



Report for Leopard Aviation at KFFZ

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 6 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	Leopard should win for many reasons - one is because of how great the fleet of airplanes, all 16 Cessnas are G1000 and always updated data base and maintenance records. The learning environment is amazing, the staff is very hopefully and they always have snacks! Most importantly every CFI at Leopard is always willing to help no matter if they are your primary CFI or not. They all get along and I love flying there.
90.00	Excellent school. Great learning environment
90.00	This flight school is one of the few flight schools in the country that genuinely has the students best interest at heart when it comes to flight training. I genuinely feel a part of the school as someone who will be successful in aviation and have never felt more welcomed as a person amongst other students instructors and staff members.
89.00	I got my private pilots license at Leopard Aviation. They really are like a family there and the whole experience was so amazing. I really felt like I had a personal relationship with my flight instructor and it made it so easy to complete my training with how devoted to my learning they were! The lesson plans were always clear before flying so I knew exactly what we were going to be covering and what to expect next lesson.

88.00	Throughout my time at Leopard Aviation, I have had nothing less than a positive experience. Leopard has the most amazing staff of instructors who are all invested in your success regardless if you are their student or not. The planes are maintained very well, you are never rushed or pressured to fly, and they are flexible/accommodating to everyone's individual needs. I would highly recommend the staff at Leopard to any aspiring aviator, and would love to see them recognized.
90.00	Leopard Aviation definitely is worthy of a Flight Training Experience Award. As a newly certificated CFI I have trained at a number of schools, with both my commercial and CFI training being done at Leopard with my experience being among the best I have known during training. The school is very accommodating, has great equipment and a knowledgeable staff that has always made themselves available when needed. Leopard Aviation absolutely demonstrates the kind of professionalism I feel is worthy of the Flight Training Experience Award.

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: 87%

Regional Average: 87

Your regional percentile ranking: 87%

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

National Average: 87

Your national percentile ranking: 89%

Regional Average: 87

Your regional percentile ranking: 89%

5. SubScore Summary for Leopard Aviation at KFFZ

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	80	78
Community	86	78
Information Sharing	85	74
NetPromoter Score	100	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: 68%

Regional Average: 79  
Your regional percentile ranking: 68%

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

National Average: 81  
Your national percentile ranking: 66%

Regional Average: 81  
Your regional percentile ranking: 66%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	6	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	6	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	5	83.33%
Somewhat Agree	1	16.67%

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: 80

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

National Average: 78  
Your national percentile ranking: 49%

Regional Average: 78  
Your regional percentile ranking: 49%

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

National Average: 79

Your national percentile ranking: 49%

Regional Average: 79

Your regional percentile ranking: 49%

## 7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	1	16.67%
Strongly Disagree	5	83.33%

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

Response Choice	Frequency	%
Strongly Agree	6	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	6	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	16.67%
Strongly Disagree	5	83.33%

## 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: 86

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

National Average: 78

Your national percentile ranking: 77%

Regional Average: 78

Your regional percentile ranking: 77%

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

National Average: 79

Your national percentile ranking: 76%

Regional Average: 79

Your regional percentile ranking: 76%

### 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	6	100%

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

Response Choice	Frequency	%
Strongly Disagree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	6	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: 85

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

National Average: 74

Your national percentile ranking: 81%

Regional Average: 74

Your regional percentile ranking: 81%

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

National Average: 76

Your national percentile ranking: 82%

Regional Average: 76

Your regional percentile ranking: 82%

### 9.3 Responses per Question

I always understood the steps required to reach my flight training goals at my school.

Response Choice	Frequency	%
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Strongly Agree	6	100%
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My flight training at my school has required more time and/or money than I expected.

Response Choice	Frequency	%
Strongly Disagree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	5	83.33%
Neither agree nor disagree	1	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	6	100%

## 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	6	100%

### 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	6	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%