



Report for Aviator Zone Academy at KTMB and KHWO

Region: Southern

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 63 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  |
|-------------|---|
| 74.00       | They are the best school in South Florida by far. Honest, kind and most importantly they care for their students. The school is committed to seing everyone succeed. Not only that but their staff goes above and beyond.   |
| 90.00       | Aviator Zone is an exceptional flight school that I wholeheartedly recommend to anyone looking for a place to begin their aviation journey. When I first joined as a dispatcher, I had no intention of pursuing a career in aviation. But the passion and encouragement from the staff, instructors, and students completely changed my perspective. Their energy was contagious, and after taking my discovery flight, I fell in love with flying. Fast forward three years, I'm still with Aviator Zone and now on the verge of becoming a commercial pilot. I truly couldn't have done it without the incredible people who surround and support me every day. The aircraft are always spotless, the atmosphere is inspiring, and the entire experience has been nothing short of transformative. 10/10. |
| 86.00       | My experience at Aviator Zone Academy as an international student has been very pleasing. I found out about the school for their previous AOPA award and it didn't disappoint. Very fair prices. Diverse, reliable and well equipped fleet. The instructors are very good and really care about you learning and being safe, the training is very professional. They go beyond teaching flying skills. They have an extremely high standard to the level that you feel extremely prepared not only to pass your practical exams but to be a safe, skilled and smart pilot. It builds confidence, discipline, and a big commitment to perform as an aviator. This is the reason why Aviator Zone Academy truly deserves this award again.  |

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| 89.00 | I believe that we should win the Flight Training Experience Award for the year and a half that i have been a student here i have been treated like nothing but family. Every single time i have walked in Jorge makes me feel so welcomed and excited to learn a new lesson. There is no doubt in my mind that Jorge want us to excel to the best of our abilities and be the best version of not just pilots but human beings as well. I will definitely never hesitate to recommend Jorge to anyone who wants to ever fly with him!  |
| 78.00 | Aviator Zone is not just a flight school, it's a culture, and even more so a community. The care that the instructors take with their students is unmatched and fosters an incredible learning environment. I cant stress the time and care the administrators take to make sure students are progressing and performing up to their capabilities. A key pillar of the school is Kaizen - always learning, always moving forward, and this rings true every day you train at Aviator Zone. Students at Aviator Zone become family throughout their training and are treated as such with dignity and respect always. I couldn't recommend a better flight school if you want to become the best Aviator you can be!  |
| 88.00 | Aviator Zone isn't just a flight school — it's a community built on passion, professionalism, and an unwavering commitment to excellence. From the very first discovery flight to advanced ratings, every experience at Aviator Zone reflects a deep dedication to safety, quality training, and genuine student success. The instructors here go far beyond the basics. They're mentors who care, guiding each student with patience, skill, and a personal touch that makes learning to fly both inspiring and rewarding. Every lesson feels purposeful — not just to pass a checkride, but to develop confident, capable, and safety-minded aviators ready for any challenge in the skies. What truly sets Aviator Zone apart is its family-like environment. The staff and instructors create a culture of teamwork, support, and encouragement that motivates every student to reach their full potential. The fleet is always meticulously maintained, the training structure is organized and efficient, and the overall atmosphere is filled with energy, passion, and pride. For these reasons and more, Aviator Zone absolutely deserves to win this award. It represents everything flight training should be — professional, inspiring, and transformative. Aviator Zone doesn't just produce pilots; it builds future captains and leaders in aviation. |
| 88.00 | Aviator Zone provides a professional environment that makes me feel like I'm in the right place to reach my goals in aviation, not only is it very well structured but the instructors, staff, and students keeps the school friendly and fun.   |
| 87.00 | The school is excellent and has supported me towards my ratings 100%. My instructor has been helpful and extremely professional yet friendly.  |
| 89.00 | This is cool is the best option to study   |
| 90.00 | From what I've experienced in my time as a student here, never once did I feel lost or unguided, I found there people who genuinely want to see you advance and graduate.  |
| 80.00 | Because they have good instructors, the maintenance is so good and the classroom are so technology and nice.   |
| 87.00 | Great school, very professional, always great availability   |
| 86.00 | It's generally brilliant   |
| 78.00 | The best schooll   |
| 90.00 | Aviator Zone should definitely win a Flight Training Experience Award due to their genuine willingness to help from everyone at this flight school. From the instructors to the office staff, every single person goes above and beyond to make students feel supported and confident throughout their training. My instructor, Rocky, has been incredible—he's patient, knowledgeable, and always takes the time to explain things clearly. Their dedication to transparency, safety, learning, and each student's personal progress makes this flight school truly deserving of a Flight Training Experience Award.  |
| 88.00 | This flight school should get the Flight training award, because the training provided in Aviator Zone is high quality training with really good instructors that care about the student   |
| 74.00 | This is the best place to learn to fly. I've always felt safe among the staff who are caring people who want you to exceed and reach your goals. They are professional, dedicated, and welcoming. The facilities are also great 🇺🇸   |
| 90.00 | Aviator Zone deserves this award because of its clean, professional, and inspiring environment where students are always the top priority. The school lives by the principle of Kaizen, a Japanese philosophy meaning continuous improvement. This mindset drives everything we do from upgrading our aircraft and simulators with the latest technology to refining our training methods every single day. The team is truly amazing and very professional and strive to help students grow as pilots.  |

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| 89.00 | <p>This flight school truly stands out for its dedication to student success, safety, and professionalism. The instructors are knowledgeable, patient, and genuinely passionate about helping students become confident pilots. The staff makes you feel supported every step of the way, and the aircraft are always well-maintained. You're never treated like just another student they truly care about your progress. This school builds skilled, confident aviators and absolutely deserves a Flight Training Experience Award.</p>  |
| 90.00 | <p>You can tell this school is dedicated to providing the best quality of training and experience for their students. They never settle in their ways and are always looking and finding means of making their program safe and efficient. The instructors are always in a great mood and the love for their job really shows. This school eases the stress of flight training and makes the learning process easy and enjoyable. I couldn't recommend them enough.</p>  |
| 90.00 | <p>I'm nominating Aviator Zone Academy for Best Flight School of the Southern Region because they truly set the standard for what a flight school should be. From the moment you walk in, you can feel that everyone there genuinely wants you to succeed. It's not just about flying planes — it's about building great pilots and a strong community. The instructors are top-notch, the aircraft are well-maintained, and the staff always go out of their way to help with anything you need — from scheduling to ground training to career guidance. You're never treated like just another student; they get to know you, push you when you need it, and celebrate your milestones along the way. What really makes Aviator Zone stand out is the atmosphere. It's professional, but also supportive and fun — the kind of place where you actually want to spend your days learning. They've built a culture that combines safety, passion, and teamwork in a way that makes every student feel confident and motivated. Aviator Zone Academy isn't just a school — it's a family. And that's why I think they deserve to be recognized as the best flight school in the Southern Region.</p> |
| 88.00 | <p>Throughout my flight training, I couldn't have asked for a better experience. The instructors are absolutely amazing: knowledgeable, patient, and genuinely passionate about helping every student succeed. They go above and beyond to make sure you not only pass your checkrides, but also become a safe, confident pilot. The airplanes are well-maintained, the scheduling is smooth, and the overall atmosphere is professional. You really feel part of a community that supports your goals and celebrates your progress. If you're serious about becoming a pilot, Aviator Zone Academy is the place to be. I'm grateful for everything I've learned and the incredible people I've met along the way. Aviator Zone definitely deserves more than just an award.</p>   |
| 81.00 | <p>They have excellent staff and very good instructors. They take the necessary time to solve any type of problem. There are plenty of resources for obtaining information. Very good atmosphere and responsibility.</p>   |
| 90.00 | <p>As both a student and a staff member I have been flying and renting at Aviator Zone for roughly 4 years, both locations they offer are convenient for rental and flight training, the aircraft are well kept and regularly maintained, their rates are also very fair compared to other rates in the area. I've been satisfied with the type of training I've received and would recommend the school to family and friends.</p>  |
| 87.00 | <p>Excellent school, good instructors and planes</p>   |
| 86.00 | <p>My training at Aviator Zone has been incredible. The staff is friendly and professional, from the owner to the staff. They genuinely care about their students' progress. All the CFIs help any student even if they are not their student to answer any questions help guided them. It's the best school in South Florida.</p>   |
| 90.00 | <p>Aviator Zone is an excellent flight school that prioritizes safety and student success. All the instructors are truly passionate about their students and are available for questions whenever needed. The team at AZA are organized, professional, and friendly. I would recommend this school to anyone looking to advance their aviation career having a full support system behind them with not only the instructors and staff but also the guidance and leadership of Chief Pilot Juan and Director of Operations Felipe !</p>  |
| 74.00 | <p>Outstanding does not even begin to describe this school</p>   |

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| 88.00 | <p>From my own experience, Aviator Zone has been more than just a flight school — it's been the place where I've grown the most as a pilot. Every time I step onto the ramp, I can feel the energy and focus this school runs on. It's not some cookie-cutter training program; it's a place where people genuinely care about helping you succeed. What stands out to me is how dialed-in everything is. The instructors know their stuff, the dispatch and scheduling actually run smoothly, and the overall environment pushes you to level up — without ever making it feel intimidating or cold. You feel supported here. You feel like part of a team. I've flown with multiple instructors and interacted with staff across the board, and the consistency is what really impressed me. Whether it's ground instruction, preflight, or in the air, there's a clear standard of professionalism that sets this place apart. They don't just train you to pass a checkride — they train you to be a pilot. And it's not just about the technical side. There's a culture at Aviator Zone that makes you want to keep coming back, to keep getting better. It's motivating. It's fun. And it's a big reason why my aviation journey has been as strong as it's been so far. That's why, in my opinion, Aviator Zone isn't just a great flight school — it's the best. They've built something special, and I genuinely believe they deserve to be recognized with the AOPA Flight Training Experience Award.</p> |
| 90.00 | <p>1. Wonderful instruction - concepts are explained in a way that anyone can understand 2. Friendly CFIs - everyone has a good attitude and welcoming teaching style 3. Affordable/reasonable pricing for plane rentals 4. Strong emphasis on safety and weather - all planes are always kept in great condition. 5. Great communication from staff and CFIs</p>  |
| 85.00 | <p>Aviator Zone Academy should win a Flight Training Experience Award due to three reasons: Atmosphere - From the first day as you step through those doors, you are immediately greeted by the front desk staff(dispatchers) and other instructors and students who immediately make you feel welcome as if you have been with them for years. Everyone is kind and friendly and no one treats you as if you are less than. They give you the respect each person deserves. Flight Training - Offers flexibility with their part 61 and 141 flight programs. Aviator Zone offers you a primary and secondary instructor which you may be most compatible with in teaching methods, however, you always have the option of flying with another option if that's better suits you. Scheduling - If need be, you can schedule the entire syllabus weeks out in advance, able to reschedule at will if there's something out of your control, or 24 hours in advance if you need to cancel. The flexibility of getting YOUR schedule in addition to being able to fly any day that You choose is something that elevates Aviator Zone above other flight schools.</p>   |
| 90.00 | <p>Aviator Zone Academy is a flight school where you're not afraid to ask questions, a place where the staff and hospitality is top tier, and you're able to control your schedule to move forwards at your own pace. All of the instructors I've flown with have always provided useful feedback which is available for the student to see anytime and promote an environment of aviation safety and learning.</p>  |
| 88.00 | <p>It's a good flight school.</p>  |
| 90.00 | <p>Great school with exceptional staff and well kept airplanes</p>   |
| 89.00 | <p>Strictly follow safety procedures</p>   |
| 90.00 | <p>There are too many reasons. Here are a few: the facilities are clean, the airplanes are well maintained, the instructors are very competent, personable, and prioritize safety, the career guidance outside of basic flight training is helpful, the on site pilot shop makes purchasing materials easy and fast, the owners of the school are not only flight instructors, but also involved in the industry -flying jets regularly. The school also hosts fun holiday events that allow the students to meet other students and the students to get to know the staff on a more personal level.</p>   |
| 88.00 | <p>I can't say enough good things about this flight school. The instructors are knowledgeable, patient, and genuinely invested in helping you succeed. From day one, I felt supported and challenged to become a safer, more confident pilot. The aircraft are well-maintained, scheduling is easy, and the whole team goes above and beyond to make the learning experience enjoyable and professional. Whether you're just starting your private pilot training or working toward your commercial license, this is the perfect place to train.</p>   |
| 82.00 | <p>I think they have the best instructor, there training system is easy to understand they make you learn the material the environment of the school is nice.</p>  |
| 79.00 | <p>Very organized and experienced CFIs. Program well established</p>   |
| 88.00 | <p>Aviator Zone is an amazing flight school with incredible people and hospitality. The school is extremely welcoming and everyone makes you feel like you belong and want you to improve your flight experience and learning.</p>   |

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| 90.00 | Aviator Zone Academy is an amazing school with a warm environment that makes students feel welcome and excited to pursue their passions. The curriculum is well structured and paced.  |
| 90.00 | This flight school absolutely deserves to win a Flight Training Experience Award. The instructors are knowledgeable, patient, and genuinely invested in their students' success. The training is structured but flexible enough to fit individual learning styles, and the environment is both professional and welcoming. From scheduling to safety standards, everything is handled with care and attention to detail. They don't just teach you how to fly — they help you build confidence and good habits for a lifetime of safe aviation.  |
| 88.00 | The staff here are very kind and accommodating, the instructors are patient, well trained, and are easy to get along with.   |
| 84.00 | This the best flight school in tamiami from the way they operate to the way they teach is amazing  |
| 90.00 | Superb organization, instructors, and aircrafts. None better in South Florida.   |
| 90.00 | Aviator Zone should win a reward due to their great roster of skilled instructors.   |
| 82.00 | Most accommodating and honest with how flight training is done.  |
| 85.00 | Very organized. Fair pricing. Great training and safe!   |
| 90.00 | Aviator Zone Academy absolutely deserves to win a Flight Training Experience Award. The school consistently demonstrates exceptional commitment to student success through its highly professional staff, structured training environment, and genuine care for each student's progress. The instructors are knowledgeable, patient, and dedicated to helping students achieve excellence while maintaining a positive and motivating atmosphere. From administrative staff to flight instructors, every interaction reflects a culture of professionalism, integrity, and passion for aviation training.  |
| 88.00 | I think this school should definitely win because of many reasons like the staff, the plane availability, maintenance always up to date, the atmosphere at school. I'm a student myself and I really enjoy training at AZA, almost done with my instrument rating and looking forward for getting my CPL, CFI, FII and multi engine here at the school.  |
| 90.00 | Very organized, professional, and high standards. Great instructors!   |
| 74.00 | They are an excellent school with new planes and a schedule that you can pick.   |
| 90.00 | Aviator Zone Academy deserves to win a Flight Training Experience Award because it exemplifies excellence in every aspect of aviation education. The school is dedicated to providing a supportive, safety-focused, and motivating environment where students are guided by highly qualified instructors who are passionate about aviation and committed to each student's success. From the modern fleet of well-maintained aircraft to advanced simulators and personalized training programs, Aviator Zone Academy ensures every pilot receives hands-on experience and real-world readiness. The staff's professionalism, attention to detail, and genuine care for their students create a welcoming community that inspires confidence, skill, and lifelong passion for flying. It's not just a flight school—it's a place where future aviators are built with integrity, precision, and heart. |
| 74.00 | Henry was absolutely outstanding during my Discovery Flight. His professionalism, calm demeanor, and clear explanations made the entire experience both safe and unforgettable. His guidance made me feel comfortable and engaged from takeoff to landing. I can't recommend him highly enough. Thanks Henry   |
| 88.00 | Amazing quality of instructors, very professional and safety oriented personnel (instructors, maintenance and admin), amazing service, accomodating/flexible for changing needs.   |
| 90.00 | This Flight School should win a Flight Training due to its incredible and friendly staff, instructors, amazing resources both digital and physical. I was extremely worried coming into flight school and they made the process so smooth and easy, making me feel more comfortable training and more comfortable in pursuing my career as a pilot.  |
| 86.00 | The staff is friendly and well informed.   |
| 90.00 | it should because it's like good and stuff and because of its front desk employee adrian   |
| 74.00 | Very professional environment, well maintained aircraft.   |

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| 74.00 | AviatorZone is, by personal experience an impeccable flight school. From customer service perspective, to availability, to maintenance and training adaptability to one's needs, the institution manages to meet demands and exceed them. This recommendation comes as the expression of how this school really exceeds in quality in training. |
| 90.00 | Great Academy! Everyone here works in a timely and efficient manner. Everyone helps you with any questions you have regarding ground, flying, oral/checkride. Everytime I walk in I get treated like family. Great environment!   |
| 90.00 | Flight experience is great, best instructors  |
| 90.00 | Great team, great customer service, great instructors and the quality of teaching is amazing. They are always there when you need them  |

#### 4. Aggregate Overall Score (Range: 0 to 100)

This is the overall score you received from your customers in the 2026 Flight Training Experience Award application period:

Your Score: **86**

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

National Average: **86**

Your national percentile ranking: **44%**

Regional Average: **86**

Your regional percentile ranking: **62%**

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

National Average: **86**

Your national percentile ranking: **44%**

Regional Average: **85**

Your regional percentile ranking: **66%**

#### 5. SubScore Summary for Aviator Zone Academy at KTMB and KHWO

Region: Southern

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      | 94         | 96           |
| Community           | 96         | 96           |
| Information Sharing | 92         | 91           |
| NetPromoter Score   | 95         | 92           |
| Overall Total       | 95         | 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: 82%

Regional Average: 96

Your regional percentile ranking: 78%

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

National Average: 98

Your national percentile ranking: 90%

Regional Average: 97

Your regional percentile ranking: 82%

### 6.3 Responses per Question

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

| Response Choice | Frequency | %      |
|-----------------|-----------|--------|
| Strongly Agree  | 62        | 98.41% |
| Somewhat Agree  | 1         | 1.59%  |

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

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 61        | 96.83% |
| Somewhat Agree             | 1         | 1.59%  |
| Neither agree nor disagree | 1         | 1.59%  |

My school promotes a culture of safety.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 63        | 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  | 61        | 96.83% |
| Somewhat Agree  | 2         | 3.17%  |

## 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: 15%

Regional Average: 96

Your regional percentile ranking: 18%

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

National Average: 96

Your national percentile ranking: 12%

Regional Average: 95

Your regional percentile ranking: 18%

### 7.3 Responses per Question

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

| Response Choice   | Frequency | %      |
|-------------------|-----------|--------|
| Strongly Agree    | 8         | 12.7%  |
| Somewhat Disagree | 3         | 4.76%  |
| Strongly Disagree | 52        | 82.54% |

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

| Response Choice | Frequency | %      |
|-----------------|-----------|--------|
| Strongly Agree  | 59        | 93.65% |
| Somewhat Agree  | 4         | 6.35%  |

Staff at my school always treated me with respect.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 63        | 100% |

Sometimes I wish I had chosen a different flight school.

| Response Choice            | Frequency | %     |
|----------------------------|-----------|-------|
| Strongly Agree             | 8         | 12.7% |
| Somewhat Agree             | 1         | 1.59% |
| Neither agree nor disagree | 2         | 3.17% |

|                   |    |        |
|-------------------|----|--------|
| Somewhat Disagree | 1  | 1.59%  |
| Strongly Disagree | 51 | 80.95% |

## 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: 96

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

National Average: 96

Your national percentile ranking: 40%

Regional Average: 96

Your regional percentile ranking: 50%

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

National Average: 96

Your national percentile ranking: 40%

Regional Average: 95

Your regional percentile ranking: 55%

### 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             | 59        | 93.65% |
| Somewhat Agree             | 3         | 4.76%  |
| Neither agree nor disagree | 1         | 1.59%  |

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

| Response Choice   | Frequency | %      |
|-------------------|-----------|--------|
| Strongly Agree    | 7         | 11.11% |
| Somewhat Disagree | 4         | 6.35%  |
| Strongly Disagree | 52        | 82.54% |

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

| Response Choice | Frequency | %      |
|-----------------|-----------|--------|
| Strongly Agree  | 54        | 85.71% |

|                            |   |       |
|----------------------------|---|-------|
| Somewhat Agree             | 8 | 12.7% |
| Neither agree nor disagree | 1 | 1.59% |

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

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 60        | 95.24% |
| Somewhat Agree             | 1         | 1.59%  |
| Neither agree nor disagree | 2         | 3.17%  |

## 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: 92

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

National Average: 91

Your national percentile ranking: 56%

Regional Average: 91

Your regional percentile ranking: 58%

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

National Average: 92

Your national percentile ranking: 54%

Regional Average: 91

Your regional percentile ranking: 55%

## 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  | 62        | 98.41% |
| Somewhat Agree  | 1         | 1.59%  |

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

| Response Choice | Frequency | %     |
|-----------------|-----------|-------|
| Strongly Agree  | 8         | 12.7% |
| Somewhat Agree  | 6         | 9.52% |

|                            |    |        |
|----------------------------|----|--------|
| Neither agree nor disagree | 9  | 14.29% |
| Somewhat Disagree          | 9  | 14.29% |
| Strongly Disagree          | 31 | 49.21% |

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

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 52        | 82.54% |
| Somewhat Agree             | 5         | 7.94%  |
| Neither agree nor disagree | 4         | 6.35%  |
| Strongly Disagree          | 2         | 3.17%  |

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  | 62        | 98.41% |
| Somewhat Agree  | 1         | 1.59%  |

## 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              | 60        | 95.24% |
| 9               | 1         | 1.59%  |
| 8               | 1         | 1.59%  |
| 1               | 1         | 1.59%  |

### 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        | 61        | 96.83% |
| Passive         | 1         | 1.59%  |
| Detractor       | 1         | 1.59%  |

### 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: 95

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

National Average: 92

Your national percentile ranking: 35%

Regional Average: 95

Your regional percentile ranking: 34%

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

National Average: 95

Your national percentile ranking: 39%

Regional Average: 94

Your regional percentile ranking: 45%