Report for Centennial Aviation Academy at KPDK

Region: 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 10 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 | Centennial Aviation Academy is one of the best flight schools in Atlanta. They offer programs from youth academy all the way to multi engine. If it wasn't for this flight school I would not have been able to start my aviation journey at 12 years old. They have highly experienced instructors and the best ground support possible. They will make sure that every student has the best possible training and ease of scheduling. The planes are also very well maintained and there is no compromise in this. Overall Centennial Aviation is the best flight school in Atlanta for young people with a passion to fly and I couldn't have been where I am today as a private pilot without them. |
| 82.00 | In my opinion, CAA is the best flight school in the area. The instructors care about you and they provide amazing insight. Students here are also very nice it's easy to find people to talk to and split flights with. |

| | |
|---|---|
| 87.00 | What really sets CAA apart is how much they focus on judgment and safety. From my first few flights, it was clear that learning to fly there isn't just about handling the controls. It's about thinking like a pilot and making good decisions from the start. One of the biggest things that helped me was how the instructors gave me room to make and fix my own mistakes when it was safe to do so. They let me feel what happens when you skip a checklist item or when you focus too much on altitude and lose track of heading. Those moments stick with you. They helped me understand what safety actually feels like and what can happen when you don't slow down and follow the process. There were also moments that showed how deeply CAA cares about maintaining safe aircraft. Once, I texted the owner with a concern about a plane, and within a couple of hours he sent photos of himself and a mechanic checking it out. In other cases where I mentioned something that turned out not to be an issue, I was still encouraged to keep reporting. The message was always the same: it's better to bring up something that isn't a problem than to miss something that is. That mindset builds real trust and shows what a strong safety culture looks like. Emergency training at CAA follows that same philosophy. We practice realistic situations in flight and during takeoff or landing, not just to memorize procedures but to build calm, deliberate habits that hold up under pressure. Another thing that stood out to me was how CAA handles cancellations. They never charge a fee if you cancel because of concerns about weather, maintenance, or even just feeling unwell. That includes when the student is the one who feels uncomfortable, not just the instructor. Knowing that I can make that call without worrying about a penalty gives me confidence that CAA's priorities are in the right place. It reinforces that the goal is to fly safely, not just to fly. Flying with CAA made me realize that real progress as a pilot comes from paying attention, asking questions, and caring enough to do things the right way. |
| 77.00 | Very professional staff with well equipped and safe aircraft. |
| 87.00 | Before starting my flight training experience, I used to be concerned by the fact that cfi's are pilots who've only just completed their flight training, and whether or not I would be getting the complete flight training experience. However during my time here at Centennial Aviation Academy, I've only had good things to say about the school and its staff. The cfi's are truly incredible pilots, not just in the knowledge sense but they really have a feel for the aircraft. Whether it's a short approach, steep turn, short field landing, I'm always impressed by our instructors. Another thing I noticed about the instructors is that I get the feeling that they are enjoying their time here. You're not gonna encounter that "I'm just here to hit 1500" instructor at centennial. The school does a good job at exposing us early on to different piloting experiences such as landing on a grass fields and landing at the world's busiest airport - KATL. I was also exposed to different emergency scenarios that I had previously never thought of such as a jammed rudder pedal and a stuck throttle (both simulated). The fleet is diverse- 5 piper cherokees, 1 Cessna 172, 1 piper arrow, and 1 Beechcraft duchess and an FAA BATD simulator. And lastly I've always felt confident about flying with Centennial because of the safety culture here. Our school takes any concerns I may have about the aircraft seriously, they stay on top of maintenance, and instill good safety habits in us students. |
| 90.00 | This flight school SHOULD win an award because of their outstanding performance in inspiring and training young future aviators & also adult training. The staff at Centennial treats you like family and your success and furthering your knowledge and love for aviation is their primary goal |
| 90.00 | It should because its the best. |
| 88.00 | The management and instructors at Centennial are singularly focused on helping their students achieve their aviation goals. The owner wanted to have an aviation club at his high school so he started one when he was a student there. That aviation club turned into the flight school that it is today. This includes an academy that brings students in for flight training that are in middle school. The President and Chief Pilot of the school actually started out in their academy. Many of the instructors also started in the academy. There is a feeling of pride and ownership and family among the entire staff. The school celebrates their student's success and there is a lot to celebrate. The walls are lined with t-shirt cut-outs from students first solos and pictures of former students in their current aviation careers that span the globe from Delta Airlines to Frontier Airlines to Skywest and many others. |
| 90.00 | I believe they deserve a Flight Training Experience Award because everything—from the ground school to the aircraft and instructors—is highly professional and well-run. I've received excellent service and great value for the money I've invested. The staff and instructors are amazing, knowledgeable, and always supportive. Overall, it's a top-tier, well-organized, and professional flight school that truly stands out. |
| 83.00 | This is a great place. The one on one instruction is excellent. I highly recommend this school. The people are very professional and are willing to work with you to meet the needs you want to achieve. |

## 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: 86

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

National Average: 86
Your national percentile ranking: 48%

Regional Average: 86
Your regional percentile ranking: 70%

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

National Average: 86
Your national percentile ranking: 49%

Regional Average: 85
Your regional percentile ranking: 76%

## 5. SubScore Summary for Centennial Aviation Academy at KPDK

Region: 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 | 97 | 96 |
| Community | 96 | 96 |
| Information Sharing | 92 | 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: 46%

Regional Average: 96
Your regional percentile ranking: 58%

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

National Average: 98
Your national percentile ranking: 47%

Regional Average: 97
Your regional percentile ranking: 61%

6.3 Responses per Question

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 9 | 90% |
| Somewhat Agree | 1 | 10% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 8 | 80% |
| Somewhat Agree | 2 | 20% |

My school promotes a culture of safety.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 10 | 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 | 9 | 90% |
| Somewhat Agree | 1 | 10% |

## 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: 55%

Regional Average: 96
Your regional percentile ranking: 66%

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

National Average: 96
Your national percentile ranking: 62%

Regional Average: 95
Your regional percentile ranking: 82%

7.3 Responses per Question

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Disagree | 10 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 9 | 90% |
| Strongly Disagree | 1 | 10% |

Staff at my school always treated me with respect.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 10 | 100% |

Sometimes I wish I had chosen a different flight school.

| Response Choice | Frequency | % |
|---|---|---|
| Somewhat Disagree | 2 | 20% |
| Strongly Disagree | 8 | 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: 96

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

National Average: 96
Your national percentile ranking: 37%

Regional Average: 96
Your regional percentile ranking: 44%

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

National Average: 96
Your national percentile ranking: 36%

Regional Average: 95
Your regional percentile ranking: 47%

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 | 10 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Somewhat Agree | 1 | 10% |

| | | |
|---|---|---|
| Somewhat Disagree | 1 | 10% |
| Strongly Disagree | 8 | 80% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 5 | 50% |
| Somewhat Agree | 5 | 50% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 10 | 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: 92

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

National Average: 91
Your national percentile ranking: 61%

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: 60%

Regional Average: 91
Your regional percentile ranking: 66%

## 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 | 9 | 90% |
| Somewhat Agree | 1 | 10% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Somewhat Agree | 1 | 10% |
| Neither agree nor disagree | 2 | 20% |

| | | |
|---|---|---|
| Somewhat Disagree | 1 | 10% |
| Strongly Disagree | 6 | 60% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 60% |
| Somewhat Agree | 2 | 20% |
| Neither agree nor disagree | 2 | 20% |

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 | 10 | 100% |

## 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 | 8 | 80% |
| 9 | 2 | 20% |

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 | 10 | 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: 95
Your regional percentile ranking: 72%

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

National Average: 95
Your national percentile ranking: 77%

Regional Average: 94
Your regional percentile ranking: 79%