



Report for Arizona Flight Training Center at KGEU

Region: Western

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 13 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	<p>It is with the utmost respect and gratitude that I recommend my flight instructor, Mohan Rao, for recognition as an outstanding Certified Flight Instructor. As a private pilot student nearing the completion of my license, I can say with full confidence that my progress, safety, and passion for aviation have been profoundly shaped by his dedication, patience, and exceptional skill as an instructor. From my very first flight lesson, Mohan established a standard of excellence that inspired both confidence and humility. He has an extraordinary ability to tailor each lesson to his student's unique learning style—breaking down complex maneuvers and aerodynamic concepts into clear, practical steps. His calm, methodical approach in the cockpit instills not only technical proficiency but also true airmanship and judgment. What truly sets Mohan apart is his genuine investment in his students' success. He consistently goes above and beyond—whether that means reviewing flight plans after hours, ensuring students understand every weather briefing and regulation, or offering encouragement after a challenging flight. His passion for aviation is contagious, and his emphasis on safety and professionalism has set the foundation for the pilot I am becoming. Under Mohan's guidance, I've grown from a nervous first-time student into a confident pilot who is ready to fly independently. His mentorship has not only prepared me for checkride success but has also instilled in me the mindset of continuous learning that defines great aviators. Mohan embodies what it means to be a flight instructor—knowledgeable, dedicated, patient, and truly passionate about developing skilled and responsible pilots. I can think of no one more deserving of recognition for his excellence in aviation instruction and mentorship. Sincerely, Nate McLamb Private Pilot Student Arizona Flight Training Academy</p>

88.00	As a student pilot at Arizona Flight Training Center, I've experienced firsthand the professionalism, safety culture, and sense of community that make this school stand out. From day one, AFTC has emphasized not just how to fly, but how to fly safely and confidently in any situation. The instructors go beyond checkride preparation; they teach solid aeronautical decision-making and situational awareness that build true pilot-in-command confidence. The curriculum is exceptionally well structured, blending real-world flying with thoughtful ground instruction that keeps students engaged and progressing efficiently. AFTC also offers outstanding aircraft availability and maintenance standards, ensuring minimal downtime and maximum safety. What truly sets AFTC apart is its community. Students, instructors, and staff form a supportive network where everyone celebrates each milestone, from first solos to checkride passes. It's a school that turns aspiring pilots into capable aviators and lifelong members of the aviation family. Arizona Flight Training Center embodies the excellence, safety, and spirit of general aviation that the AOPA Awards are meant to recognize.
85.00	Great atmosphere where the flight instructors actually care and the management is great and will work with you
88.00	I honestly can't think of a reason AFTC shouldn't be considered, the staff and instructors are all very friendly and incredibly knowledgeable. Absolutely amazing place to learn and hone your aviation abilities!
88.00	☆☆☆☆ 5/5 — Professional, Safe, and Top-Quality Flight Training I've been a flight instructor at Arizona Flight Training Center for the past two and a half years, and I can confidently say this school sets the standard for excellence in aviation training. From private pilot all the way through ATP, the instruction here is professional, thorough, and safety-oriented. The entire team is dedicated to helping students build both skill and confidence in the cockpit. Maintenance at the facility is absolutely pristine — every aircraft is kept in top condition, which allows for consistent training and peace of mind during every flight. The atmosphere is supportive, the staff is knowledgeable, and the commitment to quality and safety is unmatched.
88.00	From the moment I walked through the doors, I knew I was in good hands. The entire staff, from the administration to the instructors, creates an environment that is welcoming, professional, and focused on one thing: producing safe, competent, and confident pilots. What sets this flight school apart is not only the state-of-the-art aircraft and top-notch facilities but the personalized approach to flight training. They prioritize the individual needs of each student, tailoring lessons to help them progress at their own pace. In particular, my flight instructor, Mohan, was a major factor in making my experience so positive. He's a great instructor who combines technical expertise with a genuine passion for aviation. His goal is to not only prepare you for your check rides but also to be a competent and safe pilot for the long haul.
86.00	This school has been more of a family than anything to me since hour zero. A most welcoming staff from the top down. The standardized curriculum is very easy to follow which certainly helped structure all of my successes as well as countless others I have seen come through.
86.00	Experienced CFIs that truly care about each student and the future of aviation. A leader/chief flight instructor that leads by example and promotes the best through positive reinforcement. The flight school overall is an uplifting, well educated environment that is doing great things in the aviation industry.
86.00	This school caters to the individual needs of the students. All the instructors and admin are amazing and willing to work with me and help me where I need it and struggle.
84.00	Great community and instructors.
89.00	Arizona Flight Training Center should win the award because I haven't personally seen any other flight school in the Phoenix area that takes more time to offer one on one instruction and guidance to students and their success than our school does.
90.00	Extremely professional and knowledgeable instructors. Planes are very well maintained. Safety is always number one.
85.00	The atmosphere of the school is very supported. Whatever you might need, they will support. The flight instructors are very qualified, friendly, and hard working. I am very happy I found this school to continue my flight training.

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: **87**

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

National Average: 86

Your national percentile ranking: 69%

Regional Average: 86

Your regional percentile ranking: 77%

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

National Average: 86

Your national percentile ranking: 71%

Regional Average: 86

Your regional percentile ranking: 85%

5. SubScore Summary for Arizona Flight Training Center at KGEU

Region: Western

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	100	97
Customer Focus	99	96
Community	98	96
Information Sharing	89	91
NetPromoter Score	100	92
Overall Total	97	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: 100

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

National Average: 97

Your national percentile ranking: 92%

Regional Average: 98

Your regional percentile ranking: 91%

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

National Average: 98

Your national percentile ranking: 96%

Regional Average: 98

Your regional percentile ranking: 90%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	13	100%

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

Response Choice	Frequency	%
Strongly Agree	13	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	13	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	13	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: 99

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

National Average: 96

Your national percentile ranking: 89%

Regional Average: 96

Your regional percentile ranking: 95%

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

National Average: 96

Your national percentile ranking: 96%

Regional Average: 96

Your regional percentile ranking: 95%

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	7.69%
Strongly Disagree	12	92.31%

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

Response Choice	Frequency	%
Strongly Agree	13	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	13	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Somewhat Disagree	1	7.69%
Strongly Disagree	12	92.31%

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: 98

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

National Average: 96

Your national percentile ranking: 72%

Regional Average: 96

Your regional percentile ranking: 86%

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

National Average: 96

Your national percentile ranking: 77%

Regional Average: 96

Your regional percentile ranking: 95%

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	12	92.31%
Somewhat Agree	1	7.69%

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

Response Choice	Frequency	%
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Somewhat Disagree	2	15.38%
Strongly Disagree	11	84.62%

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

Response Choice	Frequency	%
Strongly Agree	11	84.62%
Somewhat Agree	2	15.38%

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

Response Choice	Frequency	%
Strongly Agree	13	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: 89

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

National Average: 91

Your national percentile ranking: 22%

Regional Average: 91

Your regional percentile ranking: 23%

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

National Average: 92

Your national percentile ranking: 15%

Regional Average: 91

Your regional percentile ranking: 25%

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	12	92.31%
Somewhat Agree	1	7.69%

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

Response Choice	Frequency	%
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Somewhat Agree	1	7.69%
Neither agree nor disagree	9	69.23%
Somewhat Disagree	1	7.69%
Strongly Disagree	2	15.38%

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

Response Choice	Frequency	%
Strongly Agree	10	76.92%
Somewhat Agree	1	7.69%
Neither agree nor disagree	2	15.38%

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	12	92.31%
Somewhat Agree	1	7.69%

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	12	92.31%
9	1	7.69%

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	13	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: 92

Your national percentile ranking: 73%

Regional Average: 99

Your regional percentile ranking: 55%

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

National Average: 95

Your national percentile ranking: 77%

Regional Average: 99

Your regional percentile ranking: 55%