



Report for Neu Aviation at KDTN (Shreveport Downtown Airport)

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 17 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	Neu Aviation has built something really special over the last 2.5 years. They have a great company culture and focus on safety and customer experience. I am proud to be a member of this team and am excited to see it continue to grow in the coming years.
89.00	Provides the best flight training experience available for the Shreveport/Bossier LA area.
90.00	Neu Aviation is engineering a state of the art ground and flight aviation school at Shreveport Downtown Airport, KDTN. After crossing paths with the owner at the local airport dinner I stopped in his office to discuss getting recurrent in a single engine land airplane. He introduced me to his newest fleet addition, a high tech beautiful C-182. Within a week I had flown 3 flights and was checked out and very familiar with the airplane and its capabilities, a suite of G5's, a Garmin 650, an EDM and an amazing autopilot. I flew one solo flight, as a confidence builder, and was off to a weekend of adventure flying into Fredericksburg TX and back. He was able to instruct me in all the aspects of flying the aircraft aerodynamically and with instrument precision in less than 5 hours. We flew until he was confident in my abilities! He and his staff were also extremely welcoming, knowledgeable and excited about teaching general aviation. I learned Neu Aviation has propelled itself into a fleet of 6 single engines, one multi engine, a hangar for them and recently added a maintenance facility, an ATD and is drawing up plans for an in house ground school in just a few short years.

90.00	I've done my PPL and Instrument here so far and have seen a top notch operation the whole time. From my instructor to make checkride prep with the owner/chief pilot everything has been on point. They hop on any maintenance issues immediately and treat their employees and students great.
88.00	Neu Aviation is hands down the best flight school around. The level of professionalism and standards they have are exactly what we need for upcoming pilots. I would recommend Neu to anyone who is interested in furthering their Aviation experience and/or career.
90.00	The people here are great, informative, willing to help in any manner even when a student or customer are assigned to another instructor. The aircraft are well maintained and clean and most have the major avionics upgrades. Scheduling an aircraft is easy and an enjoyable experience.
90.00	Neu Aviation absolutely deserves this award. They make learning to fly feel fun, exciting, and completely doable. The instructors are down-to-earth, patient, and actually care about helping you succeed — not just getting you through the checklist.
89.00	Neu Aviation has revived and invigorated the flying community in Shreveport, Louisiana, and the surrounding area. In a short period of time, I have seen them rapidly expand their business, appeal to all levels of flight experience and interest, and stay involved with the community. As a lifelong pilot in the US Air Force with 17 years of service, I appreciate their instructors' attention to their students and their professional conduct. Everything from the orientation flights to the personal, welcoming approach to flight instruction provides an excellent overall experience. I wish them continued success and blue skies!
90.00	I believe Neu Aviation absolutely deserves this award. My overall experience at the flight school has been exceptional. The instructors are professional and knowledgeable. Learning to fly seemed like such a daunting challenge, but the instructors at Neu Aviation have eased any concerns that I had at the start of my flying journey. The equipment is well cared for and any issues are promptly addressed. Safety has never been a question. I would recommend Neu Aviation to anyone in the Ark-La-Tex area interested in flight training.
90.00	The instructors are amazing and really helpful and make it easy to learn and enjoy your flight training
88.00	NEU Aviation has been an amazing school for me. They have helped me tremendously on my path to becoming a commercial pilot. Without NEU, I never would've thought becoming a pilot was possible and as easily accessible as they have made it. They've helped me plan, prepare, and most importantly become a competent and safety-oriented pilot.
90.00	NEU Aviation has been so instrumental and accommodating with helping our son Jaxon start his career path to becoming a pilot! The instruction and guidance he has received is helping him achieve his goals.
89.00	The Shreveport area needed quality, flexible, and affordable flight training and Neu aviation has certainly delivered. They are quick to respond to questions and requests. They have a variety of amazing instructors that I feel incredibly safe flying with. They take excellent care of their planes. I recommend Neu Aviation to anyone considering learning to fly.
90.00	Neu Aviation should win the award because they are professional, welcoming and supportive. After one short discovery flight I was so impressed that I immediately signed up for flight training. The knowledgeable flight instructors helped me along the way with questions, scheduling and ensuring that my experience with their company was a total success. The fleet of planes were well maintained and they had enough instructors and planes to meet my schedule. I started my journey at 16 and they worked with me based on my school hours and basketball games so that I was still able to meet my goal of passing the private test in the month I turned 17. I had an amazing experience and can't say enough good things about Neu Aviation!
90.00	Neu aviation is continually working to improve their services such as investments in a simulator and having a second engine on hand to reduce down time for their aircraft. The instructors are personable and professional.
75.00	Neu Aviation was very helpful during my private pilot training, and they helped me best with my learning style. They covered all bases for a student pilot to know and made sure that I understood the material quite well.

87.00

As a previous ATP Flight School Alumni, and someone who has instructed for multiple schools, I have found a home as an instructor at Neu Aviation. Being a CFI is known to be a difficult job, but the owners of Neu Aviation take every step they can to make it more enjoyable and successful for their instructors. In turn, their instructors are able to offer better instruction for their students. Molly and Collin at Neu Aviation make their working environment a very positive one. With small things like free snacks and drinks consistently stocked in the kitchen to prevent students and instructors from dehydration and flying hungry, to monthly group meetings where they buy all of the instructors breakfast, and offering 2 free hours of flight time per month for instructors that can be carried over to the next. They treat each instructor and each student with compassion and caring, and it makes the life of an instructor much easier. I have been able to rely on both Molly and Collin for support and mentorship throughout this time, and they have proven to be very helpful. And students are not just a number here, but they are individuals with their own stories, strengths, and weaknesses. Collin and Molly take steps to ensure that each student receives the instruction and the support they need to succeed-- and they know that it is different for every student. Collin and Molly have a clear vision and desire for growth here in the Northwest Region of Louisiana. In a matter of 3 years, Neu Aviation became the largest flight school in this region-- with about 70 active students, 9 instructors, and 7 aircraft. They also identified an area of training that was missing in the Louisiana-Texas-Arkansas area, and were able to create the only multi-engine program in the area. This filled a great need for advanced training that many other aviators were unable to achieve locally until now. In January, they created the program, and so far, we have completed training for 20 students with a 100% checkride pass rate. For the aviators in Shreveport and beyond, Neu Aviation is building an incredible flight training resource that is quickly growing and maintaining excellence. I am very proud to be an instructor for this flight school, and I believe they deserve the award for the best flight school in the country. Not only because they are successful, but because they use that success to create a better training environment for their students and a positive work environment for their instructors. Thank you for your consideration.

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: 91%

Regional Average: 87

Your regional percentile ranking: 91%

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

National Average: 87

Your national percentile ranking: 92%

Regional Average: 87

Your regional percentile ranking: 92%

5. SubScore Summary for Neu Aviation at KDTN (Shreveport Downtown Airport)

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	94	79
Customer Focus	94	78
Community	93	78

Information Sharing	91	74
NetPromoter Score	100	95
Overall Total	84	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: 94

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

National Average: 79

Your national percentile ranking: 88%

Regional Average: 79

Your regional percentile ranking: 88%

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

National Average: 81

Your national percentile ranking: 90%

Regional Average: 81

Your regional percentile ranking: 90%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	17	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	16	94.12%

Somewhat Agree	1	5.88%
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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: 94

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

National Average: 78

Your national percentile ranking: 92%

Regional Average: 78

Your regional percentile ranking: 92%

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

National Average: 79

Your national percentile ranking: 92%

Regional Average: 79

Your regional percentile ranking: 92%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	17	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	5.88%
Somewhat Disagree	1	5.88%
Strongly Disagree	15	88.24%

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: 93

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

National Average: 78

Your national percentile ranking: 89%

Regional Average: 78

Your regional percentile ranking: 89%

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

National Average: 79

Your national percentile ranking: 92%

Regional Average: 79

Your regional percentile ranking: 92%

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	94.12%
Neither agree nor disagree	1	5.88%

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

Response Choice	Frequency	%
Somewhat Disagree	1	5.88%
Strongly Disagree	16	94.12%

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%
Somewhat Agree	2	11.76%

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%

Somewhat Agree	1	5.88%
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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: 95%

Regional Average: 74

Your regional percentile ranking: 95%

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

National Average: 76

Your national percentile ranking: 96%

Regional Average: 76

Your regional percentile ranking: 96%

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	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Somewhat Agree	2	11.76%
Somewhat Disagree	4	23.53%
Strongly Disagree	11	64.71%

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%
Somewhat Agree	2	11.76%

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	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	16	94.12%
9	1	5.88%

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	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%