Report for Barnstormers Aviation at KBJI

Region: Western

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 34 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
85.00	Organized, consistent, flexible, and willing to accommodate.
84.00	Very helpfull people. Very knowledgeable. And they have done a great job of working around my schedule
84.00	They were extremely easy to work with and were able to make time for me with their already very busy schedule. I highly recommend this school to anyone looking to receive training!
90.00	This school puts their students first. They take your time and needs into careful consideration. They will be there for you every step of the way. From early mornings, to late nights, to weekends. They will work with you and not pass you on to other instructors.

90.00	I couldn't recommend highly enough. Four years ago, I contacted Barnstormers about getting a flight review, my first flight review in about 24 years I believe. The ground training as well as the in-air training was exactly what I needed to get the dust and the rust off. This fall I went back for another flight review and again, the training was top notch. Everything was pertinent, everything was customized for me and my background and abilities to make me as current as could possibly be. There are no shortcuts. The time we spent was well worth the cost. I have recommended Barnstormers, and will continue to do so. When we ended the session, after the flight, she recommended pursuing instrument and even commercial ratings. I wouldn't have even considered it, but I am scheduled for my first lesson on Thursday! As a businessman, I love how their business evolved from just flying, to now really changing the world for so many people.
90.00	I acquired 2 ratings with Dawn at Barnstormers. She was extremely helpful in both knowledge of the ratings and the process for finishing them. With her help, I was able to complete both ratings on my schedule and with minimal delays. The skills she taught me have also proven extremely useful in my work as a flight instructor.
90.00	This flight school should win the flight training experience award. I completed my private and instrument training here and the atmosphere is amazing. All of the instructors do amazing fitting their student needs, the planes are kept up in neat clean position, they teach through all of the regulations. I can say it is the safest flight school I have ever trained at.
85.00	This was my first experience with a part 61 school and it did not disappoint in the slightest. I absolutely loved working with both of the owners and it is incredibly clear that they are there because they want to and clearly enjoy it. The time I spent at Barnstormers is THE best experience I've ever had flying.
90.00	I had an outstanding experience with Barnstormers. From day one, the instructors were professional, knowledgeable, and genuinely invested in my success. The training was well-structured, and safety was always the top priority. My instructor took the time to explain every concept clearly and made sure I felt confident before each flight. The aircraft were well-maintained, scheduling was flexible, and the entire environment was supportive and encouraging. I've not only gained valuable flight skills but also a deeper appreciation for aviation. I highly recommend Barnstormers to anyone who's serious about becoming a skilled and responsible pilot. It's a top-notch school that truly prepares you for the skies!
90.00	I highly recommend and endorse Barnstormers Aviation for this award. They exemplify the highest level of professionalism in aviation education. As an instrument rated private pilot for 42 years and 4,100 hours of experience I have used the services of many flight instructors/flight schools for BFRs and IPCs. Every time I finish a refresher with Barn Storms I walk away knowing I have learned something new and they have made me a better pilot. They actively evaluate your skills and identify areas to advance your knowledge. This has not always been true with other reviews where instructors went through the motions and your log book was signed off. Several of their staff are professionally educated teachers. This is very obvious as THEIR STAFF TEACHES, NOT JUST INSTRUCTS! As Chairman of the Bemidji Regional Airport Authority I have the opportunity to observe Barnstormers through the lens of airport administration. They are great neighbors bringing activity to the airport and community. Their staff take an active role in airport development from being members of our local EAA chapter to serving on airport advisory committees.
83.00	I have experience with other schools and find Barnstormers to be excellent. The staff are all friendly and helpful with a great mix of encouragement, patience and instruction. The owners hold the instructors to a very high standard and even fly with them (and a student) to observe - something I've not experienced before.
90.00	My experience with Barnstormers Aviation goes back to the beginning of my aviation career from Private Pilot all the way through to Commercial Airplane Land and Sea. They continue to support me in my career as a professional pilot offering advice and maintaining proficiency. They are outstanding to work worth and meet each of my individual needs time and time again. They are an outstanding crew that feel more like family.
85.00	I know two of the Barnstormers flight instructors, and am impressed with their dedication to their students. Dawn Cook's additional work as commercial pilot flying a TBM turboprop provides her with a great deal of advanced knowledge and experience. She provided a flight review in my Cessna 182 aircraft about a year ago, and I found the ground school, homework, questions, explanations and flight maneuvers to be very thorough and useful. Her calm demeanor and detailed instructions relieved my anxiety arising from a lack of regular flying. Barnstormer's aircraft are well maintained and suit primary flight instruction. I look forward to renewing my instrument flying skills with Jake Burnham, who will soon add a CFII rating.

85.00	Since I started flying I have used many different flying clubs/FBOs. Barnstormers has by far been the best to work with. Instructors are very compassionate and understanding. As an instrument student they make sure not am I only doing it to standards, but in a way exceed doing various maneuvers and procedures, without pushing. Very clear to answer questions I might have, and find the answer if they don't have it. Wish I could have done all my flight training/pleasure flying at Barnstormers!!!
84.00	Barnstormers does a great job of instructing students, They are very thorough i what they teach for flight instruction. They are very patience with student and do a great job of explaining what need to be learned
79.00	Excellent training.
90.00	Barnstomers should absolutely win a Flight Training Experience Award
89.00	Extremely accommodating flight school, they have always been easy to work around my schedule. Through flight reviews, always making it fun and entertaining with time for multiple questions and discussion when it’s over. They also go beyond lessons with group refresher classes put on by instructors on their own time. Its nice to have discussions with other pilots having a instructor guiding the class.
88.00	N/A
88.00	Based on my experience, Barnstormers/Dawn Cook used step by step, confidence training. I found out she’s a former teacher, she has an understanding that every student has different abilities. She tailored the flight instruction to meet my needs.
90.00	Dawn made my flight school experience amazing! She was very accommodating to me being a long ways away from bemidji. She would fly over 70 miles just to meet me to give me lessons. There was not one point in my training where I felt discouraged with her. She was an amazing teacher that could explain things in a way that made sense, and was always willing to help me out whenever she could. She is also amazing at knowing laws and regulations and always made sure I knew to always do things the right way. It’s always a joy to get to fly with Dawn!
90.00	The leadership and CFI’s take a personal interest in the student’s development. They are all personally committed to mastery of skills and proficiency. As a student, I trust the instructors and their teaching methods. I feel like the methods are sound and based upon a structured approach that optimizes the results. The students feel challenged and encouraged, and there is shared commitment to the goals of training and lifetime learning.
90.00	They are very professional, kind, and excellent instructors. They are the best I've had over 25 years of aviation. They care about the student's success and they are not there to just build time or make money.
74.00	Lots of great people, everyone is very welcoming and helpful. Everyone there is willing to help other instructors, and they all learn from each other.
76.00	What I like so much about this school is its location and the team of people who make up the school. It’s very small and family oriented. Its location, in terms of areas to fly is very appealing, the landscape is what flying is all about. Filled with trees and lakes, the location is more than flying around endless miles of farm fields. I chose this flight school because they have a DPE at the same airport. The owner and the CFIs are so so nice and genuinely great people as well as very good and knowledgeable at their jobs. Since the first time I talked to the school they made me feel like I was part of their close group, I have not seen this at most flight schools. To me, this flight school is one of the best kept secrets. The aircraft aren’t brand new and fancy but they are plenty capable and will get you your ratings. I’ve never had an issue with scheduling or billing. If I were to have any issues I’d say my lessons plan could have been organized a little better in terms of completing requirements prior to check ride maneuvers, now I have to pay to refine maneuvers again. Otherwise I’m very satisfied with the school. I’d consider this as the only flight school I’ll go to for any additional ratings.
77.00	Provided a fun addition ASES experience on my timeline. Ended up juggling times do to instructors’ conflicts and outside demands
83.00	Sincere, hardworking, knowledgeable, cost conscious, professional
90.00	The CFI's at Barnstormers are the best that I ever worked with in my flight training. They very thorough, personable, patient, and extremely knowledgeable. They are very safety conscience. They make every effort so that their flight training is both valuable and enjoyable! They also offer small group training sessions on specific topics so that pilots can work together in their training experiences.

88.00	They offer top-notch instruction, prioritize safety, and create a welcoming, supportive environment. Students leave confident and well-prepared.
90.00	Barnstormers Aviation is an excellent flight school with great experience, expertise and professionalism. I had a great experience doing my commercial seaplane add on rating with them and enjoyed every minute!
89.00	They are very considerate of your time and your availability!
90.00	Because they do a great job at not only preparing you for the checkride itself, but also for the real world. You will be a safe pilot after training with barnstormers.
89.00	Barnstormers continues to be extremely helpful and patient with me during my flight training. I am a student pilot that has many other things in my life that demand attention and Barnstormers works with me in every way possible to help me achieve my goal of private pilot. The entire experience has been great since i signed on with them to pursue my goals.
90.00	Mark and Dawn Cook at Barnstormers do an incredible job. From their flexibility and availability, to their quality of training the entire process with fantastic. Not to mention, they're in a beautiful part of the country!

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

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

Your Score: 87

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

National Average: 86
Your national percentile ranking: 55%

Regional Average: 86
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: 55%

Regional Average: 86
Your regional percentile ranking: 55%

5. SubScore Summary for Barnstormers Aviation at KBJI

Region: Western

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	97	97
Customer Focus	98	96
Community	96	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: 97

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

National Average: 97
Your national percentile ranking: 25%

Regional Average: 98
Your regional percentile ranking: 14%

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

National Average: 98
Your national percentile ranking: 23%

Regional Average: 98
Your regional percentile ranking: 15%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	29	85.29%
Somewhat Agree	1	2.94%
Neither agree nor disagree	3	8.82%
Somewhat Disagree	1	2.94%

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

Response Choice	Frequency	%
Strongly Agree	28	82.35%
Somewhat Agree	5	14.71%
Somewhat Disagree	1	2.94%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	33	97.06%
Somewhat Agree	1	2.94%

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

Response Choice	Frequency	%
Strongly Agree	31	91.18%
Somewhat Agree	2	5.88%
Neither agree nor disagree	1	2.94%

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: 66%

Regional Average: 96
Your regional percentile ranking: 77%

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

National Average: 96
Your national percentile ranking: 72%

Regional Average: 96
Your regional percentile ranking: 75%

7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	1	2.94%
Strongly Disagree	33	97.06%

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

Response Choice	Frequency	%
Strongly Agree	31	91.18%
Somewhat Agree	1	2.94%
Neither agree nor disagree	1	2.94%
Somewhat Disagree	1	2.94%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	34	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	2.94%
Neither agree nor disagree	2	5.88%
Strongly Disagree	31	91.18%

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: 47%

Regional Average: 96
Your regional percentile ranking: 41%

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

National Average: 96
Your national percentile ranking: 48%

Regional Average: 96
Your regional percentile ranking: 45%

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	31	91.18%
Somewhat Agree	2	5.88%
Neither agree nor disagree	1	2.94%

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

Response Choice	Frequency	%

Neither agree nor disagree	2	5.88%
Strongly Disagree	32	94.12%

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

Response Choice	Frequency	%
Strongly Agree	24	70.59%
Somewhat Agree	6	17.65%
Neither agree nor disagree	4	11.76%

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

Response Choice	Frequency	%
Strongly Agree	31	91.18%
Somewhat Agree	3	8.82%

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: 64%

Regional Average: 91
Your regional percentile ranking: 68%

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

National Average: 92
Your national percentile ranking: 62%

Regional Average: 91
Your regional percentile ranking: 75%

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	31	91.18%
Somewhat Agree	3	8.82%

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

Response Choice	Frequency	%
Somewhat Agree	2	5.88%
Neither agree nor disagree	10	29.41%
Somewhat Disagree	2	5.88%
Strongly Disagree	20	58.82%

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

Response Choice	Frequency	%
Strongly Agree	25	73.53%
Somewhat Agree	3	8.82%
Neither agree nor disagree	5	14.71%
Somewhat Disagree	1	2.94%

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	32	94.12%
Somewhat Agree	2	5.88%

10.Net Promoter Score

10.1 Questionaire Responses

The Net Promoter Score is generated by asking customers how likely they would be to recommend a given product or service - in this case, your services as a flight instructor to another potential customer, on an 11 point scale.

How likely are you to recommend your CFI to someone interested in flight training?

Response Choice	Frequency	%
10	31	91.18%
9	3	8.82%

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	34	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: 99
Your regional percentile ranking: 55%

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

National Average: 95
Your national percentile ranking: 77%

Regional Average: 99
Your regional percentile ranking: 55%