Report for Aviation Adventures - Manassas at HEF

Region: Eastern

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 17 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	Aviation Adventures is by far the best flight school I have trained at, and I go out of my way to recommend them to anybody I meet who is looking for flight training in the area. Their program is professionally run with a clearly outlined syllabus, they have a large number of planes and instructors which makes scheduling easy, and their instructors are all top notch when it comes to knowledge and professionalism. The best thing about Aviation Adventures is their flexibility. They have planes and instructors available on all days and at all hours, so I was able to make my training fit my schedule. The instructor I worked with was always on time and went above and beyond to make sure that I really understood the material we were covering. I feel very safe whenever I fly the planes in their fleet. They are well maintained and they make the maintenance records easy to access and review which gives me confidence that they are doing things right when it comes to maintaining a safe and airworthy fleet. Overall, the combination of good instructors, good airplanes, and a professional environment makes flight training with Aviation Adventures absolutely fantastic.

87.00	I have come from another flight school to finish my CFI, CFII, ME, and MEI. After having experience with a previous school I can say that aviation adventure is an amazing place to learn aviation. Everyone is very friendly and knowledgeable. They make me feel welcome and safe from the first day. My experiences from my previous school were very strict and claustrophobic but after joining aviation adventure I have much more fun flying and always look forward to my lessons. They have great standardization between all their instructors. I can tell they haven't just taken aviation at a service level but have rigged deeper into the "why" of aviation and have taken procedure a step further because of their understanding.
88.00	Aviation adventures has worked with me and made me feel included as someone who is new to aviation. The staff is unbelievably knowledgeable and kind. They encourage me to ask questions about the process and help me understand certain things I may be confused about.
89.00	I’m nominating this flight school because they genuinely care about their students’ success. The instructors are professional, patient, and dedicated to creating safe, confident pilots. Their training goes beyond passing checkrides — they build a strong foundation and community that makes every student feel supported.
90.00	Aviation Adventures has been a great flight school to fly with since the day I first walked through their door many years ago. They offer a variety of aircraft for training, in multiple locations, and have many experienced instructors on staff. I've recently started training for a new rating, and the instructors and customer service reps have all been a wonderful help with scheduling, maintenance updates, and quickly answering any questions I've had along the way. I also especially appreciated the extra training opportunities they offer in various topics, as well as the multiple group outings. They've done an incredible job of fostering a great community for their pilots, and I look forward to doing more training with them in the future.
90.00	I was visiting Manassas and Leesburg, Virginia this past September and I decided to see if I could schedule some tailwheel training while there. I called multiple schools in both cities and ultimately decided on Aviation Adventures-Manassas. I based this decision partly on reviews and partly on the customer service I received on the phone and through emails. They set up an online account for me before I arrived and then talked me through how to schedule myself for flights. There is only one tailwheel instructor, Bob Hepp, who happens to also be the Chief Pilot and owner. Our first flight was scheduled due to weather, but I went to the school anyway and Bob gave me a tour of the facility, to include the hangar and the airplane. I really enjoyed meeting the office and maintenance staff. I returned later that day and the next day for my tailwheel training and did receive a tailwheel endorsement. I thoroughly enjoyed flying with Bob. He was professional, and clearly a very experienced instructor and tailwheel pilot. After almost 6000 hours of flying, I've been through an instructor or two, and Bob rates up there with the best. The entire experience was wonderful, and I wouldn't hesitate to recommend this school to anyone or to go back to fly there again.

90.00	Aviation Adventures Manassas should, without a doubt, be nominated for school of the year! To provide some background, I have been through a significant number of schools in my lifetime. I've done schools as an Army Officer, then corporate leader, and world traveler. This includes quite a few military schools, a number of language schools, survival schools, outdoor leadership schools, etc.. This is by far the best school I have ever been to because they are not only extremely professional and competent, but the experience is what keeps me coming back! Even more powerfully - I feel proud to have been made into a competent, professional pilot by Aviation Adventures, and I feel proud to call it my school and my home. Unlike at many other schools, to include one previous flight school before Aviation Adventures, I actually look forward to flying. (Other schools have just never been able to capture my interest enough). In other words, I cannot wait for the next morning to fly because I know that even if I struggle with performance, I will have a blast. As such, I have only once cancelled a flight lesson (I was sick) in the nearly two years I have been at Aviation Adventures. This should speak volumes in it of itself. But what really sets it apart from all of those other schools that I have been to? Well, it feels like a true home. This is much the same way I felt in the military where everyone truly knew who I was as a person, as Greg. At Aviation Adventures, I know almost every instructor by name, even though I have not flown with all of them, they understand who I am and what I am going through. Even when I talk to the CFIs that are not my instructors, I have been able to not only build friendships, but also to glean advice and guidance. I can tell you about the time that Anna helped me get through a problem set, or that Bassit came on a flight with me just to have someone to chat with, or the times I have been able to talk with Mark or Bob about life events. I could also tell you how my primary CFI/IIs have gone above and beyond to answer questions for me, or spend their own time on the phone to help me out and/or prepare me for a solo cross country. Lastly, the front desk goes above and beyond to be able to help me switch airplanes out when necessary and offer advice/support/guidance to give me a positive experience here. No other school that I have been to cares about their students as much. And again, I have been to schools all over the world in the past 40 years. As well all know, experiences are the things to truly be cherished in life. This experience at Aviation Adventures has made my life a much richer, more complete one because I feel a a sense of belonging here. I feel like I have found a true home; had I not, I would have never stayed. And trust me, I have had the ability to change schools every semester. No matter where my aviation journey takes me (I hope very far as a professional), I will always remember my time at Aviation Adventures and the amazing experiences I have had here. I highly encourage you to select Aviation Adventures as the number one flight school this year - they most certainly have earned it. Thanks, Greg
68.00	Aviation Adventures should be considered for a Flight Training Experience Award because the program, first, follows the King Schools Curriculum, which I find to be an excellent curriculum for learning to fly. Aviation Adventures has instructors who are well qualified, honest, hard working, and supportive. There is also a diverse slate of instructors so that you can find a CFI with whom you can bond with or not, depending on your respective personalities and styles. This being said, I have had to bounce from instructors sometimes because of how busy everyone is, but I do have a primary CFI. Regardless of how well I am doing or if I need work regarding my process, I always receive a full lesson, and I always learn something new. within the time frame of the lesson. The leadership takes exceptionally good care of the aircraft. I never worry about taking a lesson in any of the planes; the maintenance schedule is current, and when maintenance is due, the plane is sent to the hangar. Dr Marian S Schultz
90.00	Aviation Adventures provides an outstanding learning environment. The flight school has a friendly and fun flight club feel while providing excellent flight and ground instruction. Safety is always paramount at Aviation Adventures. They made it a priority to provide ADS-B In for most every airplane in the fleet to help with traffic avoidance. Aviation Adventures provides a level of training that customers not only pass their tests, but are well prepared for a life of safe real world flying. Additionally, Aviation Adventures sponsors fun group flying trips to interesting airports, the New York Hudson River Scenic flight, and Oshkosh.
80.00	The school has a great syllabus backbone and solid standardization across the CFIs, the documentation, and the aircraft. This is not easy to do in a school supporting a community of students with full time lives and seemingly infinite different definitions of what is success for them. The school consistently 'bends to fit' the customer.

90.00	AOPA Flight School of the Year Selection Committee, With strong conviction, I wholeheartedly believe that Aviation Adventures at Manassas (KHEF) is most deserving of AOPA's Flight School of the Year Award. As a combat-tested F-16 pilot, former USAF Thunderbird demonstration pilot (#5), F-35 squadron commander, FAA CFII, ATP, and longtime AOPA member, I have trained with many exceptional instructors and schools across the country. Aviation Adventures stands apart—not only for the quality of its instruction, but for the culture of safety, mentorship, and professionalism that radiates from its leadership under founder and CEO Bob Hepp. Bob has built Aviation Adventures into more than a flight school—it is a community. His vision is defined by measurable outcomes: safer, more competent pilots who make sound decisions under pressure. He has cultivated a culture where instructors are empowered to teach with rigor, empathy, and creativity, and where students are mentored not just as pilots, but as aviation professionals. Under his leadership, Aviation Adventures has become a model of how to blend technical excellence with a human-centered approach to training. The instructors at Aviation Adventures, including Tony Wright, embody the highest standards of instructional excellence. Their training is scenario-based, realistic, and designed to produce durable competence. I have personally experienced how their methods—engine-out drills, avionics failures, and stress-tested decision-making—translate into calm, capable responses in real-world emergencies. The result is a student body that consistently demonstrates improved risk management, superior scan discipline, and a measurable reduction in error rates. What sets Aviation Adventures apart is the environment Bob and his team have created. Students are not just taught to pass checkrides—they are mentored to become lifelong aviators. Instructors deliver candid, actionable feedback with empathy, fostering confidence and continuous improvement. The school's collaborative culture extends beyond individual lessons: instructors mentor each other, share best practices across locations, and elevate the standard of training throughout Northern Virginia's general aviation community. When I transitioned from military to general aviation, Aviation Adventures was my top choice. Their instructors quickly identified my ingrained habits, replaced them with safer techniques, and drilled realistic scenarios until the corrected behaviors became reflexive. That training directly improved my decision-making and emergency handling. More importantly, I left each lesson not only more proficient, but more inspired to uphold the standard of care that Aviation Adventures instills in every student. Aviation Adventures' influence extends well beyond Manassas. Through events, partnerships, and community outreach—including cUAS events and integration with broader DoD and GA initiatives—the school has become a hub for innovation and collaboration. Its graduates and instructors carry forward a culture of safety and professionalism that strengthens the aviation community at large. Aviation Adventures embodies everything this award is meant to honor: instructional excellence, a relentless commitment to safety, impactful mentorship, and leadership that elevates the entire aviation community. Bob Hepp's vision and the dedication of his team have created a flight school that not only produces exceptional pilots but also strengthens general aviation as a whole. No school is more deserving of AOPA's Flight School of the Year Award than Aviation Adventures at Manassas. If you would like to discuss further, please call me personally at 406-890-1794. Respectfully, Jason "Jaws" Curtis
90.00	As a former student and now an instructor at Aviation Adventures, I've experienced firsthand the school's commitment to excellence. As a student, I was impressed by the quality of instruction and supportive learning environment. Now, as part of the team, I see the dedication behind the scenes— From monthly instructor meetings that focus on consistency and continuous improvement, to the accessibility of senior and chief instructors who are always willing to offer mentorship and support, it's clear that this is a team committed to excellence. The school also continues to expand and modernize its fleet, ensuring that students have access to safe, reliable, and technologically advanced aircraft. This commitment to keeping pace with the evolving aviation industry sets Aviation Adventures apart from many others. Another major advantage is that Aviation Adventures conducts in-house stage checks and final evaluations which helped ensure my consistency through training and now my students along with every other student at Aviation Adventures is benefiting from. Definitely one of the best flight schools in the area.
86.00	It's a great flight schools with great instructors that are always looking forward to their students success.
90.00	Knowledgable instructors who are vested in your success. They do not compromise on safety. Their fleet of aircraft and locations throughout the northern Virginia area cannot be beat. Part 61 and 141 options with 141 self examining authority.
90.00	Not only is this a fantastic flight school, but everyone who works at Aviation Adventures and everyone involved has made the experience incredible! I received my private pilot license a couple years back, but I still go back to rent and get personal instruction if I feel that I need help with my proficiency. Even years after my private pilot training, and after working with a variety of instructors to gain more experience, such as gaining my high performance and tailwheel endorsements, the process is very consistent and all the instructors are very experienced. I highly recommend this flight school to anyone starting out or continuing their journey in aviation.

90.00	Aviation Adventures with our middle-school aviation camp. Each camper receives the opportunity for 2 discovery flights with an AA instructor, AA instructors also assist the camp with scheduling, rescheduling issues with weather and helping with general aviation topics (like preflight checklists). We use a formal evaluation process with an outside evaluator to assess camper's growth in interest and confidence. At the end of camp, each campers is more interested in aviation as both a career and a hobby, and more confident in trying new challenges. Much of that growth can be attributed to the terrific team at Aviation Adventures and their willingness to inspire a new generation of pilots.
89.00	This is one of the most thorough, at your pace, and safest flight schools in the country.

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: 76%

Regional Average: 86
Your regional percentile ranking: 72%

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

National Average: 86
Your national percentile ranking: 80%

Regional Average: 87
Your regional percentile ranking: 69%

5. SubScore Summary for Aviation Adventures - Manassas at HEF

Region: Eastern

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	98	97
Customer Focus	98	96
Community	97	96
Information Sharing	95	91
NetPromoter Score	100	92
Overall Total	98	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: 98

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

National Average: 97

Your national percentile ranking: 44%

Regional Average: 98
Your regional percentile ranking: 38%

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

National Average: 98
Your national percentile ranking: 45%

Regional Average: 98
Your regional percentile ranking: 35%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	14	82.35%
Somewhat Agree	2	11.76%
Neither agree nor disagree	1	5.88%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%
Somewhat Agree	2	11.76%

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: 98

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

National Average: 96
Your national percentile ranking: 67%

Regional Average: 97
Your regional percentile ranking: 65%

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

National Average: 96
Your national percentile ranking: 75%

Regional Average: 97
Your regional percentile ranking: 65%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	14	82.35%
Somewhat Agree	2	11.76%
Somewhat Disagree	1	5.88%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	17	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	5.88%
Strongly Disagree	16	94.12%

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: 97

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

National Average: 96

Your national percentile ranking: 58%

Regional Average: 96
Your regional percentile ranking: 48%

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

National Average: 96
Your national percentile ranking: 61%

Regional Average: 97
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	16	94.12%
Neither agree nor disagree	1	5.88%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	5.88%
Strongly Disagree	16	94.12%

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

Response Choice	Frequency	%
Strongly Agree	14	82.35%
Somewhat Agree	2	11.76%
Somewhat Disagree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

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: 95

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

National Average: 91
Your national percentile ranking: 83%

Regional Average: 92
Your regional percentile ranking: 82%

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

National Average: 92
Your national percentile ranking: 85%

Regional Average: 93
Your regional percentile ranking: 77%

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	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Somewhat Agree	2	11.76%
Neither agree nor disagree	2	11.76%
Somewhat Disagree	1	5.88%
Strongly Disagree	12	70.59%

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

Response Choice	Frequency	%
Strongly Agree	14	82.35%
Somewhat Agree	1	5.88%
Neither agree nor disagree	2	11.76%

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	17	100%

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	15	88.24%
9	2	11.76%

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	17	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: 93
Your regional percentile ranking: 73%

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

National Average: 95
Your national percentile ranking: 77%

Regional Average: 97
Your regional percentile ranking: 75%