Report for Black Hound Aviation at KHYI

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 24 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	Black Hound Aviation offers some of the most comprehensive and high-quality flight training available, serving both beginners and seasoned pilots looking to advance their skills and knowledge. Its fleet is meticulously maintained to ensure maximum aircraft availability and minimal cancellations. With decades of experience, Black Hound Aviation has built a strong reputation for delivering exceptional training and outstanding service.
90.00	This flight school should win a flight training experience award because of the quality of instruction given and the quality of aircraft that are used for training.
90.00	The schools commitment to excellent planes, instructors, and safety is what really distinguishes us from other flight schools.
86.00	I believe this is a great Part 61 flight school, that allows you to easily schedule at your own pace with instructors that deeply care about the progress of their students. I believe that sets the school apart.

88.00	This flight school truly deserves a Flight Training Experience Award because they go far beyond the basics of instruction — they build confident, capable aviators. Every instructor genuinely cares about each student's progress and adapts training to fit their learning style. The school's culture is supportive, encouraging, and professional, creating an environment where students feel challenged yet never alone. They take pride in getting students to their goals efficiently, safely, and with excellence. From the front desk to the flight line, everyone is committed to helping you succeed and fall in love with aviation. It's a place where students don't just earn certificates — they become part of a community that celebrates growth and achievement.
88.00	Instructors are always ready to give their best to each student. The cleanliness and maintenance of aircraft are amazing!
88.00	Black Hound was an incredible flight school to learn at. The planes are well maintained and the instruction is clear and efficient. I would recommend Black Hound to anyone wanting to get their pilots license.
83.00	it should win a flight training experience award because the instructors are very nice and understanding, they teach with professionalism and make flying fun and engaging. the planes are also really nice with a variety of glass cockpits and modern avionics
82.00	Each instructor treats their students with respect and truly care that their student becomes the best pilot they can be.
86.00	Black Hound Aviation has streamlined the process for getting my private pilot certificate. Every instructor is super friendly, welcoming, extremely knowledgeable and professional. The aircraft are well maintained and super fun to fly! Every flight I've been on, I've learned something knew, had a great time, or both!
82.00	Having gone through many pilot mills for ATP focused schools Blackhound is focused on the Pilot training. Focus is on the safety of flight not just mechanical regurgitation of FAA regulations but deeper understanding about all aspects of flight. Crew resource management/ risk decision making / why the regulations are setup the way they are. May cost more but all planes are well maintained.
82.00	Very self paced and great instructors. Very friendly environment
88.00	They SHOULD! Blackhound Aviation in San Marcos is not only an excellent teaching facility but they are excellent at communications. These include teaching, correspondence, and billing. I have studied at more than one facility and I can say that this teaching facility is superb! On top of their communications they are a very professional group of teachers that have the right attitude when it comes to training new pilots, which is number 1 for me...PATIENCE and a willingness and aptitude to be great teachers! That is the key in learning something as complicated as becoming a pilot...patience and teaching! Thank you for giving me the opportunity to share my sentiments about them. Thank you!!! Tim Sawtelle Student and future aviator
86.00	Working with Ethan has been great. He is meticulous and a great teacher. Pushes me where I need to be and will reemphasize the important aspects that I need to dial in on.
82.00	Black Hound did a fantastic job at giving someone with zero prior aviation knowledge a good foundation in flight. I passed my private checkride on the first try, and I am now excelling at instrument training in college.
89.00	This flight school from the top down demonstrates an exceptional customer experience and hires quality CFI's. They have a very structured process and quality assurance checks with the most senior instructors and leaders that breads confidence as a student that everyone is involved in my success. They leverage technology effectively to make scheduling, payments, and progress checks intuitive.
83.00	Black Hound has Instructors who really care about teaching and want to provide the best flight training experence
88.00	Fantastic instructors
90.00	Black Hound's flight training program delivers an exceptional learning experience built on professionalism, safety, and quality. The instructors are highly skilled, approachable, and committed to each student's success — developing clear, personalized training plans that align with individual goals. The aircraft fleet is modern, well-maintained, and held to the highest standards, reinforcing the school's strong culture of safety and excellence in every aspect of training. I strongly endorse Black Hound Aviation to win the Flight Training Experience Award.

90.00	So here's the deal: I stumbled on Black Aviation right when the FAA decided to throw a little mid-life crisis gift my way—basically making it easier for guys like me to finally get up in the air. Called these folks up, and they got back to me as soon as they could, which is a nice touch. They even admitted they were catching up on the new sport pilot updates, so that's honesty points right there. Then there's my instructor, Connor. Picture a guy who looks like he walked out of a 'too-cool-to-be-true' or Top Gun Part 10- pilot ad, but actually knows his stuff. He's got that perfect mix of confidence and chill. We hopped in the plane, he tested if I could find the oil dipstick (spoiler: I could), and we had a good laugh. He tested what I knew and jumped in where I needed. Landings were a bit rough—yeah, he had to step in so we didn't end up with the landing gear in our laps—but the guy made it all feel easy. Plus, we bonded over travel stories on the ground. Long story short: if you want a place that's real, professional, fun, and actually knows how to teach you to fly, these are your people.
88.00	I have loved teaching here. Students come prepared and the planes are available and safe. Great environment with other instructors and managers
86.00	This flight school deserves to win a Flight Training Experience Award because the instructors are exceptionally thorough, ensuring that every student receives a solid understanding of both the practical and theoretical aspects of flight. The staff is also highly responsive and supportive, creating an environment where students feel valued and well-guided throughout their training journey.
89.00	Black Hound has an amazing staff with a wide range of experience to help students learn and grow. The atmosphere at BH is always upbeat and they truly want the best for their students and to create good safe pilots. Instructors, maintenance and everyone else at BH is always there to help their students.
86.00	The quality of planes and instructors is exceptional. It stands out as a part 61 school by allowing students to experience the versatility of general aviation while also bringing the standardization of a part 141 program. Maintenance is also very present to the instructors and students. They do a great job at keeping the school safe and informed on maintenance issues.

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: 56%

Regional Average: 86
Your regional percentile ranking: 56%

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

National Average: 86
Your national percentile ranking: 56%

Regional Average: 86
Your regional percentile ranking: 56%

5. SubScore Summary for Black Hound Aviation at KHYI

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	98	97

Customer Focus	98	96
Community	97	96
Information Sharing	91	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: 98

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

National Average: 97
Your national percentile ranking: 49%

Regional Average: 98
Your regional percentile ranking: 56%

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

National Average: 98
Your national percentile ranking: 49%

Regional Average: 98
Your regional percentile ranking: 56%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	20	83.33%
Somewhat Agree	2	8.33%
Neither agree nor disagree	2	8.33%

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

Response Choice	Frequency	%
Strongly Agree	23	95.83%
Somewhat Agree	1	4.17%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	24	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	23	95.83%
Neither agree nor disagree	1	4.17%

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: 98

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

National Average: 96
Your national percentile ranking: 63%

Regional Average: 96
Your regional percentile ranking: 68%

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

National Average: 96
Your national percentile ranking: 70%

Regional Average: 96
Your regional percentile ranking: 68%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	1	4.17%
Somewhat Disagree	3	12.5%
Strongly Disagree	20	83.33%

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

Response Choice	Frequency	%
Strongly Agree	23	95.83%
Somewhat Agree	1	4.17%

Staff at my school always treated me with respect.

Response Choice	Frequency	%

Strongly Agree	24	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	2	8.33%
Strongly Disagree	22	91.67%

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: 97

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

National Average: 96
Your national percentile ranking: 52%

Regional Average: 95
Your regional percentile ranking: 56%

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

National Average: 96
Your national percentile ranking: 54%

Regional Average: 95
Your regional percentile ranking: 56%

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	22	91.67%
Somewhat Agree	2	8.33%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	4.17%
Somewhat Disagree	2	8.33%
Strongly Disagree	21	87.5%

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

Response Choice	Frequency	%
Strongly Agree	17	70.83%
Somewhat Agree	4	16.67%
Neither agree nor disagree	3	12.5%

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

Response Choice	Frequency	%
Strongly Agree	24	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: 91

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

National Average: 91
Your national percentile ranking: 46%

Regional Average: 91
Your regional percentile ranking: 50%

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

National Average: 92
Your national percentile ranking: 43%

Regional Average: 91
Your regional percentile ranking: 50%

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	23	95.83%
Somewhat Agree	1	4.17%

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

Response Choice	Frequency	%
Strongly Agree	1	4.17%
Somewhat Agree	1	4.17%

Neither agree nor disagree	6	25%
Somewhat Disagree	7	29.17%
Strongly Disagree	9	37.5%

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

Response Choice	Frequency	%
Strongly Agree	13	54.17%
Somewhat Agree	9	37.5%
Neither agree nor disagree	2	8.33%

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	22	91.67%
Somewhat Agree	2	8.33%

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	22	91.67%
9	2	8.33%

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	24	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%