (196 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** (144 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** (106 downloads)
Alan J. Stolzer, Embry-Riddle Aeronautical University - Daytona Beach, stolzera@erau.edu, Doctoral Studies Department, et. al.
- **Marketing Innovation: The Unheralded Innovation Vehicle to Sustained Competitive Advantage** (81 downloads)
Janet K. Tinoco, Embry-Riddle Aeronautical University - Daytona Beach, tinocoj@erau.edu, Management, Marketing and Operations Department
- **Quality in Airline Safety: Quality Methods and Tools Are Needed to Manage New Directions** (76 downloads)
Alan Stolzer, Embry-Riddle Aeronautical University - Daytona Beach, stolzera@erau.edu, Doctoral Studies Department, et. al.

Number of New Items Added

Faculty: 2

Magazines: Annual Report on Philanthropy and the ResearchER archives published

Overall Statistics for Daytona Beach

Total Papers: 594

Total Downloads: 58,569

Total Downloads 4/1/2016 – 4/30/2017: 30,834

Other Interesting Information

- One of our McNair Scholars Research Journal articles - Analysis of a Partial Differential Equation and Real World Applications Regarding Water Flow in the State of Florida was in the top 5 most downloaded articles for the month of March. This journal features research written by undergraduate students from the Daytona Beach Campus.
- Tamilla Curtis and Dawna L. Rhoades of the Management, Marketing and Operations Department, and Alan Stolzer, Dean of the College of Aviation, have authored two of the top five downloaded articles for the month of April.