



Report for Atlas Aviation at KTPF

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 11 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
82.00	The expertise from the instructors has been amazing, the planes are some of the best as well being super well kept compared to other schools I have seen, and the kindness from all employees is really felt as a student.
86.00	Atlas Aviation absolutely deserves a Flight Training Experience Award. My PPL training there was excellent from start to finish. Anthony was my main instructor and did a great job explaining everything clearly and building confidence in the cockpit. Trevor and Ashley were also a big help and always had great attitudes. The planes are in great shape, maintenance is always up to date, and I never had an issue with any aircraft. The staff, from the line crew to the front desk, run a tight and professional operation while keeping the atmosphere friendly and supportive. Peter O. Knight is a great airport to train at—convenient, scenic, and never too crowded. Overall, Atlas is well managed, organized, and focused on student success. They truly earned it.

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85.00	This school absolutely should win a flight training experience award. Atlas has helped me tremendously throughout my journey. I switched midway from a different Tampa bay flight school to Atlas Aviation and the difference was night and day. The biggest difference was how supportive everyone is. The CSR's, instructors, and maintenance staff are incredible and go above and beyond to make my training as painless and enjoyable as possible. The maintenance crew have shown me on multiple occasions how the plane works while it's in maintenance and describing things without the cowling which helped me tremendously! I'm a visual learner so having that opportunity to be "hands on" and see inside the engine bay was super helpful. The maintenance guys even wrote me a good luck note before my instrument checkride! Who wouldn't be appreciative of that?! Atlas is great and I couldn't have picked a better school to finish out my training. I'm so grateful for a friend recommending me to them amidst my bad experience from a previous flight school.
82.00	My experience training at Atlas Aviation has been outstanding. My instructor (Anthony) continually adapts each lesson to my current proficiency, introducing new challenges in thoughtful increments that push me to grow without feeling overwhelmed. He's patient, professional, and always takes the time to answer every question—creating a learning environment where I feel comfortable, supported, and confident to ask anything. His professionalism and teaching style clearly reflect the high standards and strong merit of Atlas Aviation as a whole. The school's dedication to personalized instruction, safety, and student development makes it a truly exceptional place to train, and that's exactly why Atlas Aviation deserves to win a Flight Training Experience Award.
90.00	Outstanding Experience with Atlas Aviation and Instructor Anthony Banks! I can't say enough great things about my experience with Atlas Aviation and my instructor, Anthony Banks. From day one, the team at Atlas has been professional, welcoming, and truly passionate about aviation. The aircraft are well-maintained, the facilities are spotless, and the entire staff goes above and beyond to make sure every flight is safe, efficient, and enjoyable. Anthony Banks is an exceptional instructor — knowledgeable, patient, and always focused on helping you become a confident and competent pilot. He has a talent for explaining complex concepts in a way that's easy to understand, and he strikes the perfect balance between professionalism and approachability. Every lesson feels productive, challenging, and fun.
89.00	After visiting several flight schools around Tampa, I chose Atlas Aviation to earn my private pilot license, and it was the best decision I could have made. Every member of the Atlas team played a vital role in my success as a student pilot. Their aircraft fleet is top notch, backed by a maintenance department with an outstanding reputation across Florida. The instructors are highly skilled professionals who are genuinely invested in their students' growth. If any flight school deserves recognition for its commitment to safety, excellence, and student success, it's Atlas Aviation!
90.00	I use to work at Textron Aviation, and Atlas Aviation was one of the Cessna Pilot Centers that I managed. They were such a pleasure to work with and I always enjoyed visiting them and admired the operation that they ran. I have since left Textron and started doing my Instrument and Commercial training with Atlas. I was recommended by many in the Tampa area that it is the best school, and they were definitely right! My instructor is wonderful and they truly provide such a high quality standard of training. Additionally, my favorite part above the flight training would be the community that Atlas has created. Everyone from instructors, to administration, and students are all so friendly and willing to help you out with whatever it is. The first day I started training with Atlas I knew that it was immediately the right choice. Such a wonderful place with wonderful people. They are very deserving of the flight training experience award. I would recommend them 1 million times to anyone.
90.00	I have been flying as a student with Atlas Aviation for over a year now and have had a great experience. The instructors are very knowledgeable and hands-on with all students with different skills and learning styles. The instructors meet with each other and discuss all students they have to collaborate and help tune skills, giving pointers and check rides to help teach each other's students. These instructors show care for all students and their success. Between flight and ground safety, you know you are safe and have a good aircraft to focus on the lesson. As a A&P Technician for a major airline, I see how these aircraft are cared for and airworthy with a fantastic Maintenance team. Operations are smooth, and scheduling is stress free, for the team is always adjusting and communicating schedules to help each student and renter for everyone's needs. I have been very fortunate to be able to fly with Atlas Aviation and suggest them regularly to people searching for a great flight school in the Tampa Bay area.
83.00	High quality instructors with the nicest aircraft in the greater Tampa Bay Area.
85.00	This flight school deserves to win due to its excellence of safety and reliability of school fleets, integration of modern technology like glass cockpits.
79.00	This flight school should win a flight training experience award because the instructor are top notch and they work together to help students succeed as long as the student puts in the effort. This school also keeps their planes in great condition.

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## 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: 33%

Regional Average: 87

Your regional percentile ranking: 33%

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

National Average: 87

Your national percentile ranking: 33%

Regional Average: 87

Your regional percentile ranking: 33%

## 5. SubScore Summary for Atlas Aviation at KTPF

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	81	79
Customer Focus	82	78
Community	82	78
Information Sharing	78	74
NetPromoter Score	100	95
Overall Total	73	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: 81

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

National Average: 79

Your national percentile ranking: 45%

Regional Average: 79

Your regional percentile ranking: 45%

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

National Average: 81

Your national percentile ranking: 43%

Regional Average: 81

Your regional percentile ranking: 43%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	45.45%
Somewhat Agree	5	45.45%
Neither agree nor disagree	1	9.09%

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

Response Choice	Frequency	%
Strongly Agree	9	81.82%
Somewhat Agree	2	18.18%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	11	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	9	81.82%
Somewhat Agree	2	18.18%

## 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: 82

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

National Average: 78

Your national percentile ranking: 57%

Regional Average: 78

Your regional percentile ranking: 57%

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

National Average: 79

Your national percentile ranking: 58%

Regional Average: 79

Your regional percentile ranking: 58%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	1	9.09%
Strongly Disagree	10	90.91%

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

Response Choice	Frequency	%
Strongly Agree	7	63.64%
Somewhat Agree	2	18.18%
Neither agree nor disagree	2	18.18%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	11	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Somewhat Disagree	2	18.18%
Strongly Disagree	9	81.82%

## 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: 82

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

National Average: 78

Your national percentile ranking: 58%

Regional Average: 78

Your regional percentile ranking: 58%

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

National Average: 79

Your national percentile ranking: 57%

Regional Average: 79

Your regional percentile ranking: 57%

## 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	8	72.73%
Somewhat Agree	3	27.27%

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

Response Choice	Frequency	%
Somewhat Disagree	3	27.27%
Strongly Disagree	8	72.73%

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

Response Choice	Frequency	%
Strongly Agree	9	81.82%
Somewhat Agree	2	18.18%

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

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Somewhat Agree	1	9.09%

## 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: 78

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

National Average: 74

Your national percentile ranking: 56%

Regional Average: 74

Your regional percentile ranking: 56%

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

National Average: 76

Your national percentile ranking: 54%

Regional Average: 76

Your regional percentile ranking: 54%

### 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	8	72.73%
Somewhat Agree	3	27.27%

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

Response Choice	Frequency	%
Neither agree nor disagree	4	36.36%
Somewhat Disagree	3	27.27%
Strongly Disagree	4	36.36%

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

Response Choice	Frequency	%
Strongly Agree	9	81.82%
Neither agree nor disagree	2	18.18%

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	10	90.91%
Somewhat Agree	1	9.09%

## 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	10	90.91%
9	1	9.09%

## 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	11	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%