



Report for Future Flyers of Iowa at 3Y3

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 18 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	Great instructors, great aircraft and an all around great atmosphere make this the premier flight school in Central Iowa!
84.00	Future Flyers of Iowa distinguishes itself as a warm and welcoming flight school. It's community-oriented sets it apart, fostering a connections not only among other pilots pursing diverse certifications but also with the on-site mechanics. The unparalleled atmosphere is truly commendable!
84.00	They should win because they have amazing relationships with students and all the cfis really care about what they are teaching
81.00	They should win this flight school Award because of their care for their students and goodwill. Future flyers always wants whats best for their students and makes sure that they get their training done efficiently while also having the student learn what they must to become a good student.
90.00	Future Flyers provides top-notch instructors with high quality aircraft. They have the ability to train from private through comm multi. All the instructors and staff are incredibly friendly. They work to accommodate all types of schedules.

	They're program, all the way from private through commercial, is top notch. They have great instructors and a great fleet.
90.00	They have basic 172's to learn to fly in all the way to complex and high performance aircraft to further your skills. Will continue to train at this school for all advanced ratings.
87.00	I think it should because they have very nice instructors. They also have a good variety of aircraft to choose from.
90.00	The staff is very friendly and helpful. They focus on safety and tailor the instruction to the student's needs. Prices are reasonable. The atmosphere is low pressure and easy to hang around in and chat with others.
90.00	This flight school delivers exceptional training through experienced instructors and a strong focus on safety and student success. Its supportive, professional environment helps students thrive—whether pursuing a career or flying for passion. With a commitment to excellence and innovation, this school truly sets the standard for outstanding flight training.
85.00	Future Flyers should win the Flight Training Experience Award. The staff and flight instructors are really great people who consistently strive to ensure their students are able succeed. The costs for lessons are a great value, I am able to schedule lessons with ease and I am able to contact my flight instructor outside of formal lessons. My flight instructor is respectful, patient and has always helped me succeed during my flight lessons. I always learn a lot each lesson and I always look forward to the next one.
90.00	Future Flyers of Iowa should win a Flight Training Experience Award because they provide an excellent level of safety and teamwork with welcoming staff to help pilots of all stages reach their goals.
90.00	It should because everyone there is very friendly and everybody goes above and beyond, it feels like a big family. The overall lessons have been great and very informative and I have learned so much so quick. We were choosing between this school and a different one and I'm so happy we chose this one
88.00	The FFOI team seem to hold themselves to a higher standard. It's impressive how simple things like the day to day mundane tasks around the school are handled with process and professionalism like it's old hat. Each session starts with a goal, roadmap and feedback on how the goal was or wasn't achieved. I really appreciate their focus and attention to detail regarding my training. Everything affects aviation, everything affects me as a pilot, everything is a learning experience. Not a day goes by that a lesson from FFOI aren't on my mind. Time there has reached beyond the classroom and has changed my life to make me a better human overall.
86.00	Their instructors are extremely personable, easy to get along with, and more importantly, professional and knowledgeable. If we manage to get stumped on something, we'll find the answer together.
87.00	The community that the school has created makes it a enjoyable and welcoming environment for all. The dedication their flight instructors have to help their students is beyond incredible. Being apart of this community has brought me opportunities to make new friends and learning valuable information. I would recommend this flight school to anyone interested in getting into aviation or anyone looking for training. One of the many things I love about Future Flyers of Iowa is that they have made flying affordable for everyone with good quality and care for their students. Aviation is expensive. Having the opportunity to fly with them has been amazing and truly a blessing!
90.00	Future flyers of Iowa has far exceeded my expectations as a flight school. They promote safety while making learning how to fly fun.
88.00	Extremely great training
90.00	They should because, they continuously foster a safe and positive learning environment for students to be successful.

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: 81%

Regional Average: 87

Your regional percentile ranking: 81%

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

National Average: 87

Your national percentile ranking: 86%

Regional Average: 87

Your regional percentile ranking: 86%

5. SubScore Summary for Future Flyers of Iowa at 3Y3

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	85	79
Customer Focus	85	78
Community	85	78
Information Sharing	81	74
NetPromoter Score	95	95
Overall Total	76	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: 85

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

National Average: 79

Your national percentile ranking: 64%

Regional Average: 79

Your regional percentile ranking: 64%

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

National Average: 81

Your national percentile ranking: 63%

Regional Average: 81

Your regional percentile ranking: 63%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	14	77.78%

Somewhat Agree	3	16.67%
Neither agree nor disagree	1	5.56%

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

Response Choice	Frequency	%
Strongly Agree	18	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	18	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	17	94.44%
Somewhat Agree	1	5.56%

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: 85

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

National Average: 78

Your national percentile ranking: 73%

Regional Average: 78

Your regional percentile ranking: 73%

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

National Average: 79

Your national percentile ranking: 72%

Regional Average: 79

Your regional percentile ranking: 72%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	18	100%

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

Response Choice	Frequency	%
Strongly Agree	15	83.33%
Somewhat Agree	3	16.67%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	17	94.44%
Neither agree nor disagree	1	5.56%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Somewhat Disagree	1	5.56%
Strongly Disagree	17	94.44%

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: 85

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

National Average: 78

Your national percentile ranking: 73%

Regional Average: 78

Your regional percentile ranking: 73%

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

National Average: 79

Your national percentile ranking: 72%

Regional Average: 79

Your regional percentile ranking: 72%

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	16	88.89%
Somewhat Agree	2	11.11%

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

Response Choice	Frequency	%
Strongly Disagree	18	100%

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

Response Choice	Frequency	%
Strongly Agree	16	88.89%
Somewhat Agree	2	11.11%

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

Response Choice	Frequency	%
Strongly Agree	18	100%

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: 81

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

National Average: 74

Your national percentile ranking: 68%

Regional Average: 74

Your regional percentile ranking: 68%

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

National Average: 76

Your national percentile ranking: 69%

Regional Average: 76

Your regional percentile ranking: 69%

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	18	100%

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

Response Choice	Frequency	%
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Neither agree nor disagree	3	16.67%
Somewhat Disagree	4	22.22%
Strongly Disagree	11	61.11%

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

Response Choice	Frequency	%
Strongly Agree	13	72.22%
Somewhat Agree	1	5.56%
Neither agree nor disagree	3	16.67%
Somewhat Disagree	1	5.56%

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	17	94.44%
Somewhat Agree	1	5.56%

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	16	88.89%
9	1	5.56%
8	1	5.56%

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	17	94.44%
Passive	1	5.56%

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: 95

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

National Average: 95

Your national percentile ranking: 32%

Regional Average: 95

Your regional percentile ranking: 32%

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

National Average: 96

Your national percentile ranking: 35%

Regional Average: 96

Your regional percentile ranking: 35%