



Report for Avier Flight School at KBVY

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 60 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>I am thrilled to recommend Avier for the Flight Training Experience Award. My experience at Avier has been nothing short of outstanding, and I believe this school truly exemplifies the values that the award represents. From the outset, Avier has provided a clear and structured training syllabus that is accessible to students, allowing us to track our progress and take control of our learning. The instructors take the time to get to know each student individually, ensuring that the lesson plans are tailored to fit personal strengths and weaknesses. This individualized approach has been crucial to my success and growth as a pilot. Safety is a top priority at Avier, and it's evident in everything the school does. Instructors place a strong emphasis on safe flying practices, and there's a genuine culture of safety that permeates throughout the school. In addition to this, the instructors actively suggest what to study before each lesson, often utilizing the King Schools curriculum, which I have personally found to be incredibly helpful in reinforcing key concepts. One of the standout aspects of Avier is the availability of instructors outside of formal lessons. They are always willing to answer questions, clarify concepts, or offer guidance when needed, making it easy for students to stay engaged and on track. Moreover, the school has been incredibly flexible when it comes to rescheduling lessons due to weather or maintenance issues, ensuring that training can continue smoothly and without unnecessary interruptions. The staff at Avier consistently treats both students and fellow staff members with respect, fostering a positive and supportive environment. This respectful culture extends beyond just the lessons; after training at Avier, I feel a true sense of belonging within the general aviation community. The school has made me feel like a part of a family, and I am always excited to return for the next lesson. Avier also provides ample opportunities for students to connect with one another, as well as with new pilots and members of the local aviation community. This sense of camaraderie is a unique feature of the school and one that has made my training experience all the more rewarding. The positive encouragement I receive from both instructors and fellow students motivates me to keep pushing toward my goals, and it's clear that the school fosters an environment where students want to succeed. Another standout feature of Avier is the school's commitment to helping students save time and money. Through organized study groups and promoting flying with a safety pilot, the school has found innovative ways for students to maximize their training efficiency. They also provide transparency about student success rates, which further demonstrates the school's confidence in its training methods and its commitment to student success. Avier ensures that students are well-prepared for exams by readily sharing resources, including study guides and practice exams, to help us prepare for both written and practical tests. This proactive approach to student success is just one of many reasons why I recommend Avier without hesitation. Thank you for considering Avier for the Flight Training Experience Award. The school has been a pivotal part of my aviation journey, and I am confident that its exceptional approach to flight training will continue to inspire and support students for years to come.</p>
78.00	<p>Exceptional hospitality! The owners, managers, and instructors are very supportive of student's success. I've done my training from discovery flight up to commercial and plan to do more trainings. I would 100% recommend this flight school to future aviators.</p>
90.00	<p>Because Avier provides good experience, customer service and make you feel comfortable about flying.</p>
87.00	<p>This flight school is the best at customer service and really care about students progress. It has the great maintenance team. Great and knowledgeable staff, who gets involved with the students progress.</p>
90.00	<p>I have an awesome experience with Avier. I recommend everybody!</p>
86.00	<p>Awesome atmosphere, friendly owners, excellent relationships with the broader aviation community including maintenance, the tower controllers, other staff and owners at the airport. Good plane availability. Instructors are very professional and have a good relationship with their students</p>
90.00	<p>People are really nice and I see diversity.</p>
86.00	<p>Our flight school deserves an award for its high training standards, strong safety record, and dedicated instructors. They maintain a modern, well-kept fleet and offer personalized instruction that helps students succeed. With high pass rates, career support, and a strong reputation in the aviation community, they are committed to developing skilled, confident pilots (which is I'm trying to become one of them) and continuously improving our programs</p>
82.00	<p>Avier, has been great with working with me as I have been traveling for work and getting me into the schedule.</p>
90.00	<p>This flight school stands out with its excellent instructors, high safety standards, and student-centered approach. The instructors are both knowledgeable and patient, always keeping students motivated. The aircraft fleet is well-maintained and modern, while the training programs are structured and transparent. Here, students gain not only technical skills but also a true passion for aviation and confidence in themselves. A school that inspires its students truly deserves the Flight Training Experience Award.</p>

86.00	I love being a student at Avier. When I was looking for a local flight school, I luckily found Avier via Google. When I called them, they were super helpful and friendly. Setting up my discovery flight was quick and easy. From then on, I've been able to take about two classes each week while managing a full time job. The instructor do a great job of making complex things easy to digest. The next steps are always clear.
88.00	Great place to learn to fly. Very friendly with very knowledgeable instructors. Highly recommend Avier Flight School
90.00	Our school feels like a real family. The owners and instructors truly care about the students and always support us in every way. They are helpful, kind, and easy to talk to. The instructors explain clearly and want every student to succeed. What makes this school special is not only the learning but also the family feeling. We share food, barbecues, and music together, which makes everyone feel welcome and connected. It is more than just a school its a community where students grow, learn, and enjoy being part of a big family. Thank you Esteban and Paul
90.00	This flight school truly deserves the Flight Training Experience Award. The instructors are highly knowledgeable, supportive, and patient. The training is well-structured and personalized, and the overall environment is professional yet welcoming. I've made consistent progress and always felt safe and motivated. It's the perfect place for anyone serious about becoming a pilot.
88.00	This school is the most professional and helpful place whether it's to take a intro flight and obtain any ratings they always have your best interests and go above and beyond more than any other school . They have a family feeling atmosphere where you feel welcomed right when you walk thru the door no matter the walks of life you come from . They give a lot of guidance and confidence to help dreams come true
85.00	Avier Flight School is an amazing flight school that focuses on making excellent pilots with the best instructors at hand. The instructors really care about having their students perform at their best and creating the best pilots there are. Avier also provides some great resources for ground school, practicing ATC calls at home, and advanced simulators. Avier Flight School doesn't just teach people how to fly, they cultivate professional, capable aviators.
86.00	Avier is more than just a flight school but also a place where we connect with other pilots, students, aviators. We care about each other and encourage each other. You'll get more than just the professional training here, but also a sense of inclusivity, and you'll make a lot of friends.
89.00	Organized cfis and good airplanes
90.00	Because they deserve everything good thing.
82.00	It is a very welcoming area to be in.
83.00	I think Avier should win the Flight Training Experience Award because they aren't just a school, they've become a family. They take real pride in putting their students and safety first. I daylight as a CPA, so on paper being a pilot is the furthest thing from my career path. But one day after watching the 1983 movie "The Right Stuff", I thought maybe my dad was onto something all those years ago when he used to read me bedtime stories about aviators like Chuck Yeager and Amelia Earhart. When I first started looking for flight schools, I actually wrote Avier off. I thought success meant finding some "old-school archetype" of a flight school. I tried discovery flights at two other places that fit that mold, and both left me disappointed. That vision just didn't line up with what I wanted my training to feel like. On my way home one day, I decided to give Avier a shot. From the moment I walked in, it felt different. They were incredibly kind and warm and the place was clean, comfortable and cozy, like stepping into a pilot's living room. I did my discovery flight with them and had the best time. Right then, I knew I had found my home. I signed up that very day and have been training with them ever since. One of the common warnings about flight schools is aircraft availability and scheduling. I never had that issue at Avier. They always worked with my schedule. I was able to fly consistently, at least twice a week unless I was out of town. Their instructors are all kind, patient, professional, and deeply knowledgeable. I've flown with a handful of them during stage checks, and I've never had a subpar experience. But what really sets Avier apart is the sense of community. Over the summer, I'd see instructors and staff grilling out on weekends, inviting students and guests to join. Or Esteban, one of the co-owners, would bring in homemade desserts to share...just because. At a Part 61 school, training can sometimes feel a little isolated, but Esteban makes a point of introducing students to each other when he sees a connection. Because of that, I've made real friends here. Aviation has completely changed my life, but the truth is, my experience at Avier is a huge part of that. I had plans to move out of state, but I put them on hold because I honestly don't think another school in the country could give me what Avier has.
88.00	Everyone on the team has been awesome.

90.00	I had gone to other flight schools before attending Avier Flight School and finally found a school where I could thrive. They did not only make me feel like I was part of a family they supported me through every challenge i've had throughout my flight training. Avier has encouraged me and is the reason I am still pursuing my aviation goals. Without this school I would not be the pilot I am today, hands down the best school and I am lucky to be a part of it.
89.00	Avier is a school that focuses on student satisfaction and safety above all else. They promote a strong culture of safety, they create an incredibly welcoming and inviting atmosphere that makes you want to come back. They offer many planes and instructors, so that students always have an option to fly when they can. Their training program is fantastic and I feel as though I learn as much as I can when i'm there. Avier has a positive reinforcement style of training that always makes me want to come back and helps me focus on training instead of being discouraged. Anyone who I know is interested in taking flight lessons, I always recommend avier, because I truly believe there isn't a better flight school than them.
87.00	Avier does an excellent job of creating an open and nurturing environment for prospective and current student aviators.
90.00	They have helped my young son just spread his wings!
85.00	This flight school should win a flight training experience award because they treat you like a pilot with a dream and not just a number or a responsibility. They care about who you are and your dreams in the future.
83.00	Great school! They work hard to not only give you the skills you need, but to foster a community as well. Instructors are knowledgeable and easy to reach with questions or scheduling.
86.00	Avier should win a flight training experience award. They provide students with an amazing experience. Flight instructors are all very knowledgeable and give great instruction but also make the process enjoyable. Avier as a whole provides a great learning environment for all of types of students.
90.00	I came from kfrg republic and. Spent over 20 k without even soloing moves to AVIER used to drive New York to Beverly every week. They make me feel valued and understood
89.00	Very good experience overall, from management side to the flight instructors, I felt that they stroke the perfect balance of giving proper training but making it fun, engaging, and very transparent simultaneously.
90.00	They always help me. I had really hard time but they were really helpful and professional. I love them!
90.00	Exceptional instructors, relentless focus on safety and lots of available aircraft's.
84.00	It's clear that Avier put a ton of thought and energy into the student experience. The school interior space is clean and bright, with a mixture of small group gathering spaces and glass-door rooms for instructor/student ground lessons, debriefs, or simulator time. I still haven't quite gotten used to walking through the door and having an owner or office manager offer me coffee, or water, or to share a bit of food with CFIs in a family-style table setting. What I've come to realize is that these aren't just surface touches, but are 100% aligned with a rigorous safety culture and desire to model Professionalism in flying. The aircraft I've flown there have been well equipped and well maintained, the scheduling app works well, and the school is busy enough that there are plenty of little "hangar flying" or mutual-encouragement moments between students and CFIs. They're not the least expensive option in the area, but in my opinion the extra cost is worth it, especially for someone pursuing additional ratings.
90.00	From the moment we step in, I felt the sincere environment, almost felt like home. I was nervous at the beginning, but the manager spends an hour to chat with us, answer every single question we asked. After our chat, I felt really relieved, actually I was able to enjoy my first flight experience, thanks to this school. Otherwise, it would ruin my experience, and could be my last experience. Also our instructor, he was very communicative, very assuring. It was 10/10 experience from the moment we step in. Highly recommended.
90.00	Their training program gives serious attention to safety. They treat safety as more than checking box. Their staff is friendly and so helpful.
90.00	Avier seems to place strong value on student comfort and support. They aim to make the learning environment warm and inclusive. I had really good experience!
90.00	you feel supported from day one with caring instructors. It's a friendly place where flying becomes both safe and exciting.

90.00	I think first of all they are very professional for fresh starter people. They are very clear to explain the informations about the all of it. Best is they have the enough experience to teach informations and skills. First impression was the best with Mr. Mustafa.
90.00	I brought my children, they were so happy and the staff is very professional. They provide good service!
90.00	This Flight School should win a flight training experience award because of the their great customer service experience and amazing teaching skills from their instructors, as well as their safety precautions with well maintained aircrafts.
90.00	Avier focuses on the students as individuals, and I've always felt they have gone above and beyond in setting students up for success and safe flight.
87.00	Avier flight school has time and time again gone above and beyond to help me achieve my aviation goals. Not only does the school provide high quality flight instruction — you are a part of the family here. The flight instructors, the managers — all the staff is looking out for you. Making sure that you are doing well personally and that you are getting the best flight instruction possible. I am beyond grateful to have ended up here after making my way through a few other flight schools.
83.00	Avier Flight School should be recognized for a Flight Training Experience Award because of the strong community it has built. The students and instructors create an environment that feels welcoming, supportive, and motivating. This sense of community makes it easier for students to stay engaged, ask questions, and grow as pilots. The Certified Flight Instructors at Avier are also highly knowledgeable and professional. They take time to explain concepts clearly, adapt their teaching styles to different students, and ensure that safety is always the first priority. Their focus on safe practices in both ground and flight training gives students confidence and instills the right habits from the beginning. The school could improve by expanding its resources, such as adding more training aircraft. These changes would make training even more accessible and efficient for students.
87.00	Avier is a community, not just a flight school. They made a strong first impression when I walked through the door for my Discovery Flight. But one could argue that's the easy part. Avier has delivered on their stated mission and philosophy throughout my flight training journey. The facilities and aircraft are well-maintained. The staff and instructors are highly competent and professional. The culture at Avier is one that emphasizes continuous learning and safety above all. And they deftly balance focusing on the needs of the individual learner while incorporating them into the larger aviation community, at Avier and beyond.
90.00	Avier has a great and structured program. The training syllabus lets you know exactly what's expected and what to prepare for. Customer service is excellent.
86.00	This school stands out as one that fosters community and excellence.
90.00	Avier Flight School consistently provides an extremely organized and high level of flight and ground training in the warmest and most welcoming environment. After my initial training at a small part 61 school and continued training at Embry Riddle, I can confidently say that It combines the community of a part 61 flight school, while providing part 141 level training.
90.00	This flight school deserves to win a Flight Training Experience Award because of the way they balance professionalism with a genuine passion for teaching. The instructors don't just focus on checkride preparation, they make sure students really understand what it means to be a safe and confident pilot. The staff creates a welcoming, supportive environment where every student feels encouraged to ask questions and learn at their own pace. From well-maintained airplanes to structured lessons and personalized feedback, they go above and beyond to ensure training is both effective and enjoyable. What really sets them apart is how much they care about each student's journey, it feels less like a business and more like a community built around aviation.
90.00	Safety is the most important thing for Avier. They treat their employees very well. Customer service is top notch and management is very professional.
89.00	Avier goes above and beyond for its students and staff. All while creating a welcoming flight school environment that feels and acts more like a family than a traditional school. The details matter at Avier and the are always striving to innovate and provide the best flight training product possible

90.00	Avier strives to create an overall aviation experience. Safety is a given. They create a positive tone that builds up students instead of breaking them down. It's a flight school that serves a family style lunch everyday creating an inviting atmosphere that encourages conversation between pilots of all levels. It's hard to describe how significant this is. Avier creates their own metrics when it comes to Flight Training Experience.
74.00	This flight school goes above and beyond to make sure students feel comfortable and motivated throughout their training. The instructors are patient, approachable, and truly want to see their students succeed. The use of a clear syllabus makes progress easy to follow, and lessons are adjusted based on individual strengths and weaknesses. It feels like the school cares about you not just as a student, but as a future pilot.
74.00	This flight school provides exceptional training with a well-structured syllabus and highly professional instructors. They focus on each student's individual strengths and weaknesses, creating personalized lesson plans to ensure steady progress. The facilities are well-maintained, and the staff is supportive and encouraging, making the entire learning experience both safe and enjoyable. Their commitment to safety, education quality, and student success truly sets them apart.
87.00	They are student friendly, safe and reliable.
81.00	Visited so many flight schools none of them were organized in syllabus and in lessons as of them , Avier is the best flight school in Mass, everything they explain to you before starting which is so much helpful to understand and makes us wana join them.
82.00	This Flight school should wing the award due to the best customer service that they offer in the area, this make you feel like home, you are always expecting what kind of food they going to offer and it is also connections all the time, pace environment, quiet, clean environment and finally professionals in every service.
90.00	I have done all of my flight training at Avier Flight School and have enjoyed my experience here. All of the instructors/staff are very knowledgeable and always make you feel welcome. The school itself is very clean and has a pleasant atmosphere, and something is always cooking to be able to have lunch with everyone. They make sure you have everything you need, including extra batteries for the headsets and I can't forget the espresso! There are many ways to connect with other pilots in various stages of training and there are events to meet individuals from outside the school as well. There is plenty of space to meet up for study sessions with other pilots and be able to use whiteboards and the TVs for presentations. The lessons are well structured via the syllabus so you know what you will be working on. The Avier instructors are top notch and will set you up to succeed. We always do a pre-flight brief on the content of the lesson, and then after a post flight briefing to discuss what went well and where improvements could be made. They encourage you to ask questions if you are confused about a particular topic, and always take the time to clear it up for you. There are plenty of instructors and planes available so scheduling is no hassle by using flight schedule pro or asking your instructor to book the lessons. Safety is emphasized through all of the required pre-flight activities such as weight and balance calculations, performance calculations, FRAT submissions, and pre-flight inspection of the aircraft. We are made aware of the cost of each individual item (plane, instructor, fuel, groundschool) so there are no surprises there and they even offer discounts in certain situations. Overall, I have had a really positive experience at Avier. Their main focus isn't just teaching us how to fly, but to really give us everything we need to become safe and successful professional pilots.
90.00	I've had a great experience training at this flight school. From day one, I've gotten along really well with everyone here - the instructors, staff, and even other students all create a friendly, professional atmosphere that makes learning to fly a lot more enjoyable. There's a clear emphasis on safety, which I really appreciate. Every flight and lesson is conducted with that mindset, and it's obvious that the instructors care about making sure you're not just learning the maneuvers, but understanding the why behind them. The school's training program is also really well structured. It's helped me steadily progress through my private pilot training while letting me easily track my lessons and overall progress. That organization has kept me focused and motivated throughout the process. The airplanes are well maintained, and maintenance has never been an issue during my time here - which gives me a lot of confidence every time I fly. Overall, I've had a great time training here and would absolutely recommend this school to anyone looking to start or continue their aviation journey.
84.00	Exceptional customer service and instructors that truly care about student progress

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: 71%

Regional Average: 86

Your regional percentile ranking: 58%

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

National Average: 86

Your national percentile ranking: 73%

Regional Average: 87

Your regional percentile ranking: 52%

5. SubScore Summary for Avier Flight School at KBVY

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	99	97
Customer Focus	96	96
Community	98	96
Information Sharing	93	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: 99

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

National Average: 97

Your national percentile ranking: 77%

Regional Average: 98

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: 83%

Regional Average: 98

Your regional percentile ranking: 85%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	58	96.67%
Somewhat Agree	2	3.33%

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

Response Choice	Frequency	%
Strongly Agree	58	96.67%
Somewhat Agree	2	3.33%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	60	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	56	93.33%
Somewhat Agree	4	6.67%

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: 96

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

National Average: 96

Your national percentile ranking: 36%

Regional Average: 97

Your regional percentile ranking: 22%

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

National Average: 96

Your national percentile ranking: 39%

Regional Average: 97

Your regional percentile ranking: 19%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	8.33%
Somewhat Agree	1	1.67%
Neither agree nor disagree	1	1.67%
Strongly Disagree	53	88.33%

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

Response Choice	Frequency	%
Strongly Agree	53	88.33%
Somewhat Agree	6	10%
Neither agree nor disagree	1	1.67%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	59	98.33%
Somewhat Agree	1	1.67%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	3	5%
Somewhat Agree	1	1.67%
Somewhat Disagree	3	5%
Strongly Disagree	53	88.33%

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: 67%

Regional Average: 96

Your regional percentile ranking: 58%

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

National Average: 96

Your national percentile ranking: 71%

Regional Average: 97

Your regional percentile ranking: 60%

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	56	93.33%
Somewhat Agree	2	3.33%
Neither agree nor disagree	2	3.33%

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

Response Choice	Frequency	%
Strongly Agree	3	5%
Neither agree nor disagree	1	1.67%
Strongly Disagree	56	93.33%

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

Response Choice	Frequency	%
Strongly Agree	54	90%
Somewhat Agree	4	6.67%
Neither agree nor disagree	2	3.33%

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

Response Choice	Frequency	%
Strongly Agree	59	98.33%
Somewhat Agree	1	1.67%

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: 93

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

National Average: 91

Your national percentile ranking: 67%

Regional Average: 92

Your regional percentile ranking: 62%

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

National Average: 92

Your national percentile ranking: 66%

Regional Average: 93

Your regional percentile ranking: 52%

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	59	98.33%
Somewhat Agree	1	1.67%

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

Response Choice	Frequency	%
Strongly Agree	6	10%
Somewhat Agree	3	5%
Neither agree nor disagree	10	16.67%
Somewhat Disagree	7	11.67%
Strongly Disagree	34	56.67%

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

Response Choice	Frequency	%
Strongly Agree	48	80%
Somewhat Agree	6	10%
Neither agree nor disagree	6	10%

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	60	100%

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	59	98.33%
9	1	1.67%

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	60	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%