



## Report for Tennessee Flight Training KCSV at KCSV

### 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 5 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**

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	<p>My personal experience is somewhat different than most candidates in that I am 66 years old and merely checking off a long term goal from my bucket list of learning how to fly. I did much of my own ground school training prior to going to the open house at Crossville, Tennessee Airport-CSV. I met Regina Diaz, the Base Manager, and was referred to the owner of the Tennessee Flight Training program due to my simple request to reach a goal of taking off and landing a Cessna 172. While corresponding with the owner, I also met Jon Hall who is a part time instructor with the program. After some interactive conversation, I signed up to begin flight training with Jon as he seemed to be a good fit for my personality. Back to the question of this flight school rating. This open house was professionally done with all ages and styles of instructors on hand and with Regina sorting out the schedules and sign ups for several prospective clients. The staff were all wearing flight school red polo shirts and the airport area was clean and neat, even while being in the midst of remodeling. I continued to interact with Regina on the Student Pilot application, paperwork and material I would be provided. She is interactive and upbeat, with a mix of good humor to boot! Jon Hall is a full time teacher at the local High School that has a Flight Program. He has a complex setup at the school with all sizes of drones, station simulators, and a Red Bird. He still makes all the effort with me to schedule flight time with him as he navigates his workload with the school and his work with the Red Bird company as well. Jon encouraged me to continue to do my flight training via a ground school on line component and I immediately signed on and completed my course in a months time. Upon receiving the certification to take the FAA written, Jon said go do it and within a week I did so and passed with a good score. In keeping with my goal, I ascertained that the local Flight Medical Review needed to be done on line and Jon recommended that I go to University of Tennessee for the Medical and do the online Med X Press profile immediately so all the homework would be completed and I could just fly. I did the Med X Press the next day and made the appointment for the Medical. The reason I am outlining this is that I expressed my goals to the owner and to my instructor that I choose based on my first impression. I was assisted in doing my training the way I wanted to, not by a manual set by the school or dictated by someone. I honestly wouldn't have signed on to the program if that was the policy up front. I have continued to interact with Regina on plane repairs and schedules and I enjoy the personnel I have met via the airport staff. I believe that folks of all ages are welcome here and these people are attempting to help you reach your goals and not just taking your money.</p>
90.00	
78.00	The number of flight instructors and availability is extremely important to me. Each of the instructors are willing to work with their students and one another to ensure each student gets the positive reinforcement they need to succeed.
90.00	Very open and inviting flight school. Everyone involved is incredibly helpful and a great resource and mentor. My instructor helped me feel more confident and comfortable flying and I have learned so much in the short time I've had so far here!
82.00	The people here treat you like family, and they genuinely care about your success.
88.00	Great, service, very friendly and very instructive

#### 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: 35%

Regional Average: 87

Your regional percentile ranking: 35%

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

National Average: 87

Your national percentile ranking: 35%

Regional Average: 87

Your regional percentile ranking: 35%

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

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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	83	79
Customer Focus	82	78
Community	80	78
Information Sharing	73	74
NetPromoter Score	100	95
Overall Total	72	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: 57%

Regional Average: 79

Your regional percentile ranking: 57%

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

National Average: 81

Your national percentile ranking: 57%

Regional Average: 81

Your regional percentile ranking: 57%

##### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	4	80%
Somewhat Agree	1	20%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

My school promotes a culture of safety.

Response Choice	Frequency	%

Strongly Agree	5	100%
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My instructor at my school regularly suggested what I should study before arriving at the airport for a lesson.

Response Choice	Frequency	%
Strongly Agree	5	100%

## 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: 82

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

National Average: 78

Your national percentile ranking: 59%

Regional Average: 78

Your regional percentile ranking: 59%

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

National Average: 79

Your national percentile ranking: 60%

Regional Average: 79

Your regional percentile ranking: 60%

### 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	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	5	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	5	100%

Somewhat Disagree	1	20%
Strongly Disagree	4	80%

## 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: 80

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

National Average: 78

Your national percentile ranking: 53%

Regional Average: 78

Your regional percentile ranking: 53%

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

National Average: 79

Your national percentile ranking: 52%

Regional Average: 79

Your regional percentile ranking: 52%

### 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	4	80%
Somewhat Agree	1	20%

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

Response Choice	Frequency	%
Somewhat Disagree	1	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Strongly Agree	4	80%
Somewhat Agree	1	20%

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	80%
Somewhat Agree	1	20%

## 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: 73

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

National Average: 74

Your national percentile ranking: 40%

Regional Average: 74

Your regional percentile ranking: 40%

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

National Average: 76

Your national percentile ranking: 36%

Regional Average: 76

Your regional percentile ranking: 36%

#### 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	3	60%
Somewhat Agree	2	40%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	40%
Strongly Disagree	3	60%

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

Response Choice	Frequency	%
Strongly Agree	2	40%
Somewhat Agree	1	20%
Neither agree nor disagree	2	40%

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	3	60%
Somewhat Agree	2	40%

#### 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	3	60%
9	2	40%

## 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	5	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%