



Report for Ballou Skies Aviation, Inc. at 17G

Region: Great Lakes

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 5 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	I think Ballou Skies is a wonderful place to learn how to fly. It's a very laid back environment making it a very approachable place for people to either dip there toes back into aviation or like me make it the first step in there aviation journey. I've been able to learn so much and do all kinds of fun fly in events and see the inner workings of a local control tower and so much more. As well as the in-depth ground schooling and all the fun you get to have in the skies learning emergency maneuvers like engine outs, stalls and spins. Joining Ballou skies has changed my life in the best way starting my journey in aviation.
90.00	Ballou Skies Aviation is everything you could ask for in a flight school—and so much more. The airplanes are always in excellent condition, well-maintained, and perfect for students who are just starting out. The instructors go above and beyond to make sure you're not only learning how to fly, but also truly understanding what you're doing and why. They connect with you as more than just teachers—they become trusted friends and mentors, always finding new ways to get you involved in the aviation community and helping you take advantage of every opportunity available to student pilots. From the moment you begin training with Ballou Skies Aviation, you can tell this school genuinely cares about safety, professionalism, and developing confident pilots. The atmosphere is welcoming, the scheduling is flexible, and every flight feels like a step closer to your dream. I can't recommend Ballou Skies Aviation enough—you won't find a better place to learn to fly.

84.00	Ballou skies aviation should win this award because it deserves to. It is an extension of its owner and chief instructor Peg Ballou. It embodies her ideals!
90.00	This Flight School should win a Flight Training Experience Award because the instruction has consistently been top-tier from the very beginning. The planes and facilities are very well taken care of, the resources provided exceed what I ever could have hoped for, and the feedback from the instructor is always thorough, encouraging, and practical. The opportunities to engage with other students and groups in aviation has also been a great way to connect with others who share similar interests.
85.00	I believe that the flight training I am getting at Ballou Skies Aviation is comprehensive.

#### 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: **88**

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

National Average: **86**  
 Your national percentile ranking: **82%**

Regional Average: **87**  
 Your regional percentile ranking: **50%**

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

National Average: **86**  
 Your national percentile ranking: **86%**

Regional Average: **87**  
 Your regional percentile ranking: **67%**

### 5. SubScore Summary for Ballou Skies Aviation, Inc. at 17G

Region: Great Lakes

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	98	96
Community	93	96
Information Sharing	98	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: **100**

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

National Average: 97

Your national percentile ranking: 92%

Regional Average: 99

Your regional percentile ranking: 82%

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

National Average: 98

Your national percentile ranking: 96%

Regional Average: 98

Your regional percentile ranking: 100%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	5	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	5	100%

## 7. Customer Focus Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Customer Focus; adding value by demonstrating professionalism and engagement with students

Your Score: 98

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

National Average: 96

Your national percentile ranking: 69%

Regional Average: 97

Your regional percentile ranking: 41%

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

National Average: 96

Your national percentile ranking: 76%

Regional Average: 97

Your regional percentile ranking: 50%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	5	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	20%
Strongly Disagree	4	80%

## 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: 93

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

National Average: 96

Your national percentile ranking: 14%

Regional Average: 98

Your regional percentile ranking: 5%

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

National Average: 96

Your national percentile ranking: 13%

Regional Average: 98

Your regional percentile ranking: 0%

### 8.3 Responses per Question

After training at my school, I feel like a member of the general aviation community.

Response Choice	Frequency	%
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Strongly Agree	4	80%
Neither agree nor disagree	1	20%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	40%
Strongly Disagree	3	60%

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

Response Choice	Frequency	%
Strongly Agree	4	80%
Somewhat Agree	1	20%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

## 9. Information Sharing Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Information Sharing; educating and empowering students to make informed decisions about flight training investments.

Your Score: 98

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

National Average: 91

Your national percentile ranking: 96%

Regional Average: 94

Your regional percentile ranking: 95%

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

National Average: 92

Your national percentile ranking: 99%

Regional Average: 93

Your regional percentile ranking: 100%

### 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	5	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

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	5	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	5	100%

### 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	5	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: 92

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: 96

Your regional percentile ranking: 75%