



Report for Aviation Adventures - Winchester at KOKV

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 16 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
82.00	Very professional staff who take a personal interest in each student's success. Each of the three instructors I used had a very consistent approach to teaching principles and piloting skills.
90.00	I got my PPL at Aviation Adventures and I plan on going back to continue once I'm done with college. The environment at this school is like no other and I was always looking forward to spending time there, whether I was flying, doing ground school, or just talking with instructors. They are so welcoming and encouraging and tailor the lessons to how the student learns. I can't wait to go back!
77.00	Very good flight school with some excellent instructors. The biggest critique is the numbers of planes available is few so getting scheduled can be tricky.
88.00	This Flight School should win the Flight attaining Award as it is organized and successfully trains their students in a timely manner.
86.00	Good school, taught me well and really was flexible with my busy schedule.
84.00	This school has the most comprehensive and best standardized way to train student pilots.

89.00	Great school, willing to work with my schedule and take the time to make sure I understood the assignment.
79.00	The school is very patient and lenient with students and have a full staff of more than qualified instructors.
86.00	When I first approached this school and asked why I should select them vs. the school next door, I was impressed by the answer. They mentioned the standard syllabus, the FAA codes they strictly follow, and the fact that a local university puts their trust in them to teach their students. Couple that with the friendly staff and the readily available fee structure, I had all the information I needed to make an educated decision on selecting this school.
90.00	Aviation Adventures should win an award because I believe that it sets the standard for professional, consistent, and student-focused flight training. Every interaction that I had, from the chief instructor to the newest customer service rep, demonstrated a genuine commitment to safety, excellence, and student success. I flew with five different instructors, and each had the same high level of expertise and professionalism. That consistency speaks to a culture built on strong leadership and standardized training. The school made me feel like part of the aviation community from my very first visit. The aircraft are well-maintained, scheduling and communication are reliable, and the staff go out of their way to keep students progressing toward their goals. Aviation Adventures doesn't just create pilots, I believe that it develops confident, capable aviators who love flying. My experience was exceptional in every way, and I think it's exactly the kind of school that deserves recognition.
79.00	The instructors are incredibly friendly, the environment is professional, and the experience is positively consistent through the syllabus.
78.00	I think that overall the flight school provides a great balance of training. I also enjoyed that they are transparent and upfront about the expectations of their courses.
90.00	This flight school is amazing. I've done all my training out of aviation adventures and it's been so worth it. The airplanes are well maintained and equipped with very nice panels. The staff there are amazing and care about your progression through the curriculum and are always there for you. Customer service is excellent, every time I've had to schedule or cancel it's been straight forward with no hassle. I would 100% recommend this flight school to anyone looking to start training or pick up where they left off.
88.00	Aviation Adventures in Winchester, Virginia has successfully incorporated a multi-tiered approach to aviation training providing exceptional value in a highly professional environment. Aviation Adventures offerings support a student cadre from professional adults working to achieve their dream of flying to developing students pursuing aviation as a career. Their association and partnerships with area colleges and universities ensures students flight training is accepted as college credit. The professionalism of the staff starts with their professional experience and the wearing of a common uniform by all instructors. It extends to their knowledge, abilities, and preparation for each flight and their ability to adhere to the lesson plan for the assigned flight and to quickly move to the next lesson if the student demonstrates proficiency and is prepared. Finally, their professionalism culminates in their ability to tailor their teach approach and style to the needs of the student ensuring flight proficiency is obtained in the most effective and efficient way based on the students skills, abilities, and preparation. Aviation Adventures Winchester is the embodiment of a highly professional, effective, and efficient flight academy.
82.00	I attended Aviation Adventures solely for my Certified Flight Instructor (CFI) training, as my previous flight school in Pennsylvania did not offer that program. From the moment I arrived, I was pleasantly surprised by Aviation Adventures' exceptional commitment to safety, student success, and the overall quality of flight instruction. As an older student pilot, I particularly appreciated how Aviation Adventures prioritized personalized instruction tailored to each student's goals, learning style, and schedule. Both of my instructors went far beyond simply meeting the required standards — they consistently emphasized understanding the “why” behind each maneuver and regulation. This deeper level of instruction not only strengthened my technical proficiency but also built a strong foundation for teaching future pilots. Although I trained with only two instructors for my CFI, what impressed me most about Aviation Adventures was its structure and standardization. Regardless of which instructor I flew with, the training was consistent, thorough, and clearly guided by a unified curriculum. This level of professionalism and coordination was something I had not experienced in my previous flight training. Most importantly, Aviation Adventures made safety the number one priority in every aspect of instruction, from preflight briefings to postflight debriefs. Aviation Adventures truly exemplifies what quality flight training should be — safe, structured, student-focused, and deeply committed to producing skilled, knowledgeable aviators.
88.00	The airplanes and all equipment are always in a great condition. The instructors are extremely respectful, helpful and knowledgeable. Safety is always on the first line.

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: 85

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

National Average: 86

Your national percentile ranking: 21%

Regional Average: 86

Your regional percentile ranking: 12%

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

National Average: 86

Your national percentile ranking: 19%

Regional Average: 87

Your regional percentile ranking: 6%

5. SubScore Summary for Aviation Adventures - Winchester at KOKV

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	94	96
Community	94	96
Information Sharing	89	91
NetPromoter Score	94	92
Overall Total	94	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: 49%

Regional Average: 98

Your regional percentile ranking: 42%

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

National Average: 98

Your national percentile ranking: 49%

Regional Average: 98

Your regional percentile ranking: 40%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	15	93.75%
Somewhat Agree	1	6.25%

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

Response Choice	Frequency	%
Strongly Agree	13	81.25%
Somewhat Agree	2	12.5%
Neither agree nor disagree	1	6.25%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	16	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	15	93.75%
Somewhat Agree	1	6.25%

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: 94

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

National Average: 96

Your national percentile ranking: 16%

Regional Average: 97

Your regional percentile ranking: 8%

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

National Average: 96

Your national percentile ranking: 13%

Regional Average: 97

Your regional percentile ranking: 2%

7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	2	12.5%
Strongly Disagree	14	87.5%

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

Response Choice	Frequency	%
Strongly Agree	9	56.25%
Somewhat Agree	4	25%
Neither agree nor disagree	1	6.25%
Somewhat Disagree	2	12.5%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	16	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	2	12.5%
Somewhat Disagree	2	12.5%
Strongly Disagree	12	75%

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: 94

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

National Average: 96

Your national percentile ranking: 20%

Regional Average: 96

Your regional percentile ranking: 15%

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

National Average: 96

Your national percentile ranking: 20%

Regional Average: 97

Your regional percentile ranking: 15%

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	75%
Somewhat Agree	4	25%

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

Response Choice	Frequency	%
Somewhat Disagree	3	18.75%
Strongly Disagree	13	81.25%

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

Response Choice	Frequency	%
Strongly Agree	10	62.5%
Somewhat Agree	3	18.75%
Neither agree nor disagree	3	18.75%

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

Response Choice	Frequency	%
Strongly Agree	14	87.5%
Somewhat Agree	2	12.5%

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: 26%

Regional Average: 92

Your regional percentile ranking: 18%

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

National Average: 92

Your national percentile ranking: 20%

Regional Average: 93

Your regional percentile ranking: 6%

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	100%

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

Response Choice	Frequency	%
Strongly Agree	1	6.25%
Somewhat Agree	2	12.5%
Neither agree nor disagree	6	37.5%
Somewhat Disagree	2	12.5%
Strongly Disagree	5	31.25%

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

Response Choice	Frequency	%
Strongly Agree	11	68.75%
Somewhat Agree	3	18.75%
Neither agree nor disagree	2	12.5%

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	13	81.25%

Somewhat Agree	3	18.75%
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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	75%
9	3	18.75%
7	1	6.25%

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	15	93.75%
Passive	1	6.25%

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: 94

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

National Average: 92

Your national percentile ranking: 33%

Regional Average: 93

Your regional percentile ranking: 25%

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

National Average: 95

Your national percentile ranking: 35%

Regional Average: 97

Your regional percentile ranking: 23%