



Report for In The Pattern Flight School at KDTO

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 60 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
84.00	Dreams start in a safe environment between family and friends. At In The Pattern they become achievements!
87.00	Wonderful instructors, and a helpful and friendly staff. A very positive energy all around., and just a delightful place to fly with.

	I believe In The Pattern (ITP) absolutely deserves to win this award. I recently completed my Commercial Pilot License through their Zero to Pro program, and from day one, the school has consistently gone above and beyond to support my success. What makes ITP stand out is their unwavering commitment to student success. The staff and management are genuinely invested in each student's progress. When I ran into issues with checkride availability and meeting certain requirements, the management team did everything they could to accommodate my schedule and get me back on track, something that meant a lot, especially as someone balancing training with a busy work life. The aircraft availability is excellent, and having in-house maintenance is a huge plus for both safety and minimizing downtime. I've never had a major issue accessing a plane when I needed one, even with my irregular availability. The admin team is top-tier, always responsive and organized, and the school owner, Sherman, sets the tone with his leadership. He's there every day, from open to close, checking in with students and instructors alike, something you rarely see elsewhere. Despite weather challenges and the usual hurdles that come with flight training, the culture at ITP has always been positive, encouraging, and student-focused. My instructor Lauren was incredibly supportive, always adapting to my learning style and helping me grow as a pilot. I couldn't recommend this school more. ITP isn't just a flight school, it's a family. I'm proud to be part of it and truly believe they deserve this recognition.
89.00	
85.00	In The Pattern has provided me an experience tailored to my specific needs and interests. I regularly have conversations with the staff regarding my plans for aviation and feel extremely validated in each interaction. The maintenance program is phenomenal and I always feel very safe climbing in the aircraft. The staff, instructors, and maintenance team are all very positive and focused on the task at hand. They eagerly seek to answer all of my questions and train me not only to pass check-rides, but in the art good decision making to be a safe and confident pilot. The team goes out of the way to give me experiences that grows my confidence in my skills and in the system. I'm extremely thankful for In The Pattern.
88.00	The service they provide focuses on the customer and students' safety and quality. Making sure that their learning are constantly improving and being supported by the team.
90.00	ITP is an incredible school run by an incredible group of people. The training is top notch and continues to only get better by the day. Their attention to detail and truly dedicated staff makes training here very enjoyable. I recommend everyone I meet that is interested in aviation to ITP.
74.00	This school should win because they are awesome instructors and it feels like a family there. The quality of teaching is awesome and you constantly see students further their training in house and not going to another school.
90.00	In The Pattern meets every requirement of a truly excellent flight school: their office is prompt and efficient, their aircraft are meticulously maintained, and their instructors are obviously held to a high standard of professionalism. But what really makes ITP stand out is their community. The instructors at In The Pattern are more than professional -- they care deeply about their student's success. My instructor always made it clear that his students were the priority and focused on teaching me to be a good pilot, not just pass a checkride. From grinning ramp agents to humming secretaries, ITP's positive work culture is palpable the instant you step onto the flight line. It is a joy for flight students like myself to train there. ITP embodies what aviation is all about, and they are well-deserving of the title, "Best Flight School in the Nation."
88.00	ITP has given exceptional training to all who walk through their hangars. The professionalism between the admin and the instructors are unmatched to any customer service can receive. This school provides BIG support and services but allows the student to feel like family.
90.00	The staff is always friendly, and my instructors, Blair Jones and Kate Weisner, have been exceptionally knowledgeable and supportive. Their guidance, along with the school's positive training environment, has helped me be successful in my flight training, making this school a strong candidate for the Flight Training Experience Award.
90.00	This flight school should win the flight training experience award because everyone is so nice and willing to help you in your journey. They have the best instructors and they make you feel like a family.
90.00	Extremely good school that meets people where they are in their aviation journey to help reach their goals.
90.00	The flight training here is top notch! Not only am I able to pass my checkrides, but I am also a safer real world pilot. They are awesome!
90.00	In The Pattern is an excellent school with very skilled and qualified instructors. They have fully prepared me for every check ride and have always been very knowledgeable about flying regulations.

87.00	This school has so much heart, care, passion, and culture in one place. They are doing the right things all the time for their students and employees to have a great place, safe place, and community to be a part of.
89.00	ITP is more of a community than a flight school. They are professional and offer some really sound guidance while still keeping it fun.
81.00	Friendly, knowledgeable staff. Very professional.
85.00	Before starting this flight school, I felt rushed. I enjoy how they take the time to understand their students and to teach their students. They allow for learning to occur and set high standards.
89.00	I have been on the customer side and now both a staff member here as a flight instructor. Of all the flight schools I went to before starting my training this one felt like the staff were genuinely invested in me and they were willing to work with me throughout the training process. Now as an employee, and seeing the behind the scenes work, I can confirm that those standards that made me appreciate being a customer of theirs are the same. They should certainly win best flight school for the excellent quality service they provide.
90.00	They provide top tier flight training as well as top tier customer service. I have had so much fun learning at in the pattern and have developed quickly in my skills
90.00	In The Pattern should absolutely win an award. They are fantastic. They have done a wonderful job training me in both my private and my instrument training. In both cases I was paired up with great instructors who worked well with my schedule and my personality. They were very flexible on time and availability of planes. With a fantastic maintenance department, even if you did find something on your pre-flight, they were there quick to take a look. A great example of this was on my Instrument Checkride. As you can imagine I was super nervous. During my preflight I saw someone had disconnected the cabin air hose but had not marked it as INOP. Someone was over there in less than five minutes and fixed it right up. I mentioned the great instructors above, and they are great. Both of my primary instructors made sure that I was well set up for my checkrides. They made it a point of getting me in the cockpit with other instructors to see if there were any deficiencies in my training. This was a super valuable experience for me and shows a lot of humility on their part as it is almost as much of a test of their skills as instructors as it was a test of my skill as a student. It is a great family atmosphere up there. Almost any time of day you can find a group of pilots who just want to talk about flying. There is a lot of informal learning that goes on in these sessions. Sherman, the owner, is never far away. He always stops by to say hi and knows every student by name. He is never too busy to answer questions or give guidance on what you should do whether it is buying a plane or pursuing another rating.
86.00	Top notch customer service, people oriented company management, high quality employees, and they have a very open and transparent way of offering flight training to all kinds of people with ranging financial needs!
90.00	In The Pattern should win the Flight Training Experience Award because this school exudes its mission statement of "Experience Aviation." We don't just care about excellence in flight training—we truly care about the people. Sherman makes sure to introduce himself to every person that walks through the door and that they feel welcomed and heard.
90.00	At In the Pattern, the owner and staff gave me the feeling that I am valued as a customer and their friendly kind nature was confidence inspiring. Obviously, great care was taken in the hiring process, from CFIs, maintenance staff, to the office administrative folks. The quality of instruction is outstanding. Every instructor is knowledgeable, professional, polite and able to adapt to the individual student. This was especially impressive, since I am an older student. From the first time I walked into the school and met the owner and some of the staff, I could tell it was a special organization and I felt sure I would enjoy training there. This is truly an outstanding organization and worthy of being considered for this honor!
90.00	In the pattern has helped me go from knowing nothing about an airplane or how it operates to becoming a commercial multi engine pilot and certified flight instructor (and CFII) in less than 2 years. I now instruct for them and could not be more grateful for the team we have.

	In the Pattern deserves a Flight Training Experience Award. They truly care about the success of their students. This is not a school that just rushes you through your ratings to get you to the minimums to pass a checkride. They take the time to make each student a safe, knowledgeable, and proficient pilot. They say they meet students where they are in life and I can attest to that. I'm a Zero 2 Pro student at ITP. I completed my Private Pilot and Instrument Rating with ITP. I'm currently preparing for my Commercial checkride. I have a little more life experience than a lot of flight students. I'm a career changer seeking a second career as an airline pilot after retiring from a career in public safety. I can sincerely say that ITP is a top notch organization. The owner, Sherman, knows students by name and interacts with them. The instructors are knowledgeable and helpful even if they're not your assigned instructor, For that matter, all employees are helpful. Scheduling is so easy and the student gets to choose lesson times that work best for the student. It's typically not a problem to fly 5 days a week if you so choose. The wait times for checkrides are very reasonable. It really comes down to this- ITP is made up of good people. I am very thankful that I chose ITP for my flight training. No matter where my aviation journey takes me, ITP will always be home.
90.00	This flight school runs more like a family that learns to fly together than a group of people at a flight school. There is genuine interest taken in each student by the instructors, the staff and the owners. Victories are celebrated, and set backs are analyzed to help understand why they weren't successful, and what to change to make it a victory the next time.
90.00	I've had the privilege of conducting checkrides for In The Pattern (ITP) for over four years. Time and again, their students show up well-prepared, flying well-maintained aircraft. The staff is consistently professional while fostering a genuine family atmosphere. It may sound cliché, but every time I visit ITP for a checkride, it truly feels like coming home.
88.00	This flight school deserves an award because it has an excellent culture and a healthy overall environment. It provides students with a great learning experience. The instructors are top-notch and deliver outstanding instruction per each student needs. As a student, I have no complaints.
90.00	They are the best flight school in the nation.
83.00	Staff is very friendly and helpful. Instructors take the time to explain and evaluate the students. Instructors teach beyond just the knowledge, they explain the why behind the knowledge.
90.00	ITP has been a part of my life since I started going through training in 2023. They have consistently put the customer first and have created a wonderful environment for the GA community, as well as anyone trying to achieve career goals. From friendly staff, to lots of planes, to quick maintenance, ITP has it all!!
74.00	ITP is a fantastic school for those looking to fly at their own pace. All instructors and staff are professional and like family. It's hard to just go and fly, you tend to want to hang out as well!
84.00	I started at zero coming here last year, the school has been nothing but amazing to train at! The entire staff/CFIs are so friendly and just go above and beyond to help you move through your training. I've now finished my commercial license here and I still plan on finishing all my other ratings with them. My experience has been so much fun every step of the way and I could not recommend coming here to a new pilot enough!
90.00	They should because: I had an amazing experience completing my commercial pilot license at In the Pattern. The instructors were knowledgeable and supportive, and the training was well-organized and hands-on. The aircraft were in great condition, and scheduling was flexible. I felt confident and well-prepared for my checkride thanks to the team's guidance. They don't just teach you to fly—they help you become a safe, confident, and competent pilot. I highly recommend In the Pattern to anyone pursuing aviation!
90.00	I believe people should train at In The Pattern because everyone is treated like family. I have been to 2 other flight school and no other school can compare to the environment that In The Pattern has.
82.00	They should win because they are a customer focused school that focuses on making sure everyone gets to experience aviation to its fullest potential
88.00	I have visited flight schools across the nation and not once have I come across a school of In the Pattern's quality. The management is outstanding. Though I am a bit biased, the instructors are of the highest quality. More so, the atmosphere is so inviting compared to other schools, which tend to have a more sterile environment. All of my students have had the highest regard for their experience at the school. Likewise, being a former student and current instructor, I cannot recommend In the Pattern enough.

66.00	Does it's absolute best effort to ensure students have the best opportunity for learning and becoming pilots. When routine maintenance or bad weather rolls around the students are given multiple opportunities to be able to continue training on the ground to further their knowledge and skill sets to be the best pilots we can produce.
88.00	They are welcoming of everyone and I never felt taken advantage of at all during my time here. The owner works with you the best he can to help with cost or just guidance. Good people all around.
90.00	Training at in the pattern flight school has by far been the best decision I have made in my aviation career. In the pattern flight school gave me a flight instructor that would best suit me and they were spot on! My instructor stayed with me throughout my training and was Perfext for me thanks to in the pattern flight school. I'm so happy I have trained there and will forever be thankful for the family that is located in KDTO at Delta.
74.00	It's a good school
83.00	ITP is a great flight school. Very family oriented and they have great aircraft! I loved training here.
89.00	I've worked directly with In The Patter (ITP) for around 4 years now. The quality of applicants that ITP produces is second to none. What makes it a special place is that not only do student pilots learn from the best instructors but the leadership team at ITP plays a direct role in the development of their students. Sherman Gardner runs a very successful flight school but he is just as interested in helping developing individuals to achieve their maximum potential. ITP applicants without fail not only meet the standard but blow it out of the water. Prior to becoming a DPE I served as a Squadron Commander in the AF's only combat B-2 squadron. I know what a high performing origination when I see one. ITP is that type of organization. That's ITP deserves to win the Flying Training Experience Award. From student development to building excellent pilots ITP leads the pack. I've taught in many organizations and tested many applicants. There's no flight that even comes close to ITP!
80.00	This training facility excels in personal training that caters to an individual's needs. The instruction is superior in this arena focusing upon encouragement and coaching.
85.00	They should win because they have went above and beyond to be an awesome flight school for me to attend as a student. Everyone from the front desk to the CFI that helped me get my private pilot license to the DPE was amazing! I will be recommending everyone I know to go to In The Pattern!
83.00	It's a very well organized Flight School, Instructors are all very helpful even if you aren't their student directly. The Culture is centered around learning and safely conducting yourself in the airplane.
90.00	In The Pattern Flight School exemplifies what an outstanding flight training experience should be. From my first lesson to my CFII checkride, the school delivers a learning environment that is safe, supportive, deeply effective and fun. One of the most notable aspects of the school is its impeccable safety record—a critical pillar in aviation training. Every flight is backed by a culture of safety that's clearly embedded in both operations and instruction. The aircraft fleet is meticulously maintained by a dedicated team of professionals, ensuring that students train in safe, reliable equipment at all times. The school's instructional staff also plays a major role in its excellence. My instructor was not only knowledgeable and professional, but also genuinely invested in my growth as a pilot. That level of mentorship created a positive and confidence-building atmosphere throughout my training. Beyond the cockpit, In The Pattern really pushes their mission of letting people experience aviation. Aviation not only encompasses stick and rudder flying, but also the community and family aspects of it as well. From the second I walked through the door, I was a member of the ITP family.

	I have been a Police Officer for 18 years and decided I wanted to fly as my retirement job due to my strong passion I've had for many years now. I began researching schools to begin my training in aviation. In The Pattern stood out to me over the other schools (ATP, Us Aviation, some others) over all of the schools that I researched. During my research, I found good things said online as well as talking with others in the aviation community who recommended In The Pattern and all have said positive things. I could not find anything negative, a red flag, or hear any negative comments in regards to In The Pattern. I reached out to In The Pattern to schedule my discovery flight with the school over the phone. The staff I spoke with was very helpful and positive with scheduling my discovery flight. The day I arrived at my discovery flight, the staff was very helpful and provided a welcoming feeling. They introduced me to the flight instructor/pilot who flew my discovery flight. She was very welcoming as well. She was also very squared away/professional and safe as well. The flight went well!!!. After leaving the school, I immediately knew that I wanted to enroll here as a student for my entire training process of becoming a professional pilot. I could tell this school and staff cared about you as a person/student and was a family atmosphere. On the first day of training, I was paired with my flight instructor (Chase Broyles). My flight instructor was also very squared away/professional. I could tell my flight instructor has a passion to fly and wanted to be there teaching (not just going through the motions), very genuine. During my training, my instructor has been very knowledgeable and has been a great instructor. My instructor has always been able to answer any question I've had during school and has even been there to answer any questions I've had outside of school sessions. My instructor has made the learning environment fun and adding to the eagerness of wanting to continue to learn at this school. My instructor makes me feel like he genuinely cares about me learning and my success. I remember having a bad day of flying and my instructor called me afterwards to give me words of encouragement (which meant a lot to me) I recommend this flight school to anyone wanting to learn to fly!! It has continued to be a family atmosphere. The staff have continued to be friendly, encouraging, knowledgeable, and professional! I want to continue learning here and hopefully become a CFI here at this school!!!
90.00	Knowledgeable instructors and great staff that encourage you throughout your aviation journey
86.00	Terrific experience with In the Pattern Flight School. They are detailed, extremely thorough and accommodating. Our son obtained his PPL at In the Pattern. We felt he came out of the flight training school with a solid foundation to build on while he is now earning flight time hours at a university.
90.00	Great school that really cares about their students success
90.00	In the Pattern should win a Flight Training Experience Award because of the exemplary quality of instruction and the genuine care for the student that is found there. I am a former military and current airline pilot. I have been flying for a major airline for over thirty years and currently serve as an instructor and evaluator for the airline. When looking for a flight school for my son I didn't want just any school where he would finish with his certificates. I wanted him to come out with a very high degree of competence and confidence. I wanted him to come out with the best foundation possible for his piloting career. To accomplish this, we needed to find a school whose principles and expectations for their students were as high as mine are, and that would provide him with the tools and instructions necessary to help him be the best he could possibly be. We found that with Sherman and his instructors and staff at In the Pattern. In our experience with the school, they have consistently exceeded my very high expectations. That is a rare occurrence indeed, and it absolutely deserves to be recognized.
86.00	I have always found ITP to be very willing and able to meet my needs within a reasonable time frame. Communication with scheduling and with the instructors is easy and responsive. I particularly like that the owners are directly involved with operations and daily activity.
89.00	ITP should win an award because of the top notch CFIs and staff that is present at this school. They do an excellent job at meeting students where they are, and adjust accordingly to the needs of each person who comes through their door. My personal experience with each person at ITP has been exceptional. It took a little longer to get my PPL due to personal reasons, but each time I came through the door I never felt rushed to get anything done, and each instructor I had challenged me in the right way to make me as prepared as possible for the day of checkride. It truly was a great experience and because of great the school and staff have been, it made me make my decision to aggressively continue and earn my next ratings with them.
89.00	They should win this award due to their Staff, location, quality of airport and access to practice areas and training airports, and cost

90.00	I have been going to the school for the past two years. I have attained my private Pilot license, my instrument rating, and I'm currently working on my commercial rating. They have been nothing short of great to me and everyone that I have seen and heard them come in contact with. They have always been understanding and have always listened to everything that I have had to say. Every instructor that I have ever had here has been phenomenal with their teachings and their information. I believe this is the best flight school ever and in believing that I have already recommended two of my friends to go tour with their kids to start training here!
84.00	ITP has a very high first-time pass rate of 90%. Their CFI's care about the students and don't appear to be watching their own flight hours.
87.00	This flight school (In the Pattern) exemplifies excellence in aviation education through its unwavering commitment to safety and student success. Leadership fosters a culture where instructors are not only educators but mentors who inspire confidence, discipline, and lifelong learning. The school maintains an exceptional record of safety and aircraft availability, offering well-maintained equipment and a structured yet flexible training environment. Students routinely praise the professionalism of the staff, the quality of instruction, and the genuine sense of community that supports them from first flight through checkride. By balancing operational excellence with a deeply human touch, this flight school transforms flight training from a technical pursuit into a holistic experience that builds capable, ethical, and confident aviators.
84.00	It's a great school

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: 87

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

National Average: 87

Your national percentile ranking: 59%

Regional Average: 87

Your regional percentile ranking: 59%

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

National Average: 87

Your national percentile ranking: 61%

Regional Average: 87

Your regional percentile ranking: 61%

5. SubScore Summary for In The Pattern Flight School at KDTO

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	83	78
Community	84	78
Information Sharing	80	74
NetPromoter Score	92	95

Overall Total	75	70
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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	51	85%
Somewhat Agree	9	15%

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

Response Choice	Frequency	%
Strongly Agree	57	95%
Somewhat Agree	3	5%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	59	98.33%
Neither agree nor disagree	1	1.67%

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

Response Choice	Frequency	%
Strongly Agree	54	90%
Somewhat Agree	6	10%

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: 65%

Regional Average: 78

Your regional percentile ranking: 65%

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

National Average: 79

Your national percentile ranking: 66%

Regional Average: 79

Your regional percentile ranking: 66%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	2	3.33%
Somewhat Disagree	4	6.67%
Strongly Disagree	54	90%

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

Response Choice	Frequency	%
Strongly Agree	53	88.33%
Somewhat Agree	6	10%
Somewhat Disagree	1	1.67%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	59	98.33%
Somewhat Disagree	1	1.67%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	2	3.33%

Neither agree nor disagree	3	5%
Somewhat Disagree	1	1.67%
Strongly Disagree	54	90%

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: 84

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

National Average: 78

Your national percentile ranking: 68%

Regional Average: 78

Your regional percentile ranking: 68%

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

National Average: 79

Your national percentile ranking: 67%

Regional Average: 79

Your regional percentile ranking: 67%

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	57	95%
Somewhat Agree	3	5%

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

Response Choice	Frequency	%
Strongly Agree	2	3.33%
Neither agree nor disagree	1	1.67%
Somewhat Disagree	2	3.33%
Strongly Disagree	55	91.67%

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

Response Choice	Frequency	%
Strongly Agree	46	76.67%

Somewhat Agree	13	21.67%
Neither agree nor disagree	1	1.67%

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

Response Choice	Frequency	%
Strongly Agree	58	96.67%
Somewhat Agree	2	3.33%

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: 63%

Regional Average: 74

Your regional percentile ranking: 63%

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

National Average: 76

Your national percentile ranking: 63%

Regional Average: 76

Your regional percentile ranking: 63%

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	51	85%
Somewhat Agree	8	13.33%
Neither agree nor disagree	1	1.67%

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

Response Choice	Frequency	%
Strongly Agree	2	3.33%
Somewhat Agree	4	6.67%

Neither agree nor disagree	10	16.67%
Somewhat Disagree	11	18.33%
Strongly Disagree	33	55%

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

Response Choice	Frequency	%
Strongly Agree	49	81.67%
Somewhat Agree	6	10%
Neither agree nor disagree	3	5%
Somewhat Disagree	1	1.67%
Strongly Disagree	1	1.67%

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	56	93.33%
Somewhat Agree	4	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	52	86.67%
9	5	8.33%
8	1	1.67%
5	1	1.67%
1	1	1.67%

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	57	95%
Passive	1	1.67%
Detractor	2	3.33%

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: 92

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

National Average: 95

Your national percentile ranking: 26%

Regional Average: 95

Your regional percentile ranking: 26%

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

National Average: 96

Your national percentile ranking: 28%

Regional Average: 96

Your regional percentile ranking: 28%