



## Report for AV8 Flight School at KFCM

### Region: Awards Consideration (includes report card)

Below is a summary of scores and feedback from all the usable evaluations which were submitted for you during the 2026 Flight Training Experience Award application period. Many flight training providers receive exceptionally high scores so we also share with you the distribution of the overall aggregate scores for comparison.

## 1. Eligibility

To be eligible for an award, you needed to receive at least 10 unique evaluations, each at least 80% complete.

A survey response was considered 'usable' if the respondent answered at least 80% of the questions required for scoring.

A Flight School was considered 'eligible' for an award if they received at least 10 unique, usable responses.

Average scores were based on all usable responses received and have been rounded where necessary

Your percentile rank was calculated by comparing your score to scores of all other(nominated/eligible) Flight Schools

Percentile ranks were calculated at both national and regional levels and may have been rounded.

Your performance (percentile rank) compared to all other eligible Flight Schools in your region was one of many factors that informed award decisions.

You received 15 evaluations.

## 2. Free Responses

At the end of each evaluation, we ask the following open-ended question:

Why should or shouldn't your school win a Flight Training Experience Award?

## 3. Individual Overall Scores & Responses

Total Score	Student Review
89.00	AV8 Flight school has been a pleasure to work with. It's clear that they are more than just a flight school – they have built a supportive community, where instructors and students are friends. They host frequent social events, where students can be exposed to aviation outside of their regular lessons. Their facilities are some of the nicest in the area.
83.00	This is by far the best flight school I have ever attended. Their instructors are amazing and they prepared me as a pilot to be ready to undergo military flight school in the marine corps
74.00	I came to them after I got my PPL and have been nothing but impressed by their fleet of well maintained aircraft, professional instructors, written testing available at location and the almost zero problems waiting for maintenance to get aircraft on the schedule

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90.00	AV* runs an incredible platform. The flight school prides itself in safety first with very tight rules on the operations. They have very clear SOPs for their instructors and their students. I have been to many flight schools and you can tell how well a flight school is ran by how they maintain their fleet of planes and their facilities. They have an sister company who provides all their maintenance on their planes. Their planes and their facilities are always clean and well maintained. They have a great leadership team - George Lichte and a leadership team that is second to none. I know they run weekly meetings on how to improve their training, safety protocols, service. Everyone knows that because whether you are a student or instructor they will say, in this weeks meeting we are providing the following updates, guidance, changes in SOPs, etc.. Their organization models the continuous improvement processes you find in great companies. Incredible group!
83.00	Aircraft and instructor availability have been great.
83.00	I came to this school recently to finish my PPL after having lots of issues at my previous school. I had issues come up with loans before switching schools and AV8 was able to help me get everything sorted out and once I started training I was paired with an instructor who has been incredibly helpful in making sure I get my PPL before the end of the year which was my goal and I'm on track to meet that goal. I genuinely don't think that if I had stayed at my previous school that I would have finished my ppl before the end of the year. Switching to AV8 has been a fantastic experience so far and I will now be continuing to do my ratings with this school and only this school.
86.00	This is the second school that I've attended and it's clear what makes a good vs bad school. AV8 is extremely professional, prioritizes safety, and helps students strive for success.
90.00	I have been a customer of AV8 Flight School for a long time - I think my first flight with AV8 was about 20 years ago and I continue to go back because the staff is professional, knowledgeable and friendly. Customers have choices but I respect the level of maintenance and care they provide to the equipment, the facility and the grounds. The instructors are helpful and I always see the customers taken care of from the staff. I can summarize my feedback above in one word - AV8 is consistent. I have worked with other flight schools around the US and gravitate back to AV8. The decision factors I look for is how professional the flight school is, how well they take care of the customer and if the customer is their priority, if the instructors are helpful and able to answer questions and how well they take care of the facility and the flight equipment. I have not found anything with AV8 that would make them not deserving of an AOPA award. I would absolutely recommend a fellow pilot to AV8.
86.00	The AV8 Flight School team went out of their way to provide me an exceptional rotary-wing experience. As a retired commercial rotary-wing pilot, I've had, for the many years since retirement, quite the yearning to get back in the cockpit and relive what had been the centerpiece of my professional life. Toward this end, AV8 Flight School gave me a flight review with a very friendly, knowledgeable and professional CFI in an equally impressive Cabri G2 and training environment. I was provided more than sufficient read-ahead material and preflight preparation to once again take flight in a rotary-wing aircraft with confidence. This was, without question, a "bucket list" event. To the AV8 Flight School team and, especially to my CFI George, thank you so much for a most memorable flight!
84.00	My experience with AV8 was nothing but good. Whether it was with front office staff or the instructor staff. My instructor, Kelsey, was great from start to finish with my PPL training. I'm hoping to continue training with them at the beginning of the new year.
87.00	Incredible staff and flight instructors. The airplanes are incredibly well maintained and it was a joy to train here.
88.00	They are the most professional instructors I have met. When talking to other students who have worked with other flight schools, Av8 has consistently be the most professional, with the best equipment, and the most thorough training to prepare us for the tests and beyond. Absolutely amazing experience.
88.00	AV8 offers a wide variety of aircraft that are modern and very well maintained. In my experience the instructors and staff working at the school have always been friendly, knowledgeable, and accommodating. I am excited that I have the opportunity to train with them and have full confidence that with their help I can achieve my aviation goals. Additionally, they regularly host events such as the Helicopter Expo this past September which was a fantastic opportunity to meet pilots from around the area.
84.00	The flight school strives for its students to succeed and enjoy their flight training. The close relationships the instructors have with their higher ups really helps and it shows.

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81.00 AV8 combines modern aviation with old school technique. I have been extremely satisfied with their services and my flight training thus far. They go above and beyond for their students and that is proven by their success. Their rates are competitively priced and their equipment is well cared for.

#### 4. Aggregate Overall Score (Range: 0 to 100)

This is the overall score you received from your customers in the 2026 Flight Training Experience Award application period:

Your Score: 86

##### 4.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 87

Your national percentile ranking: 25%

Regional Average: 87

Your regional percentile ranking: 25%

##### 4.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 87

Your national percentile ranking: 24%

Regional Average: 87

Your regional percentile ranking: 24%

#### 5. SubScore Summary for AV8 Flight School at KFCM

Region: Awards Consideration (includes report card)

The remaining sections summarize your individual subscores (range: 0 to 100) as they apply to each of the four areas from our Flight Training Experience Research: Educational Quality, Customer Focus, Community, and Information Sharing. You will also find national and regional averages, for benchmarking.

Subscore Summary:

	Your Score	National Avg
Educational Quality	74	79
Customer Focus	71	78
Community	71	78
Information Sharing	67	74
NetPromoter Score	100	95
Overall Total	65	70

#### 6. Educational Quality Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Educational Quality; offering effective training from professional instructors who are dedicated to students' success

Your Score: 74

##### 6.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 79

Your national percentile ranking: 31%

Regional Average: 79

Your regional percentile ranking: 31%

## 6.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 81

Your national percentile ranking: 26%

Regional Average: 81

Your regional percentile ranking: 26%

## 6.3 Responses per Question

My school consistently used a training syllabus that I could consult.

Response Choice	Frequency	%
Strongly Agree	12	80%
Somewhat Agree	2	13.33%
Neither agree nor disagree	1	6.67%

My school helped me find an instructor who considered my personal strengths and weaknesses when creating lesson plans.

Response Choice	Frequency	%
Strongly Agree	13	86.67%
Somewhat Agree	2	13.33%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	15	100%

My instructor at my school regularly suggested what I should study before arriving at the airport for a lesson.

Response Choice	Frequency	%
Strongly Agree	14	93.33%
Somewhat Agree	1	6.67%

## 7. Customer Focus Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Customer Focus; adding value by demonstrating professionalism and engagement with students

Your Score: 71

## 7.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 78

Your national percentile ranking: 30%

Regional Average: 78

Your regional percentile ranking: 30%

#### 7.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 79

Your national percentile ranking: 26%

Regional Average: 79

Your regional percentile ranking: 26%

#### 7.3 Responses per Question

Instructors at my school were never available to answer questions outside of formal lessons.

Response Choice	Frequency	%
Strongly Disagree	15	100%

I found it easy to reschedule lessons at my school when there were issues, like maintenance or weather.

Response Choice	Frequency	%
Strongly Agree	12	80%
Somewhat Agree	1	6.67%
Neither agree nor disagree	1	6.67%
Strongly Disagree	1	6.67%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	15	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	3	20%
Somewhat Disagree	3	20%
Strongly Disagree	9	60%

#### 8. Community Focus Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Community; emphasizing social connections and accomplishments.

Your Score: 71

#### 8.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 78

Your national percentile ranking: 30%

Regional Average: 78

Your regional percentile ranking: 30%

#### 8.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 79

Your national percentile ranking: 26%

Regional Average: 79

Your regional percentile ranking: 26%

#### 8.3 Responses per Question

After training at my school, I feel like a member of the general aviation community.

Response Choice	Frequency	%
Strongly Agree	11	73.33%
Somewhat Agree	3	20%
Neither agree nor disagree	1	6.67%

Sometimes I felt as if I didn't belong at my school.

Response Choice	Frequency	%
Neither agree nor disagree	2	13.33%
Strongly Disagree	13	86.67%

My school provided adequate opportunities to meet students, new pilots, and members of the local aviation community

Response Choice	Frequency	%
Strongly Agree	11	73.33%
Somewhat Agree	3	20%
Somewhat Disagree	1	6.67%

I received regular positive encouragement that made me want to come back for my next lesson at my school.

Response Choice	Frequency	%
Strongly Agree	14	93.33%
Somewhat Agree	1	6.67%

#### 9. Information Sharing Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Information Sharing; educating and empowering students to make informed decisions about flight training investments.

Your Score: 67

#### 9.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 74

Your national percentile ranking: 29%

Regional Average: 74

Your regional percentile ranking: 29%

#### 9.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 76

Your national percentile ranking: 24%

Regional Average: 76

Your regional percentile ranking: 24%

#### 9.3 Responses per Question

I always understood the steps required to reach my flight training goals at my school.

Response Choice	Frequency	%
Strongly Agree	13	86.67%
Somewhat Agree	2	13.33%

My flight training at my school has required more time and/or money than I expected.

Response Choice	Frequency	%
Somewhat Agree	2	13.33%
Neither agree nor disagree	4	26.67%
Somewhat Disagree	4	26.67%
Strongly Disagree	5	33.33%

My school readily shares information about student success rates (e.g. passing FAA checkride).

Response Choice	Frequency	%
Strongly Agree	9	60%
Somewhat Agree	1	6.67%
Neither agree nor disagree	4	26.67%

Somewhat Disagree	1	6.67%
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I was shown where I could find additional resources, like study guides or practice exams, to supplement my studies in anticipation of written or practical exams.

Response Choice	Frequency	%
Strongly Agree	14	93.33%
Neither agree nor disagree	1	6.67%

## 10. Net Promoter Score

### 10.1 Questionnaire Responses

The Net Promoter Score is generated by asking customers how likely they would be to recommend a given product or service - in this case, your services as a flight instructor to another potential customer, on an 11 point scale.

How likely are you to recommend your CFI to someone interested in flight training?

Response Choice	Frequency	%
10	14	93.33%
9	1	6.67%

### 10.2 NPS Grouping

Responses to this question are then used to sort customers into one of three groups:

**Detractor:** Less likely to use your services again and may not speak highly of your services to others.

**Passive:** Generally somewhat satisfied, passive respondents likely won't help or hurt your business in talking to other people.

**Promoters:** Ideally, all of your customers would be promoters. Promoters would fly with you again in the future and would tell others how great they think you are.

Response Choice	Frequency	%
Promoter	15	100%

### 10.3 Standardized Score Calculation

The overall Net Promoter Score is calculated by subtracting the percentage of your customers who are 'detractors' from the percentage of your customers who are 'promoters.' Thus, the overall Net Promoter Score can range from -100 to 100.

For more information on the Net Promoter Score and how to interpret it, check out: <https://www.medallia.com/net-promoter-score>

Your Score: 100

#### 10.3.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 95

Your national percentile ranking: 73%

Regional Average: 95

Your regional percentile ranking: 73%

#### 10.3.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 96

Your national percentile ranking: 76%

Regional Average: 96

Your regional percentile ranking: 76%