



Report for Pilot Rise, LLC at T67

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 30 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
81.00	<p>Pilot Rise Flight School creates a great learning environment for student pilots. The instructors are friendly, patient, and truly care about helping each student succeed. They take the time to explain things clearly and make sure you feel safe and confident before every flight. The school is also very well organized. The planes are kept in great condition, and scheduling lessons is easy. Whether you are just starting out or working toward a career in aviation, Pilot Rise gives you the support and tools you need to reach your goals. What makes Pilot Rise special is the community. Everyone from the instructors to the staff welcomes you like family. They celebrate your progress and help you through any challenges. It is more than a flight school. It is a place where future pilots grow.</p>
89.00	<p>Every instructor I have had the pleasure of flying with has been amazing. They care about their students and their success as a student, while ensuring I am safe in every aspect from the planes we fly to knowing when to cancel due to weather or other factors. I have never had a problem getting on the schedule that works with me even as a full time employee as a software engineer. They work to accommodate your schedule all day including weekends. I was matched with Carson due to our similar schedules and like to wake up and fly early and our personalities mesh really well.</p>

83.00	Excellent training syllabus with dedicated instructors that will tailor each student's training to suit their needs. Instruction is meticulously detailed, and adheres to a safety oriented culture. However, Pilot Rise instructors encourage students to expand their training horizons and challenge themselves in less than ideal flying conditions to improve piloting overall in a safe and calculated manner.
82.00	Pilot Rise was the right flight school for me. Even though I was working full time during my PPL flight training, they were always had enough aircraft and instructor availability to keep me flying and learning effectively. And its location in the NW quadrant of the DFW class B minimized time spent flying to the practice areas so that time could be focused on learning and gaining experience. The owners and staff are professional and care about their student's success. And their commitment to safety is apparent in everything they do. After completing my training with them, I passed my PPL check ride on the first attempt. I couldn't ask for better preparation.
74.00	Carson is great. Always available for questions, he is able to pivot against a hectic schedule, and is ALWAYS ahead of the weather and rescheduling. Greatly appreciated Carson.
89.00	Great fleet of different aircraft and the instructors are extremely helpful and personable
90.00	What an amazing school. Planes are in great condition, instructors are caring and always knowledgeable. Thank you Pilot Rise for always keeping me safe and learning. I just can't say enough !!!
86.00	Pilot Rise flight school is one of the friendliest environments I've ever been in. They show this exhibit while also keeping rigid and safe standards.
88.00	The instructors are very knowledgeable, patient, and always put safety first. I've felt completely comfortable, supported, and confident throughout my training. The environment is professional yet welcoming, and everyone genuinely cares about helping you succeed as a pilot. It's a great place to learn and grow in aviation.
90.00	It should be amazing instructors and good fleet to keep flying.
90.00	My flight school, Pilot Rise, is the best flight school I have tried so far. I have been a student for 8 months and I recommend it often. The aircrafts are clean and taken care of so I always feel safe, the schedule is flexible, and the customer service is wonderful. My flight instructor Ricky is amazing. He has helped me grasp the material in a way that makes sense to me and ensures I have a deep understanding of the material. If something isn't quite clicking, he adapts quickly and kindly and helps me by introducing other teaching methods. I believe pilot rise is training the next generation of exceptional pilots.
77.00	Pilot Rise Flight School is an excellent place to learn to fly. The instructors are professional and seem to really care about their students success. The aircraft were always well maintained and up to date on inspections, and I feel that the school heavily prioritized safety. I can highly recommend Pilot Rise to any new students looking for a place to learn to fly. My previous instructor Ricky was an exceptional as well, he was very knowledgeable and I felt he focused on helping me improve and grow as a pilot.
90.00	The flight school provides high-quality instruction focused on developing real-world proficiency, not just completing tasks. My instructor is highly knowledgeable and skilled, and their guidance helped me improve throughout my training.
86.00	The flight instructors are patient and informative, and just great teachers! I've learned so much and love flying, in large part because the instructors are fun and instill me with confidence in myself.
87.00	Pilot rise provides exceptional training. The effort given by the instructors is above some I have experienced at 141 schools. My personal flight instructor was Ricky Carazo. He met and exceeded the standards I had imagined for a flight instructor and would suggest him to anyone interested in learning to fly.
88.00	Great instructors who work together to find who fits with you, never had a problem with any instructors and I felt very ready when it came time to do my first solo, checkride, etc..
74.00	I believe that the school and its instructors have the students best interest in mind which I can appreciate. It's a fun learning environment which makes me look forward to every lesson.
82.00	Pilot Rise has great instructors and provides excellent instruction. I have had a great experiened learning with this school so far.

88.00	As someone who took a discovery flight to accompany a friend, in one single flight, this school made me fall in love with everything aviation related, I had never thought of this as a possible career choice and because of these guys, I don't see myself doing anything else. In just a few months I've learned so much thanks to everyone's skills and patience.
79.00	they should win
85.00	Pilot rise is a great place to complete your flight training as they are flexible, well equipped, and professional.
81.00	This flight school is aimed on having the student succeed to the best of his abilities and making sure they are a safe and productive pilot.
90.00	The staff are extremely kind, qualified, and helpful.
80.00	Excellent CFI with multiple planes. They always make sure you feel comfortable while allowing you to push yourself to become a great pilot.
88.00	They are a great school and hire some really good instructors that make learning an enjoyable experience. One of those instructors is Ricky he's a great instructor that pushes me to be the best pilot I can be.
90.00	Great flight school
88.00	The staff at Pilot Rise are all consummate professionals who they genuinely care about student success. The aircraft are clean, safe, and the avionics are as described online. And The prices are good. What more could you ask for?
87.00	They focus on safety. The instructors all seem to get along very well and it is easy for a student to switch instructors if schedules don't work out. Scheduling flights is easy and you can often schedule on short notice.
86.00	This flight school should win a flight training experience award because of the quality of their flight instructors and fleet. This flight school prioritizes safety and timeliness which is crucial for flight training.
85.00	They are very thorough with everything they do, and even at a smaller airport and not as much money as some of the others in the area, they still work incredibly well with what tools they have.

#### 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: 86

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

National Average: 87

Your national percentile ranking: 26%

Regional Average: 87

Your regional percentile ranking: 26%

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

National Average: 87

Your national percentile ranking: 25%

Regional Average: 87

Your regional percentile ranking: 25%

#### 5. SubScore Summary for Pilot Rise, LLC at T67

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	71	79
Customer Focus	71	78
Community	70	78
Information Sharing	66	74
NetPromoter Score	90	95
Overall Total	63	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: 71

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

National Average: 79

Your national percentile ranking: 27%

Regional Average: 79

Your regional percentile ranking: 27%

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

National Average: 81

Your national percentile ranking: 21%

Regional Average: 81

Your regional percentile ranking: 21%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	24	80%
Somewhat Agree	4	13.33%
Neither agree nor disagree	1	3.33%
Somewhat Disagree	1	3.33%

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

Response Choice	Frequency	%
Strongly Agree	26	86.67%
Somewhat Agree	4	13.33%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	30	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	22	73.33%
Somewhat Agree	8	26.67%

## 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: 71

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

National Average: 78

Your national percentile ranking: 28%

Regional Average: 78

Your regional percentile ranking: 28%

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

National Average: 79

Your national percentile ranking: 24%

Regional Average: 79

Your regional percentile ranking: 24%

### 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	3.33%
Strongly Disagree	29	96.67%

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

Response Choice	Frequency	%
Strongly Agree	24	80%
Somewhat Agree	6	20%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	29	96.67%
Somewhat Agree	1	3.33%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	3.33%
Neither agree nor disagree	2	6.67%
Somewhat Disagree	6	20%
Strongly Disagree	21	70%

## 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:  70

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

National Average:  78

Your national percentile ranking:  26%

Regional Average:  78

Your regional percentile ranking:  26%

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

National Average:  79

Your national percentile ranking:  21%

Regional Average:  79

Your regional percentile ranking:  21%

### 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	26	86.67%
Somewhat Agree	3	10%
Neither agree nor disagree	1	3.33%

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

Response Choice	Frequency	%
Strongly Agree	1	3.33%
Somewhat Disagree	4	13.33%
Strongly Disagree	25	83.33%

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

Response Choice	Frequency	%
Strongly Agree	18	60%
Somewhat Agree	6	20%
Neither agree nor disagree	5	16.67%
Somewhat Disagree	1	3.33%

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

Response Choice	Frequency	%
Strongly Agree	30	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: 66

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

National Average: 74

Your national percentile ranking: 28%

Regional Average: 74

Your regional percentile ranking: 28%

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

National Average: 76

Your national percentile ranking: 23%

Regional Average: 76

Your regional percentile ranking: 23%

## 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	26	86.67%
Somewhat Agree	4	13.33%

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

Response Choice	Frequency	%
Strongly Agree	3	10%
Somewhat Agree	3	10%
Neither agree nor disagree	3	10%
Somewhat Disagree	9	30%
Strongly Disagree	12	40%

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

Response Choice	Frequency	%
Strongly Agree	19	63.33%
Somewhat Agree	3	10%
Neither agree nor disagree	8	26.67%

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	28	93.33%
Somewhat Agree	2	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	25	83.33%
9	2	6.67%
8	3	10%

## 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   %

Response Choice	Frequency	%
Promoter	27	90%
Passive	3	10%

## 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: 90

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

National Average: 95

Your national percentile ranking: 21%

Regional Average: 95

Your regional percentile ranking: 21%

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

National Average: 96

Your national percentile ranking: 22%

Regional Average: 96

Your regional percentile ranking: 22%