Report for 14DAYPILOT FLIGHT ACADEMY,LLC at KVNY

Region: Pacific

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 59 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
87.00	I think this school genuinely deserves recognition because what they do goes beyond just flight training. The instructors here are truly dedicated, and they're very hands-on and patient in every student's progress. From the very first day, I could feel that their goal wasn't just to help me pass a checkride, but to make sure I understood what it really means to be a safe and confident pilot. The training is indeed accelerated, but it never feels rushed. The structure is clear, the expectations are high, and the support is always there. The instructors pay attention to the smallest details, they notice your weaknesses early, help you work through them, and make sure you improve flight after flight. Even in a fast-paced environment, they find the time to coach each student individually. What stands out most to me is the effort and teamwork behind every success story. Everyone, from the ground instructors to the management team, contributes to making sure the students are ready, confident, and cared for. The Chief CFI also takes an active role in mentoring students, which is rare. You can tell they take pride in their work and want every student to succeed, not just finish the course. There's also a sense of accountability and community here. You're treated like part of the team, and you can feel that your progress matters to everyone. Whenever I faced challenges, the instructors didn't just teach me how to correct mistakes, they encouraged me to learn from them. That made a big difference in how I approach flying and even how I handle pressure in general. I'm truly grateful for everything they've done and I believe they've earned this recognition through their consistent dedication to make sure I came back home with my license.

61.00	The accelerated program has helped me to obtain my license.
81.00	They show strong dedication to making their students pass
85.00	They are honest and put the student interest first
90.00	This Flight School has an excellent training syllabus which is rigorous and comprehensive. Safety is foremost in all training, and with a team of dedicated and passionate staff, lessons are enjoyable and very memorable. The instructors go the extra mile to share and teach beyond the course requirements, in order to enhance the students' proficiency. I highly recommend this school for the Flight Training Experience Award!
74.00	I believe 14 Day Pilot Academy deserves to win a Flight Training Experience Award because the school has consistently demonstrated excellence in aviation education through its structured, accelerated, and safety-focused programs. The academy maintains a strong balance between efficiency and quality, ensuring that every cadet is not only trained to meet FAA standards but also prepared to operate in a global aviation environment. Their instructors are highly professional, supportive, and deeply committed to student success. The training syllabus is systematic and transparent, allowing students to achieve significant progress within a short time frame without compromising flight safety or knowledge depth. Furthermore, the academy’s international-student support, modern aircraft fleet, and well-maintained facilities make it a benchmark for accelerated pilot training worldwide. Overall, 14 Day Pilot Academy provides an exceptional learning environment that combines professionalism, safety, and global relevance — qualities that truly represent the spirit of the Flight Training Experience Award.
90.00	They have been nothing but professional. I felt for the first time they cared more about the students being competent pilots and will be safe on their own vs just getting the license. After going to 2 other schools before this im happy to finish my ppl with them. With their help i passed all test and with the dpe on the first try.
87.00	Great instructors. Patient and knowledgeable. Go out of the way to help student with the learning process and secure a checkride.
82.00	14DP has some of the best instructors. I had 2 instructors and they really helped me every step of the way. There were points where I was not making any progress especially around the landing part. Instructors went beyond. Training day and night. At one point I almost gave up but they counseled me and get me back.
84.00	I had a very good experience with 14day Pilot School team. I was lost for a minute trying to find right people to get my PPL. 14day Pilot School is a family business and I was treating like family. I was evaluated and was told that I'm 80%ready at that time. They helped me polish the week areas and scheduled for a checkride. I can say that they made my life easier. I'm getting closer to 400 hours with my Skyhawk. Thanks again 14day Pilot School for helping to achieve my dream and making me a safe Pilot.
79.00	They strive for the best experience for all the students. The owner will try his very best to find slots for students for their checkride even for rushed timelines.
89.00	Exactly as advertised - it's an accelerated school and they do everything in their power to make it work for you and ensure that you get adequate training to be capable for the checkride.
90.00	they should cause they are awesome.
82.00	The school coordinators and instructors spare no efforts in ensuring the students have all the necessary resources to pass the check rides at the first attempt.
90.00	Great instructors and program, dedicated staff that organize the schedule tailored to all students.
83.00	Its a good school because they have a full program so that the student can finish their license with out worrying about the instructor leaving you and have a good amount of aircraft so we aren't delayed alot by aircraft having a problem
79.00	This school worked so hard towards client's desire and expectation, and also they move fast. Thus I think the school really deserve the award.
88.00	Good customer service, was fun

77.00	The flight school should win a flight training experience award as it offers intensive programs that enable students to achieve their goals in a short period while maintaining high standards and acquiring the skills necessary to become proficient pilots. Recognizing that students have different training needs, the flight school strives to cater to each student's requirements.
86.00	Good syllabus, very structured training program.
90.00	14 Day Pilot should win the award because I think they make their students live amazing experiences throught the flight training, the assistance during the whole process is also very remarkable the team is always attentive to us. They design training programs that perfectly fit the needs of each student. The instructors teach with patience and make sure we can understand the concepts we're talking about. The learning experience in this school is one of the best I've ever had in my life and I'm definitely coming back to complete my training and become a more professional and safe pilot.
77.00	Very well organised training team that facilitates the training and testing processing. They were able to advise from the start to the finish. Instructors were available everyday. And the teacher to student ratio was good 1:4 Corrects students and lambasts them for unsafe behaviour/ if they think is unsafe Did not have to schedule lessons as they were scheduled for me . (Takes away thinking load on scheduling) Provides a timeline and guidiance on etd
90.00	It’s very responsive and professional, arranging airplane booking and CFI appointment with extremely high efficiency.
90.00	The team remains in close contact with its students, providing top notch customer service. This commitment was evident throughout- From pre-sign up to ground school and then to flight training. Teaching is systematic, clear and consistent with safety principles. Community amongst the current and former students along with that of the wider community at the airport is second to none. Appreciative of Capt Gema Goeyardi for the best in class flight school.
84.00	My experience with 14 Day Pilot has been life changing. Capt Gema is a wonderful man with a great heart who loves to see people around him succeed and thrive. The school provides everything to make it possible to achieve the learners' goals and is flexible enough to adapt to the learner's pace.
79.00	This school consistently delivers satisfactory results to it's students. I have dealt with 5 different flight schools during my training period, and I have not encountered a flight school that followed through with it's promises to students to the level that 14 Day Pilot does. The management is fully committed to training it's students to safely, and to completion. Funding has always been a concern of many students, and I have seen the school step forward to offer free training to help get people who were close to finishing (but ran out of budget) complete their ratings.
73.00	In my situation with an Australian CASA PPL/CPL/SE&ME IR, I was looking at a school which could help me get my FAA PPL. The school 14 Day Pilot held a series of talks via Zoom with me to assess my current situation and recommend a solution for the same. I am still to travel to the USA for the written test and DPE oral and flight check and would be doing it in November 2025. I have attended the POES program organized for me to get up to speed with the written portion and some simulator time as well. In my efforts I have contacted many schools but none could come up with a clear plan for me to achieve my goals like 14 Day Pilot has.
74.00	Team 14Daypilot does go the extra mile to help students with the difficulties they face during the learning process. Hawra is super friendly, informed, helpful and knowledgable. Dr Gema also guided myself alot for my checkride preperation. The other logistics staffs made the process smooth. Although there were some unforeseen hiccups, it was handled professionally.
73.00	This flight school as is the case with every institution comes with its own share of pros and cons. They do however, shine in bringing the accessibility to FAA licensees to Asia and are determined to help every student to achieve their goals with them, regardless of age or level of achievement. There are some administrative and procedural sequences where us students would have benefitted from should it have been managed differently, but overall they deserve the recognition for making the process as expedited and accessible as possible.

90.00	Customer Service: They helped me thoroughly starting from the process of enrollment, when I arrived in US for the training, and throughout the training process. I can contact them anytime for help through email/whatsapp group and since they have team across the globe the response is swift. They care a lot about safety, when I inquired something about the plane they didn't dismiss it and investigated thoroughly (it turned out to be OK). Educational Quality – Excellent training in a short amount of time! Before coming to the school, they supported and made sure that I have strong theoretical base to pass the written test. They gave me pointers of what study materials to choose and gave online interactive classes. When it came to real world flight training, the instructors are clear and knowledgable, gave review/debrief after each flight, and supported with ground classes. Information Sharing – Great information sharing since before the enrollment, before coming to US, during the training period, and even after graduating. Community & Culture – There is a students lounge where I could meet other student pilots and even other instructors. I have a main instructor, but I could ask to fly with other instructors also so I can absorb knowledge from various viewpoints. They also introduced me to the mechanic. Other than that, they have a whatsapp group for alumni so I feel connected even after graduating.
90.00	It should win a Flight Training Experience Award for the following reasons: 1- It creates a professional atmosphere for both students and instructors to achieve their goals. 2- The staff is always working to improve the student performance. 3- It has a great relationship with DPE's. 4- Airplanes are always available for training. 5- The staff always comes up with a quick solution if a problem arises.
75.00	14DayPilot has been truly instrumental in helping me achieve my lifelong dream of becoming a pilot. From the very beginning, their team demonstrated an exceptional level of professionalism, dedication, and passion for aviation training. I recently completed my Private Pilot Program with them, and the experience exceeded all my expectations. I am already looking forward to continuing my aviation journey with 14DayPilot as I work toward my next license. What sets 14DayPilot apart from other flight schools is their unwavering commitment to quality and student success. The instructors do not simply teach to the syllabus — they go far beyond, ensuring that every student fully understands the “why” behind each procedure and decision. Their continuous engagement with us keeps our training aligned with the highest international standards, both technically and in terms of flight safety. Throughout my training, I was consistently impressed by their personalized approach. Every student receives one-on-one feedback sessions after flights, which helped me identify my strengths and areas for improvement in real time. The instructors are always approachable and genuinely invested in our progress — I never once felt like just another student. Instead, I felt part of a dedicated aviation family that truly wanted me to succeed. 14DayPilot also places a strong emphasis on safety, discipline, and professionalism, which are the cornerstones of responsible flying. Their structured training programs are supported by modern facilities, well-maintained aircraft, and a culture that encourages continuous learning and self-improvement. Beyond the technical training, 14DayPilot instills in each of us the confidence, judgment, and mindset required to be a competent and safe pilot. They consistently rise to every challenge, adapting their teaching to meet each student’s individual needs, while maintaining the highest standards of instruction.
73.00	14DP fulfills its proposition of delivering accelerated flight training and giving an aspiring pilot the option to really earn a license in this time. Although realistically not every student would be able to achieve 14 days as it demands intense effort and competence, as well as other favourable variables such as weather, smooth administration and good instructor pairings, it is still a commendable structure and product.
81.00	It’s a good an efficient flight school that prioritizes student progress, learning, and proficiency. I would recommend it
79.00	Unique program of high quality intense training
86.00	CFIs are dedicated and willing to take risks with their licenses by allowing students to go on check rides. The owner of the flight school, Dr. Gema Goeyardi, collects feedback from the CFI after every flight training session and takes the time to talk to me. I feel like Dr. Gema wants me to get my PPL before I go home. I recevied initial solo within weeks after starting training. Unfortunately, I had to stop my training after two weeks and return home. I have a plan to return to school for my PPL training again. At another school I attended, the owner or management never communicated with me.
84.00	This isn’t just a course — it’s a life-changing journey! I went from dreaming about planes to sitting in the cockpit, learning real flight skills, and taking control in the air. The energy, teamwork, and confidence I gained will stay with me forever.
85.00	They should win a flight training experience award, as 14DayPilot makes flight training fun and safe and allows a student to get their license. quicker compared to other flight schools.

74.00	14DAYPILOT Academy deserves strong consideration for a Flight Training Experience Award because it offers an innovative, high-intensity, and personalized training model that allows students to complete programs like the Private Pilot License in record time with dedicated instructors and aircraft. Its international reach, one-on-one mentorship, and structured accelerated curriculum create a premium and efficient learning experience ideal for busy professionals. However, the school's ultra-fast approach may raise concerns about the depth and retention of training compared to traditional programs, so while its model is impressive and student-focused, the award should reflect both innovation and long-term training quality.
77.00	because this school is realy credible and helpul, with unique system and short duration but can maintain the highest standard
71.00	Most of the flight instructors are very helpful. But the planes are old and
90.00	Professional flight instructors and staffs, helping me to navigate with my flight training.
85.00	It should win an award due to safety being the number one priority for CFi's . Safety , aircraft maintenance and decision making is talked about daily
83.00	Below is my Google maps review I left shortly after completing the course - I stand by what I said then: I did the 14 day PPL program. The name is not an exaggeration, but it is not "bootcamp" or full of shortcuts either; the course is literally an entire PPL worth of training, but with a dedicated instructor and aircraft reserved so you can fly/train everyday and take your checkride all within a small time window. Ultimately you need to be able to develop the skill within that time frame and put the effort in to make that happen. I'd highly recommend taking their "POES" ground school via the webinars before starting, as just doing something like Sporty's ground school course alone and getting a high score in the written will not be enough; if I could go back and choose to take this before flying out to LA I'd have definitely done it before. My instructor Eric was super flexible and we were able to make the program fit around my work schedule, as I was still working remotely during the course. Johan and the local team were very persistent in ensuring my check ride would go ahead, and making alternative arrangements in case the DPE had to move the time slot or cancel. Ultimately the PPL is a license to learn, and the 14DP staff teach with that philosophy in mind. I now have my FAA PPL which I can convert to a local license in the country I live in, and continue getting experience/building PIC time here. I'm sure I'll be back in KVNY for the 10 day instrument rating before I know it ☺ Thank you 14daypilot!
88.00	First of all, i had to say big thanks to Capt Gema who is the Founder and CEO of this flight school that shape me to become a pilot. The training on this flight school always gave you the best for the students, because you're provided with 1 dedicated instructor and aeroplane until your checkride, also the accelerated training program are the main reason i choose this flight school.
68.00	14DayPilot works closely with students, CFIs and DPEs to ensure their students become safe pilots within the time available.
90.00	-
78.00	They deliver exceptional, high-quality training in a condensed 14-day program while maintaining the highest standards of safety and professionalism. Their instructors are deeply dedicated to each student's success, offering personalized guidance, streamlined support for FAA requirements, and a motivating learning environment.
87.00	Dr Gema and his team of dedicated instructors, particularly Hawra, was instrumental in ensuring that my CAAS restricted PPL was 'unlocked' through undergoing rigorous cross country navigation flight module in January 2024 at Van Nuys. By way of background, Singapore, where I am from, is a city state with an area of 700 sq km. Hence, general aviation students would only get restricted PPL (meaning only able to fly within Singapore) since Singapore is too small for the conduct of cross country navigation flights. To 'unlock' the PPL, CAAS requires general aviation students to undergo an approved cross country navigation flight with training providers. At the time when I underwent the course, 14DayFlightSchool is the only entity recognised by CAAS to conduct the course. From day 1, it quickly struck me that Dr Gema did not run his school on strictly commercial terms. He was truly interested in doing his darnest to ensure his students get the best opportunities to achieve their respective aviation objectives. At his own cost, he frequently held meal sessions to promote camaraderie, a strict culture of safety compliance and a nurturing spirit for all his students, me included. Within a matter of 1 week, I completed my module and was able to apply to CAAS to unlock my restricted PPL. Since then, I have undertaken many cross country navigation flights as PIC.

90.00	Total dedication to ensuring their students achieve their goals within the shortest time but to a very high standard. They really went above and beyond in my time training with them whether it was aircraft and instructor availability, short notice DPE bookings, help with FAA paperwork or late night study support and all in a very caring, fun and friendly atmosphere.
90.00	The Flight School pay special attention in each student and follow his progress to achieve the goal they are pursuing. I am really glad about the help and training that I receive when I applied to follow my IR training.
80.00	Because this flight school really goes above and beyond in making sure the students get the most suitable training for their individual needs. Each student is treated as an aspiring aviator as they are and the instructors and school staff makes sure the students get molded to the best version of themselves as pilots.
90.00	None
82.00	They offer comprehensive flight training and employ quality instructors.
89.00	They should be awarded as the team is very helpful and dedicated to helping students. There is a heavy emphasis on safety and they encourage students to keep learning and improve. The instructors are also very knowledgeable and good at teaching.
85.00	Great flight school, helpful people and great programme for accelerated courses.
88.00	I found out about 14DP when looking to complete a Flight Review. I had taken a long break from flying and was quite rusty. From the start, the response from the 14DP team was quick and professional. They organized the review, and the conduct was excellent. They were thorough in all aspects, knowledge, and skill. I left with restored confidence in my flying. Not only do I feel safer and more comfortable as a pilot, but I have also gained access to an active community of pilots. This is one of the hidden benefits of 14DP that I did not expect.
83.00	14DP is committed to ensuring a high quality of flight training to its students. For context I am based in Singapore and had flown in to the US to train for the Private Pilot Licence. A few exceptional aspects of the school that set it apart: - This was the only school that committed to getting me ready for the check ride in a 6 week period. Most schools summarily dismissed my request and said it was not possible if I couldn't spent 6 months in the US - They set up the check ride date with the DPE upfront and that gave me a definite goal to work towards. As a result, it was extremely intense and I needed to work extra hard preparing to be ready prior to the check ride date, and the instructors put in the work preparing you. Unlike many other students from other schools who finish the training and then wait for weeks/months to line up a check ride - They front loaded the theory, oral prep, simulator including live ATC through Pilot edge, in their Asia office. By the time I arrived in the US my theory was top notch (I received 97% on my written test which I took the day after I landed in the US. My DPE also commended me on the depth of knowledge on the oral part of the check ride) - Strong set of Instructors with very different personalities and way of teaching. I was able to learn different nuances based on the extensive flying experience of the instructors. Naturally the tensions are high during the training and sometimes students dont gel with a certain instructor. They are able to have instructors step in who are more aligned to your learning needs/temperament as needed - The founder Captain Dr. Gema Goeyardi is passionate about teaching. He spent hours training me personally in Indonesia (simulator, theory, pilot edge etc.) and during flying in the US prepping me before the check ride. He allows student to take as much time as they need to practice their theory and skills on the simulator, before heading to the US. By the time I came to US I had already flown the routes that I would fly in the US and was somewhat familiar with them. - The strong student community that helps each others. Before joining I was able to speak to past students and learn about the experience and the logistics for the stay in the US. Throughout my time in the US I was getting tips on flying and exam prep from students who were ahead of me. There is a strong culture of paying it forward with supporting newer pilots There is one aspect that I struggled with a bit. The scheduling of flying hours is handled by someone in Jakarta, and not on the ground. Miscommunications on learning priorities can happen from time to time. Where it ended up being an issue for me was when I had hit a snag on a particular skill on landing. My lead instructor was away and the team in Jakarta paired me with an instructor who put me under a lot of pressure. The school kept scheduling hours of flying when what I needed was a break and a different instructor. I ended up flying for extra hours and felt I got worse/lost confidence. Eventually I escalated the matter and a senior instructor stepped in and helped me regain confidence and taught me simple tricks to get over the issue I was facing. But all in all, this was an experience of a lifetime and I thank 14 Day Pilot for their dedication.
72.00	14 Day Pilot has the most caring staff I've ever seen. The majority of the CFI's I've met from this school really care about their clients. The office staff is always available and does everything they can to make sure checkrides go smoothly.

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: 83

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

National Average: 86
Your national percentile ranking: 6%

Regional Average: 82
Your regional percentile ranking: 17%

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

National Average: 86
Your national percentile ranking: 6%

Regional Average: 85
Your regional percentile ranking: 10%

5. SubScore Summary for 14DAYPILOT FLIGHT ACADEMY,LLC at KVNY

Region: Pacific

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	96	97
Customer Focus	90	96
Community	93	96
Information Sharing	88	91
NetPromoter Score	78	92
Overall Total	89	94

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: 96

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

National Average: 97
Your national percentile ranking: 19%

Regional Average: 92
Your regional percentile ranking: 28%

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

National Average: 98
Your national percentile ranking: 17%

Regional Average: 97
Your regional percentile ranking: 30%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	49	83.05%
Somewhat Agree	10	16.95%

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

Response Choice	Frequency	%
Strongly Agree	46	77.97%
Somewhat Agree	8	13.56%
Neither agree nor disagree	4	6.78%
Somewhat Disagree	1	1.69%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	55	93.22%
Somewhat Agree	4	6.78%

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

Response Choice	Frequency	%
Strongly Agree	50	84.75%
Somewhat Agree	7	11.86%
Neither agree nor disagree	1	1.69%
Strongly Disagree	1	1.69%

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: 90

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

National Average: 96
Your national percentile ranking: 5%

Regional Average: 93
Your regional percentile ranking: 17%

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

National Average: 96
Your national percentile ranking: 3%

Regional Average: 94
Your regional percentile ranking: 10%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	7	11.86%
Somewhat Agree	1	1.69%
Neither agree nor disagree	2	3.39%
Somewhat Disagree	6	10.17%
Strongly Disagree	43	72.88%

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

Response Choice	Frequency	%
Strongly Agree	42	71.19%
Somewhat Agree	11	18.64%
Neither agree nor disagree	5	8.47%
Somewhat Disagree	1	1.69%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	50	84.75%
Somewhat Agree	9	15.25%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	3	5.08%
Somewhat Agree	4	6.78%
Neither agree nor disagree	7	11.86%
Somewhat Disagree	10	16.95%
Strongly Disagree	35	59.32%

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: 93

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

National Average: 96
Your national percentile ranking: 12%

Regional Average: 91
Your regional percentile ranking: 17%

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

National Average: 96
Your national percentile ranking: 12%

Regional Average: 96
Your regional percentile ranking: 10%

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	47	79.66%
Somewhat Agree	9	15.25%
Neither agree nor disagree	3	5.08%

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

Response Choice	Frequency	%
Strongly Agree	3	5.08%

Neither agree nor disagree	5	8.47%
Somewhat Disagree	9	15.25%
Strongly Disagree	42	71.19%

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

Response Choice	Frequency	%
Strongly Agree	42	71.19%
Somewhat Agree	12	20.34%
Neither agree nor disagree	5	8.47%

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

Response Choice	Frequency	%
Strongly Agree	45	76.27%
Somewhat Agree	12	20.34%
Neither agree nor disagree	2	3.39%

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: 88

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

National Average: 91
Your national percentile ranking: 18%

Regional Average: 89
Your regional percentile ranking: 39%

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

National Average: 92
Your national percentile ranking: 13%

Regional Average: 91
Your regional percentile ranking: 10%

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	47	79.66%
Somewhat Agree	8	13.56%
Neither agree nor disagree	4	6.78%

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

Response Choice	Frequency	%
Strongly Agree	2	3.39%
Somewhat Agree	12	20.34%
Neither agree nor disagree	18	30.51%
Somewhat Disagree	9	15.25%
Strongly Disagree	18	30.51%

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

Response Choice	Frequency	%
Strongly Agree	49	83.05%
Somewhat Agree	6	10.17%
Neither agree nor disagree	2	3.39%
Somewhat Disagree	1	1.69%
Strongly Disagree	1	1.69%

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	46	77.97%
Somewhat Agree	9	15.25%
Neither agree nor disagree	4	6.78%

10.Net Promoter Score

10.1 Questionaire 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	37	62.71%
9	10	16.95%
8	10	16.95%
7	1	1.69%
1	1	1.69%

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	47	79.66%
Passive	11	18.64%
Detractor	1	1.69%

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: 78

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

National Average: 92
Your national percentile ranking: 6%

Regional Average: 72
Your regional percentile ranking: 17%

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

National Average: 95
Your national percentile ranking: 3%

Regional Average: 90
Your regional percentile ranking: 10%