



Report for High Flight Academy at KBTP

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 12 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	As a non-traditional student, your schedule and finding time to train is a challenge. High Flight has made the last year of flight exceptional.I started on this journey when I was 23 years old and stopped due to finances and family. In February of 2024, the fire reignited, and I restarted my journey with High Flight. The reason High Flight should win the award is all about the customer experience. The number of Certified Instructors made it easy to schedule training for the three stages of your education, each followed by a stage check, and then an end-of-course with the Chief, leaving no stone unturned. I am currently awaiting my check ride with the FAA and can not wait to continue the journey with an IFR rating.
90.00	High Flight Academy is like a family for the students and the staff. The environment, the staff, and the training are all top tier.

87.00	I've been at High Flight Academy since my very first discovery flight as someone who knew nothing about aviation, all the way through earning my CFI and CFII, and now I'm working on my multi-engine rating here as well. The environment has been incredible for both new students just starting out and experienced pilots continuing their training. Everyone is supportive, professional, and genuinely invested in helping each other succeed. The instructors work together extremely well to make sure that every student is fully prepared for their checkrides, no matter who they fly with. That teamwork and consistency have been a huge reason why I've been able to progress as far as I have, even while training with multiple instructors. The Chief Instructor is especially impressive, he pushes every student to perform at their best while maintaining an open-door policy that makes it easy to ask questions or seek guidance at any time. Overall, it's been an outstanding experience, and I couldn't imagine doing my training anywhere else.
88.00	My primary instructor has been exceptional, as have the folks I've flown with secondarily. The area provides unique and interesting challenges and makes one a better pilot.
85.00	Highflight Academy truly deserves recognition for the Flight Training Experience Award. As both a student and front desk staff member currently pursuing my instrument rating, I've seen firsthand how every instructor and team member goes above and beyond to help students succeed. The school stands out for its adaptable teaching styles each instructor brings a unique approach to match different learning preferences, ensuring no student is left behind. Group study sessions are common, and instructors who specialize in certain topics are always willing to offer extra ground lessons. The atmosphere is incredibly supportive and welcoming the more you get involved, the more it feels like family. From monthly customer appreciation events with fun games and generous prizes like free lessons, to multiple financing options and guidance during weather-related decisions that build true pilot judgment, Highflight constantly shows that their focus is on creating safe, confident, and capable aviators. It's not just a flight school it's a community that genuinely invests in your success.
89.00	This is not only a highly professional institution, but also one that makes you feel like home. Having flown with roughly half of the instructors here throughout my student pilot career (currently halfway through commercial), everyone holds the same standard of excellence and safety. The environment is efficient, the people are knowledgeable, on time, and goal-oriented. This was refreshing as a 34 year old student pilot. My instructors always respond to my phone calls and texts, always available for questions (unless they're flying) and really care about their students success. I could not recommend them enough!
87.00	High Flight is in my opinion the premier Flight school in Pittsburgh area. They have an extensive fleet of aircraft which allows students to fly year-round at a pace that allows them to complete their flight training at whatever speed best suits their needs. Instructors are all highly knowledgeable and professional and committed to helping produce top quality pilots.
90.00	As an older (almost 50) year old student that was returning to flight school to fulfill a life long dream of flying, I was concerned about attending a school like High Flight where most of their students were on career track. My concerns were clearly unfounded as every person at HighFlight from the staff to the instructors to the chief flight instructor went out of their way to ensure that I had a great experience and had all the resources and training I needed. The instructors, most of whom were 20-30 years younger than I were patient, and willing to teach an old dog new tricks. The level of training, safety first mindset and professionalism of the entire organization truly impressed me.
90.00	High Flight Academy is a flight school that deserves recognition for their high level of training.
90.00	This flight school staff works very diligently to ensure each student progresses in a good pace to save them cost but to ensure safety.
90.00	High Flight is a great school, I can't imagine flying anywhere else.
90.00	HFA aims to excel in providing a professional, positive atmosphere where each student is valued in their quest of achieving and obtaining their given aviation certification (i.e. private, instrument, commercial). My training experience has exceeded expectations, both in ground school and in-flight instruction. HFA's flight instructors have pushed me out of my comfort zone and coached me to reach my milestones. The peer-to-peer study groups are an invaluable bonus thru the program! Pursuing excellence while maintaining a high standard in safety sets HFA apart, bar none.

#### 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: **89**

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

National Average: 87

Your national percentile ranking: 96%

Regional Average: 87

Your regional percentile ranking: 96%

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

National Average: 87

Your national percentile ranking: 97%

Regional Average: 87

Your regional percentile ranking: 97%

## 5. SubScore Summary for High Flight Academy at KBTP

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	92	79
Customer Focus	91	78
Community	92	78
Information Sharing	91	74
NetPromoter Score	100	95
Overall Total	83	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: 92

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

National Average: 79

Your national percentile ranking: 84%

Regional Average: 79

Your regional percentile ranking: 84%

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

National Average: 81

Your national percentile ranking: 85%

Regional Average: 81

Your regional percentile ranking: 85%

#### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	12	100%

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

Response Choice	Frequency	%
Strongly Agree	12	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	12	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	75%
Somewhat Agree	3	25%

## 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: 91

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

National Average: 78

Your national percentile ranking: 86%

Regional Average: 78

Your regional percentile ranking: 86%

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

National Average: 79

Your national percentile ranking: 86%

Regional Average: 79

Your regional percentile ranking: 86%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	12	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	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	12	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	8.33%
Strongly Disagree	11	91.67%

## 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: 92

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

National Average: 78

Your national percentile ranking: 86%

Regional Average: 78

Your regional percentile ranking: 86%

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

National Average: 79

Your national percentile ranking: 87%

Regional Average: 79

Your regional percentile ranking: 87%

### 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	12	100%

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

Response Choice	Frequency	%
Strongly Disagree	12	100%

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

Response Choice	Frequency	%
Strongly Agree	11	91.67%
Somewhat Agree	1	8.33%

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

Response Choice	Frequency	%
Strongly Agree	12	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: 91

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

National Average: 74

Your national percentile ranking: 92%

Regional Average: 74

Your regional percentile ranking: 92%

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

National Average: 76

Your national percentile ranking: 92%

Regional Average: 76

Your regional percentile ranking: 92%

## 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	12	100%

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

Response Choice	Frequency	%
Somewhat Disagree	2	16.67%
Strongly Disagree	10	83.33%

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

Response Choice	Frequency	%
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Strongly Agree	10	83.33%
Somewhat Agree	2	16.67%

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	11	91.67%
Somewhat Agree	1	8.33%

## 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	11	91.67%
9	1	8.33%

### 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	12	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 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: 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%