



## Report for Tennessee Flight Training at KBNA

### 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 21 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
84.00	Has a lot of great and experienced flight instructors with a great staff. More than enough planes and instructors to go around to get the best training you need.
85.00	TFT is an excellent example of a flight school, being within a Class Charlie makes learning Communications significantly easier. I've enjoyed my classes and instruction from TFT thoroughly
86.00	Great flight school with well maintained planes. Lots of good instructors and strict safety standards. Cool people all around and it has been a very enjoyable experience.
90.00	This flight school has top of the line aircraft and instructors who make you feel like they really care about your success.
90.00	Tennessee Flight Training has been such a great experience since my first time going to tour the facility. The staff and fleet are above other flight training centers I toured prior to committing. It is such a fun experience flying out of a busy airspace like Nashville International airport. TFT has great CFI's that have helped me through Private, Instrument, and now working on commercial rating. Plus it's super convenient that it's an approved FAA testing center for written exams.
89.00	The school is pleasant to work with. They address issues right away. Scheduling planes and instructors is really easy. A clear direction is provided at the start of the relationship.

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87.00	My instructor, Derek McCorkle, has displayed utmost professionalism, patience, and regard for safety during every flight and interaction. For example I was in a learning plateau with landings and Derek took the time and thought to figure out what it was that I was struggling with and personalize an exercise that he took me through and instantly fixed my landings and brought me back to the fundamentals. I know as a fact that I would be a worse pilot if I were at another school with inferior instructors and outside a busy class C airspace.
85.00	TFT is a great place to learn how to fly. Specifically catering more to aspiring Pro Pilots, it's a great place to learn and train in a heavy traffic environment. The staff is friendly, instructors are top tier and always open for communication even outside of instruction time. There is no better place for someone to train, especially if they plan on taking their training past the initial PPL. I would highly recommend TFT to all backgrounds and experience levels for training.
74.00	They should because if there's anyone wanting to become a pilot or have a flying goal, this flight school will get you it no questions asked.
81.00	This flight school truly cares about their students not only in wanting to see them succeed but also they care about them personally, the provide quality training and resources to help their students succeed at a high level
85.00	This flight school operates at the gateway of Nashville: BNA. With it comes the opportunity to interact with ATC right out of the gate. I think that experience in itself holds an incredible value that you get thrown in the deep end on day 1. The instructors are open and available. The school provides seminars and events to promote safety and networking opportunities within the local pilot community and gives their students a head start into their aviation careers.
90.00	This school should be awarded due to its professionalism and genuine care for its students, staff, and aircraft. People are always available, and actively engaged in assisting with training, and giving resources and information to help guide and further people's ambitions in aviation from start to finish.
90.00	Great CFI's and wonderful staff
89.00	TFT is a great place to train for reasons like great CFI's and Responsible care for their students. Very informative on avenues of education and overall a great atmosphere to be in.
83.00	Quality school and CFI(I)s
86.00	This Flight School should win a Flight Training Experience Award due to the high standards that the school expects from their staff.
88.00	The flight school deserves this award because it is a top notch operation. Chris and his entire team go above and beyond to help each and every student succeed. It is a very welcoming experience. The environment offers a unique opportunity to learn real world experience because the school is located right at KBNA.
90.00	Tennessee Flight Training should win this award because they consistently provide great instruction, keep students engaged and provide you a clear path to reach your goals.
83.00	They have great instructors and an amazing staff they work hard and have their students work hard very positive great experience!
86.00	The instructors are nice, they know a lot, they will tell you immediately when you mess up, but will do it in a calming tone.
77.00	They host events that are free to attend, so people can gain more knowledge around parts of aviation. I've never had a bad experience, but I've had many good ones. Everyone is so willing to help in any way.

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#### 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: 37%

Regional Average: 87

Your regional percentile ranking: 37%

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

National Average: 87

Your national percentile ranking: 37%

Regional Average: 87

Your regional percentile ranking: 37%

### 5. SubScore Summary for Tennessee Flight Training at KBNA

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	83	79
Customer Focus	80	78
Community	82	78
Information Sharing	74	74
NetPromoter Score	100	95
Overall Total	73	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: 83

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

National Average: 79

Your national percentile ranking: 56%

Regional Average: 79

Your regional percentile ranking: 56%

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

National Average: 81

Your national percentile ranking: 56%

Regional Average: 81

Your regional percentile ranking: 56%

#### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	17	80.95%

Somewhat Agree	4	19.05%
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My school helped me find an instructor who considered my personal strengths and weaknesses when creating lesson plans.

Response Choice	Frequency	%
Strongly Agree	20	95.24%
Somewhat Agree	1	4.76%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	21	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	18	85.71%
Somewhat Agree	2	9.52%
Neither agree nor disagree	1	4.76%

## 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: 48%

Regional Average: 78

Your regional percentile ranking: 48%

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

National Average: 79

Your national percentile ranking: 48%

Regional Average: 79

Your regional percentile ranking: 48%

7.3 Responses per Question

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

Response Choice	Frequency	%
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Strongly Agree	1	4.76%
Somewhat Disagree	1	4.76%
Strongly Disagree	19	90.48%

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

Response Choice	Frequency	%
Strongly Agree	19	90.48%
Somewhat Agree	1	4.76%
Strongly Disagree	1	4.76%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	20	95.24%
Somewhat Agree	1	4.76%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	4.76%
Neither agree nor disagree	2	9.52%
Somewhat Disagree	2	9.52%
Strongly Disagree	16	76.19%

## 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: 82

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

National Average: 78

Your national percentile ranking: 60%

Regional Average: 78

Your regional percentile ranking: 60%

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

National Average: 79

Your national percentile ranking: 59%

Regional Average: 79

Your regional percentile ranking: 59%

### 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	19	90.48%
Somewhat Agree	1	4.76%
Neither agree nor disagree	1	4.76%

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

Response Choice	Frequency	%
Strongly Agree	1	4.76%
Neither agree nor disagree	1	4.76%
Strongly Disagree	19	90.48%

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

Response Choice	Frequency	%
Strongly Agree	19	90.48%
Somewhat Agree	2	9.52%

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

Response Choice	Frequency	%
Strongly Agree	20	95.24%
Somewhat Agree	1	4.76%

### 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: 74

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

National Average: 74

Your national percentile ranking: 44%

Regional Average: 74

Your regional percentile ranking: 44%

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

National Average: 76

Your national percentile ranking: 39%

Regional Average: 76

Your regional percentile ranking: 39%

#### 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	17	80.95%
Somewhat Agree	3	14.29%
Neither agree nor disagree	1	4.76%

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

Response Choice	Frequency	%
Strongly Agree	1	4.76%
Somewhat Agree	3	14.29%
Neither agree nor disagree	6	28.57%
Somewhat Disagree	5	23.81%
Strongly Disagree	6	28.57%

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

Response Choice	Frequency	%
Strongly Agree	14	66.67%
Somewhat Agree	3	14.29%
Neither agree nor disagree	2	9.52%
Somewhat Disagree	2	9.52%

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	19	90.48%
Somewhat Agree	2	9.52%

## 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	21	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	21	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%