



Report for Bird Dog Flight Services at T67

Region: Central 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 13 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
89.00	My flight school truly cares about its students and goes above and beyond to help each of us succeed. The instructors are patient, professional, and dedicated to making sure we learn safely and confidently. There's a real sense of community here where everyone supports each other, and it shows in how well students perform. This school doesn't just train pilots, it builds great aviators and great people.
90.00	This flight school should win a flight training experience award because this school truly cares about their students success. Checkrides are able to be scheduled within weeks vs months because DPEs truly want to work with the school due to the thoroughness of the instructors teaching. This school produces SAFE, competent pilots. This school is like a family.
89.00	While small, this flight school places great emphasis on focused training and has great instructors without an over abundance of localized policies that grind training to a halt. The aircraft are maintained to a high standard and the environment is very inclusive and provides training across a wide spectrum of age ranges. Out student ages range from 16 to 50 years old. We have an perfect pass rate over the last 12 months since the new staff has taken over to include ppl, instrument, commercial, cfi and cfii applicants.
88.00	Outstanding flight school with very flexible and helpful instructors who have a passion for aviation and teaching

90.00	Bird Dog Flight Services should win because they don't just train pilots, they build confident, smart, real-world aviators. Everything is personal and hands-on, focused on making sure you truly understand what you're doing and why, not just how to pass a checkride. The instructors mentor you, push you, support you, and treat you like a future professional, not just another student in the logbook. Their graduates walk away safe, capable, and ready to operate with the mindset of a true pilot.
87.00	Bird Dog Flight Services is a considerably open, professional, and clean Part 61 Flight School. I, as a student of this Flight School, believe that Bird Dog Flights Services is deserving of this award and would recommend this school to any student looking to become a pilot. Their aircraft are always on time for inspections and are satisfactory in cleanliness. Please consider Bird Dog Flight Services as a candidate for this Experience Award.
90.00	This Flight School SHOULD win a flight training experience award since the instructors are very well trained and prepared to any/all lessons, promoting safety over anything for every flight session and providing quality training necessary for flying a plane, pilot multitasking skills, risk assessment.
90.00	Bird Dog and its instructors provide exceptional training at a reasonable cost. As a part 61 school, they've made it possible for me to train while working full time with varying schedules. They're responsive and provide clear instruction to a wide range of students. I'm beyond glad I've chosen to learn at Bird Dog
90.00	I had an incredible experience earning my Private Pilot Certificate at Bird Dog Flight Services. Sierra Cobb and Nick Williamson are exceptional instructors—Sierra's patience and clear explanations made complex concepts easy to grasp, and Nick's real-world insights and focus on safety pushed me to be a confident, skilled pilot. Their guidance, encouragement, and professionalism were key to my success, and they truly go above and beyond to make every student excel. The school is organized, welcoming, and supportive, with well-maintained aircraft and a culture that fosters learning and growth.
82.00	Sierra and Nick have both been great at moving me forward in my flight training. At 50 yrs old it has been great to find to people who are passionate about moving me forward and helping to design a structure and plan that has moved my training in a direction it hasn't been in 2 years. I cannot say enough great things about what they have both done.
86.00	This flight school has exceptional customer service, They are very attentive with individualized instruction for each student. Training syllabus is in-depth, easy to comprehend and valuable. Highly recommend Bird Dog Flight Services!
90.00	Bird Dog Flight Services retains a nearly 100% first time pass rate amongst all of its students. It is a school that is built around a community of passionate aviators who share a joy of sharing their knowledge and training the next generation of safe pilots. Bird Dog is not just a school where you earn ratings and move on, it is the beginning of a lifelong foundation of respect and love for general aviation.
90.00	Very well maintained aircraft, instructors are very professional, honest and attention to detail is always top of mind. Owner is very passionate about aviation and loves training and developing new and experienced pilots.

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: **89**

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

National Average: **86**

Your national percentile ranking: **92%**

Regional Average: **86**

Your regional percentile ranking: **91%**

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

National Average: **86**

Your national percentile ranking: **93%**

Regional Average: **86**

Your regional percentile ranking: **91%**

5. SubScore Summary for Bird Dog Flight Services at T67

Region: Central 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	97	96
Community	99	96
Information Sharing	97	91
NetPromoter Score	100	92
Overall Total	99	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: 84%

Regional Average: 98

Your regional percentile ranking: 97%

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

National Average: 98

Your national percentile ranking: 92%

Regional Average: 98

Your regional percentile ranking: 97%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	12	92.31%
Somewhat Agree	1	7.69%

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

Response Choice	Frequency	%
Strongly Agree	13	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	13	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	13	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: 97

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

National Average: 96

Your national percentile ranking: 53%

Regional Average: 96

Your regional percentile ranking: 62%

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

National Average: 96

Your national percentile ranking: 60%

Regional Average: 96

Your regional percentile ranking: 62%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	2	15.38%
Strongly Disagree	11	84.62%

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

Response Choice	Frequency	%
Strongly Agree	13	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	13	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Disagree	13	100%

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: 99

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

National Average: 96
Your national percentile ranking: 87%

Regional Average: 95
Your regional percentile ranking: 91%

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

National Average: 96
Your national percentile ranking: 92%

Regional Average: 95
Your regional percentile ranking: 91%

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	13	100%

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

Response Choice	Frequency	%
Strongly Disagree	13	100%

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

Response Choice	Frequency	%
Strongly Agree	11	84.62%
Somewhat Agree	2	15.38%

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

Response Choice	Frequency	%
Strongly Agree	13	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: 97

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

National Average: 91

Your national percentile ranking: 92%

Regional Average: 91

Your regional percentile ranking: 97%

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

National Average: 92

Your national percentile ranking: 96%

Regional Average: 91

Your regional percentile ranking: 97%

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	13	100%

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

Response Choice	Frequency	%
Strongly Agree	1	7.69%
Somewhat Agree	1	7.69%
Strongly Disagree	11	84.62%

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

Response Choice	Frequency	%
Strongly Agree	12	92.31%
Somewhat Agree	1	7.69%

I was shown where I could find additional resources, like study guides or practice exams, to supplement my studies in anticipation of written or practical exams.

Response Choice	Frequency	%
Strongly Agree	13	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	13	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	13	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: 82%

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

National Average: 95

Your national percentile ranking: 77%

Regional Average: 92

Your regional percentile ranking: 82%