



Report for Six1Fly at 1M5

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 8 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	Six1Fly deserves an AOPA Flight Training Experience Award because it perfectly embodies what great flight training should be — safe, professional, encouraging, and deeply passionate about aviation. From the first day I started training, the entire team made me feel supported and inspired to push toward my goals with confidence. The instructors at Six1Fly don't just teach to the test — they teach for real-world flying. They take the time to explain concepts in a way that makes sense, adapting their instruction to each student's learning style and pace. Every lesson feels purposeful, with a clear focus on safety, airmanship, and building solid decision-making skills. The school maintains its aircraft to the highest standards and runs an organized, student-focused operation that makes scheduling and communication easy. But what really sets Six1Fly apart is the culture — it feels like a community of aviators who genuinely want to see each other succeed. Every solo, checkride pass, and milestone is celebrated, and that sense of shared accomplishment motivates everyone to keep improving. Six1Fly has turned flight training into more than just learning to fly — it's become a personal journey of growth and belonging. Their commitment to excellence, mentorship, and passion for aviation make them truly deserving of the AOPA Flight Training Experience Award.
90.00	Having worked with a number of CFIs, I found Six1Fly to excel at adapting to the needs of the individual student. The flight instruction was high quality. Additionally, they work on a total package mindset to make people successful and not just minimum ACS standards.

87.00	The instructors, Olivia and Jake, are true professionals. Teaching is consistent between them. Aircraft are meticulously maintained.
79.00	This flight school maintains a fleet of aircraft to very high standards with staff who place an emphasis on safety and great customer service.
90.00	Six1Fly offers an exceptional training environment catered to the Middle-Tennessee and Western-Kentucky communities. They have a large fleet of expertly maintained training and rental aircraft, with exceptional instructors that are catered to your needs. Designated Pilot Examiners are readily available, with most coming from the Nashville-Davidson County Metropolitan Area. The FBO staff at the Portland Municipal Airport is excellent, & will cater to your every need at the small and quiet airport.
84.00	This flight school is professionally managed, keeps its planes in excellent flying condition and adheres to all safety protocols.
88.00	This school is constantly improving in staff and equipment. They present a very professional environment.
73.00	Very friendly staff/ instructors. They are pleasant to fly with, while maintaining a professional demeanor. Great aircraft. Reasonable prices for both aircraft rental and instructors.

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: 27%

Regional Average: 87
 Your regional percentile ranking: 27%

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

National Average: 87
 Your national percentile ranking: 26%

Regional Average: 87
 Your regional percentile ranking: 26%

5. SubScore Summary for Six1Fly at 1M5

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	57	79
Customer Focus	60	78
Community	60	78
Information Sharing	57	74
NetPromoter Score	100	95

Overall Total	53	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: 57

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

National Average: 79
Your national percentile ranking: 6%

Regional Average: 79
Your regional percentile ranking: 6%

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

National Average: 81
Your national percentile ranking: 2%

Regional Average: 81
Your regional percentile ranking: 2%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	6	75%
Neither agree nor disagree	2	25%

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

Response Choice	Frequency	%
Strongly Agree	5	62.5%
Neither agree nor disagree	2	25%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	8	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	6	75%
Neither agree nor disagree	2	25%

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: 60

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

National Average: 78
Your national percentile ranking: 10%
Regional Average: 78
Your regional percentile ranking: 10%

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

National Average: 79
Your national percentile ranking: 6%
Regional Average: 79
Your regional percentile ranking: 6%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	6	75%
Somewhat Agree	2	25%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	8	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	12.5%
Somewhat Disagree	1	12.5%
Strongly Disagree	6	75%

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: 60

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

National Average: 78
Your national percentile ranking: 10%

Regional Average: 78
Your regional percentile ranking: 10%

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

National Average: 79
Your national percentile ranking: 5%

Regional Average: 79
Your regional percentile ranking: 5%

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	8	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	12.5%
Strongly Disagree	7	87.5%

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

Response Choice	Frequency	%
Strongly Agree	6	75%
Somewhat Agree	1	12.5%
Neither agree nor disagree	1	12.5%

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

Response Choice	Frequency	%
Strongly Agree	8	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: 57

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

National Average: 74

Your national percentile ranking: 11%

Regional Average: 74

Your regional percentile ranking: 11%

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

National Average: 76

Your national percentile ranking: 6%

Regional Average: 76

Your regional percentile ranking: 6%

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	8	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	3	37.5%
Somewhat Disagree	1	12.5%
Strongly Disagree	4	50%

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

Response Choice	Frequency	%
Strongly Agree	6	75%
Somewhat Agree	1	12.5%
Neither agree nor disagree	1	12.5%

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	75%
Somewhat Agree	1	12.5%
Neither agree nor disagree	1	12.5%

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	75%
9	2	25%

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	8	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%