



Report for Cape Fear Aviation Flight Training at 2GC

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 32 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
90.00	Consistency for excellence. I've earned three ratings with their instruction and am working on a fourth (my commercial).
90.00	Cape Fear Aviation Flight Training should win a Flight Training Experience Award for their exceptional training program and their dedication to creating a place where students feel welcome and cared for throughout every phase of their training. The pilots who come from Cape Fear are excellent.
86.00	Cape Fear Flight Training is an excellent school that adapts to each student and each instructor works well to build on lessons taught by other instructors.
82.00	Their professionalism and flexibility is unmatched. Due to proximity of FT Bragg, many Servicemembers train here, myself included, and despite changing schedules and hardships, this school has always been great at understanding and adapting with me.
90.00	I've had a great experience with this flight school! The instructors are knowledgeable, patient, and really care about helping students succeed. I've learned so much throughout my training and feel confident in my skills thanks to their excellent teaching and support. Highly recommend this school to anyone interested in becoming a pilot!

I am honored to nominate Cape Fear Aviation Flight Training for the prestigious Flight Training Experience Award. Cape Fear Aviation exemplifies excellence in aviation education, providing an unparalleled learning environment that fosters growth, safety, and professionalism for all students. Their commitment to delivering high-quality flight training, coupled with their willingness to support active-duty military personnel, makes them a standout institution in the aviation community. From the moment I began my training at Cape Fear Aviation, I was impressed by their dedication to student success. The instructors and staff go above and beyond to ensure that every student receives personalized attention and guidance, tailoring lessons to individual learning styles and goals. Their emphasis on safety, professionalism, and mastery of aviation fundamentals creates a strong foundation for pilots at all levels, from beginners to advanced students pursuing additional ratings. One of the most remarkable aspects of Cape Fear Aviation is their unwavering support for active-duty military personnel. They understand the unique challenges faced by service members and are committed to accommodating their schedules and needs. Whether it's offering flexible training hours, providing resources to help balance military duties with flight training, or fostering a welcoming and inclusive environment, Cape Fear Aviation demonstrates a deep respect and appreciation for those who serve our country. Their willingness to work with active-duty military personnel is a testament to their dedication to making aviation accessible to all. The instructors at Cape Fear Aviation are not only highly skilled and knowledgeable but also passionate about aviation and teaching. They create a positive and encouraging atmosphere that inspires students to excel. Their ability to explain complex concepts in a clear and engaging manner ensures that students gain a thorough understanding of both the theoretical and practical aspects of flying. The staff's professionalism and genuine care for their students' success set Cape Fear Aviation apart as a leader in flight training. Beyond the classroom and cockpit, Cape Fear Aviation fosters a sense of community among its students and staff. They host events, seminars, and networking opportunities that bring together aviation enthusiasts and professionals, creating a supportive environment where students can connect, learn, and grow. This sense of camaraderie and shared passion for aviation is a hallmark of the school's culture and contributes to its reputation as a premier flight training institution. In my experience, Cape Fear Aviation is more than just a flight school—it is a place where dreams take flight, and where students are empowered to achieve their goals and reach their full potential. Their commitment to excellence, their support for active-duty military personnel, and their dedication to fostering a positive and inclusive learning environment make them truly deserving of the Flight Training Experience Award. I am proud to nominate Cape Fear Aviation for the Flight Training Experience Award. Their exceptional contributions to the aviation community and their unwavering support for their students and military personnel make them a shining example of what a flight school should be.

90.00	Exceptional staff with super flexible, teaching styles
89.00	This flight school has never let me down. They are always available, whether it's in person or over the phone, to answer any questions and help guide students to proper understanding. The resources the school has are pretty much always available and easy to get hold of. Scheduling has never been a hassle, and the staff are always willing to help make the best situation for each student. This is an amazing flight school.
90.00	Helpful and informative. Willing to work with the customer and help them best get to their end state and goal.
84.00	This is a very good school. Easy to communicate with staff and chief pilot is fully involved with day to day operations.
89.00	Cape Fear Aviation continuously operates at a high demand. I have always had great learning environment and received instruction that fit me. A small school with a HUGE trains like a big school. Aircraft availability is never an issue at Cape Fear Aviation. Aircraft maintenance is never an issue at Cape Fear Aviation. Their instructors are very experienced, all the way from PPL TO THE MOST DEMANDING MODES such as CPL & MEL. They continue to have high pass rates with efficiency. Josh Delaney is my instructor and he is even tempered, quick to act, and his situational awareness is very high.
78.00	Great communication and flexibility. The instructors are respectful for a learning style that works best for you.
90.00	Cape Fear Aviation has a long history and reputation of providing: The Highest Quality Flight Training. Their aircraft are meticulously maintained. Their prices are the most reasonable in the region.
88.00	Extremely approachable, planes are well maintained and a plethora of qualified instructors who are extremely accessible.
87.00	Great flight school with very competent instructors focused on safety.
90.00	This is an outstanding flight school with a culture that promotes learning, safety, and customer satisfaction.

	I believe Cape Fear Aviation Flight Training should receive the Flight Training Experience Award because it provides a safe, professional and efficient Flight Training Experience. CFA does an exceptional job of reminding its students of upcoming reservations as well as informing them of any changes to their reservation. They keep matriculas records and work diligently to keep their fleet of aircrafts in top flying condition. Repairs and inspections are done in a timely manner with great attention to detail. Aircraft performance and inspection checklists are well organized and easily accessible either inside the schoolhouse or online via Flight Circle. CFA also uses the Flight Circle website for aircraft/instructor scheduling making the process very easy and efficient. The foster information sharing by hosting GA safety classes in the evenings and inviting senior experienced aviators to share their flying experiences and knowledge with junior aviators. If student training costs exceeds what the student anticipated it is only because CFA is committed to producing quality (SAFE) pilots.
89.00	
83.00	This school offers quality instruction for a very fair price. They are the cheapest option within more than an hour drive. I completed my private certificate with them in 2023 and when I decided to pursue other ratings this year I knew it was the only option for me. Everyone who works there- the chief instructor, the CFIs, the owner, maintenance staff, and testing center are all extremely helpful and always willing to answer questions or offer their assistance. I do wish the instructors followed a more clear syllabus or training plan with objectives to work towards- I think this would help students, especially student pilots, understand what they are working on. One other way I could see to improve is to encourage or host events to connect students to the greater aviation community at large. Maybe select certain students to attend a fly-in in the school planes or host an event at Grays Creek like a monthly BBQ for students and other pilots interested in joining.
90.00	Amazing prices, great planes, outstanding instructors. Everyone at this airport works well together to achieve safety and fun simultaneously.
88.00	This flight school should win a flight training experience award. Scheduling was easy, and staff reached out to me well ahead of my training time with information and training resources, coordinating to get me the best experience possible, and clear communication. Staff were kind and professional. Prior to my multi engine training I wanted to get current with IFR, and they scheduled me with an instructor to accommodate without hesitation. I was not local, so when preparing to travel to train with the flight school, I was given information about the local areas, where I could stay, local amenities, etc. I always got the sense staff knew what they were doing, I could ask questions if I ever needed something, and I was welcome. Students of this school are in good hands.
89.00	My flight school deserves the AOPA Flight Training Experience Award because it is not merely a place of training, but a true aviation family. The staff's commitment goes far beyond flight hours, providing mentorship and personalized support to each student. I am not just a number on a roster; I am a valued member of a community that shares my passion for the skies. This is a school that fosters an environment of mutual encouragement. From the front desk staff to the mechanics, everyone is invested in our success. I have received not only top-tier instruction but also invaluable life lessons in problem-solving and perseverance. The school has instilled a deep respect for aviation safety and pushed me to achieve a level of excellence I never thought possible. This award would be a deserving tribute to their unwavering dedication and the supportive, family-like atmosphere they have built.
88.00	This Flight School is committed to producing quality pilots with the skills and experience to safely fly!
83.00	I think this school should win a Flight Training Experience Award for a few reasons. First, the amount of effort and flexibility the instructors have is unmatched. Day in and day out they strive to make the students succeed and help in anyway possible. Next, the costs for this training are some of the lowest I have seen in the area. This tremendously helps for people working full time or part time jobs paying for flight school. Lastly, the amount of aircraft available to fly is huge. If some planes are down for maintenance, there are always more to be flown.
90.00	They're a great local Flight school with excellent instructors
85.00	This is a great part 61 flight school. The instructors are top notch and really know their stuff. The maintenance staff is good and the planes never stay down for long.
62.00	The best school in the Fayetteville area. They have lots of planes. One thing I didn't like was when I was almost to my checkride my plane was about to time out for the 100 hour maintenance so which means I would have had to cancel my checkride if it did. One thing they could have done was prevent people from flying it till I got my checkride done. They would have had to just wait a few days. Luckily it didn't but it was cutting it close. It was stressful and rescheduling a checkride is difficult. I felt like that they didn't care if my checkride was cancelled because of the plane going on its 100 hour.. it's not like they didn't have enough planes to sustain their business at the time.

88.00	This school should win because it feels like family. The instructors care about you as a pilot and as a person. They're patient, knowledgeable, and truly passionate about helping you reach your goals. Every flight feels like progress, and every ground session leaves you more confident. It's not just about earning a certificate, it's about falling in love with aviation in the best environment possible.
89.00	Cape Fear Aviation is not just another flight school. It is a place where everyone is welcomed with open arms. They make it clear the amount your training will cost and lay the time it will take you to get some zero to pilot with realistic times. the instructors truly care about there students successes and are the first to celebrate a big milestone with you. Every time I go to school I meet someone new they have nothing but good things to say about the school. The planes are also well kept and are in great condition for flight school aircraft. Cape Fear Aviation works hard to train safe pilots and create a great low cost way to become a pilot.
90.00	CFA has consistently provided excellent instruction. All the instructors I have worked with have gone out of their way to prepare me both for my checkride and my future career as a pilot.
88.00	Both of the instructors I worked with have been excellent at testing my abilities and helping me grow. They are incredibly easy to work with and provided me with everything I needed.
90.00	This Flight School should win a Flight Training Experience Award because it goes beyond teaching students to fly. The instructors focus on safety, personal growth, and real progress. Each lesson feels purposeful, and the school maintains high standards in maintenance, professionalism, and care. The environment builds confidence and skill, creating pilots who represent the best of aviation.
90.00	Great flight school and really helpful on all training. All flight Instructors are all knowledgeable in and outside the aircraft.

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: 88

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

National Average: 87

Your national percentile ranking: 66%

Regional Average: 87

Your regional percentile ranking: 66%

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

National Average: 87

Your national percentile ranking: 67%

Regional Average: 87

Your regional percentile ranking: 67%

5. SubScore Summary for Cape Fear Aviation Flight Training at 2GC

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	83	78

Community	82	78
Information Sharing	80	74
NetPromoter Score	97	95
Overall Total	74	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: 48%

Regional Average: 79

Your regional percentile ranking: 48%

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

National Average: 81

Your national percentile ranking: 47%

Regional Average: 81

Your regional percentile ranking: 47%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	26	81.25%
Somewhat Agree	2	6.25%
Neither agree nor disagree	3	9.38%
Somewhat Disagree	1	3.12%

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

Response Choice	Frequency	%
Strongly Agree	26	81.25%
Somewhat Agree	5	15.62%

My school promotes a culture of safety.

Response Choice	Frequency	%

Strongly Agree	31	96.88%
Somewhat Agree	1	3.12%

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

Response Choice	Frequency	%
Strongly Agree	27	84.38%
Somewhat Agree	4	12.5%
Strongly Disagree	1	3.12%

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: 83

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

National Average: 78

Your national percentile ranking: 64%

Regional Average: 78

Your regional percentile ranking: 64%

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

National Average: 79

Your national percentile ranking: 64%

Regional Average: 79

Your regional percentile ranking: 64%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	32	100%

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

Response Choice	Frequency	%
Strongly Agree	31	96.88%
Somewhat Disagree	1	3.12%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	31	96.88%
Somewhat Agree	1	3.12%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Somewhat Agree	1	3.12%
Neither agree nor disagree	1	3.12%
Somewhat Disagree	1	3.12%
Strongly Disagree	29	90.62%

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: 59%

Regional Average: 78

Your regional percentile ranking: 59%

8.2 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%

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	28	87.5%
Somewhat Agree	3	9.38%
Neither agree nor disagree	1	3.12%

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

Response Choice	Frequency	%
Somewhat Agree	1	3.12%
Somewhat Disagree	1	3.12%
Strongly Disagree	30	93.75%

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

Response Choice	Frequency	%
Strongly Agree	25	78.12%
Somewhat Agree	4	12.5%
Neither agree nor disagree	3	9.38%

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

Response Choice	Frequency	%
Strongly Agree	30	93.75%
Somewhat Agree	2	6.25%

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: 80

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

National Average: 74

Your national percentile ranking: 64%

Regional Average: 74

Your regional percentile ranking: 64%

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

National Average: 76

Your national percentile ranking: 64%

Regional Average: 76

Your regional percentile ranking: 64%

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	30	93.75%
Somewhat Agree	2	6.25%

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

Response Choice	Frequency	%
Neither agree nor disagree	4	12.5%
Somewhat Disagree	5	15.62%
Strongly Disagree	23	71.88%

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

Response Choice	Frequency	%
Strongly Agree	22	68.75%
Somewhat Agree	4	12.5%
Neither agree nor disagree	4	12.5%
Somewhat Disagree	2	6.25%

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	31	96.88%
Somewhat Agree	1	3.12%

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	30	93.75%

9	1	3.12%
8	1	3.12%

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	31	96.88%
Passive	1	3.12%

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 you 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: 97

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

National Average: 95

Your national percentile ranking: 37%

Regional Average: 95

Your regional percentile ranking: 37%

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

National Average: 96

Your national percentile ranking: 42%

Regional Average: 96

Your regional percentile ranking: 42%