



Report for Pensacola Air Flight School at KPNS

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 7 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
42.00	I did not have a good experience at this flight school and do not appreciate their business practices.
90.00	Excellent school.providing a great learning experience. I can't recommend them enough!
87.00	They make it easy to attend and easy to rent. Truly professional and the customer service is the best
90.00	It should for several reasons. I came to Pensacola for work while still working on my PPL, and not only did their structure allow for scheduling of planes and instructors incredibly easily, but the facilities are very nice and accommodating. Very professional, which accurately represents the aviation industry.
90.00	My grandson, Brody Hanson started part time flight training at 10 years old (after elementary school). The team of CFI's guided Brody like all other students. Brody, now 2 years later, flies touch and go, stalls, coms with Ground/ Air traffic control. Brody has worked with a team of 3 CFI's as they move forward with careers. So, Brody's A+ training is the standard one can expect.
74.00	Everyone is friendly and professional. They are not intimidating, and they want you to succeed. Ther are very easy and flexible to work with!

88.00

Professional and efficient. Instruction is a great mix of competence and patience. Ramp and air safety is always a consideration along with building flight skills

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: 81

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

National Average: 87
Your national percentile ranking: 3%

Regional Average: 87
Your regional percentile ranking: 3%

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

National Average: 87
Your national percentile ranking: 2%

Regional Average: 87
Your regional percentile ranking: 2%

5. SubScore Summary for Pensacola Air Flight School at KPNS

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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	64	79
Customer Focus	66	78
Community	61	78
Information Sharing	59	74
NetPromoter Score	72	95
Overall Total	57	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: 64

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

National Average: 79
Your national percentile ranking: 14%

Regional Average: 79
Your regional percentile ranking: 14%

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

National Average: 81
Your national percentile ranking: 9%

Regional Average: 81
Your regional percentile ranking: 9%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	71.43%
Somewhat Agree	1	14.29%
Strongly Disagree	1	14.29%

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

Response Choice	Frequency	%
Strongly Agree	5	71.43%
Somewhat Agree	1	14.29%
Strongly Disagree	1	14.29%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

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

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

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: 66

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

National Average: 78

Your national percentile ranking: 17%

Regional Average: 78

Your regional percentile ranking: 17%

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

National Average: 79

Your national percentile ranking: 13%

Regional Average: 79

Your regional percentile ranking: 13%

7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	1	14.29%
Strongly Disagree	6	85.71%

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

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Disagree	1	14.29%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Somewhat Agree	1	14.29%
Somewhat Disagree	1	14.29%
Strongly Disagree	5	71.43%

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: 61

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

National Average: 78
Your national percentile ranking: 13%
Regional Average: 78
Your regional percentile ranking: 13%

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

National Average: 79
Your national percentile ranking: 9%
Regional Average: 79
Your regional percentile ranking: 9%

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	5	71.43%
Neither agree nor disagree	1	14.29%
Somewhat Disagree	1	14.29%

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

Response Choice	Frequency	%
Somewhat Agree	1	14.29%
Somewhat Disagree	1	14.29%
Strongly Disagree	5	71.43%

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

Response Choice	Frequency	%
Strongly Agree	5	71.43%
Somewhat Disagree	2	28.57%

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

Response Choice	Frequency	%
Strongly Agree	4	57.14%
Somewhat Agree	3	42.86%

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: 59

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

National Average: 74

Your national percentile ranking: 12%

Regional Average: 74

Your regional percentile ranking: 12%

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

National Average: 76

Your national percentile ranking: 7%

Regional Average: 76

Your regional percentile ranking: 7%

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	5	71.43%
Somewhat Agree	2	28.57%

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

Response Choice	Frequency	%
Strongly Agree	1	14.29%
Somewhat Agree	1	14.29%
Strongly Disagree	5	71.43%

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

Response Choice	Frequency	%
Strongly Agree	3	42.86%

Somewhat Agree	1	14.29%
Neither agree nor disagree	1	14.29%
Somewhat Disagree	1	14.29%
Strongly Disagree	1	14.29%

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	85.71%
Somewhat Disagree	1	14.29%

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	85.71%
2	1	14.29%

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	85.71%
Detractor	1	14.29%

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: 72

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

National Average: 95

Your national percentile ranking: 5%

Regional Average: 95

Your regional percentile ranking: 5%

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

National Average: 96

Your national percentile ranking: 2%

Regional Average: 96

Your regional percentile ranking: 2%