



Report for Chennault Flying Service at KVGT

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 29 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 currently work for Chennault Flying Service as part of their office team. I am also doing my Commercial training Part 141 with them, with Beau as my primary instructor. The structured Part 141 curriculum, modern Diamond aircraft and avionics, and AATD simulators create an incredibly professional learning environment, providing all the resources needed to excel. Their on-site maintenance team keeps the fleet safe, reliable and minimizes downtime, keeping scheduling easy and training consistent! Instructors are knowledgeable, supportive, and committed to student success, they're always happy to answer any questions, provide feedback and advice, and go the extra mile to help out students. I've trained at a few schools and Chennault has stood out massively above the others - the training and SOPs are set up so students get into professional habits to prepare them for their future aviation careers, as well as building discipline and safety in the aircraft (whilst also having fun)! Beyond the training itself, the school has a friendly, supportive, driven aviation community that motivates you and makes you feel part of a team. Most of the graduates stay in touch after their training, establishing great connections and advice for students still in training! They have established great connections within the community, including with the local area (Air Shows, Open Houses, High School Open Evenings, tower tours), military, corporate companies, and organisations (occasionally holding Las Vegas 99s teaches).
87.00	Friendly and helpful staff, attentive CFIs, well maintained Diamond planes

90.00	I started my flight training here at chenault I currently have my commercial and instrument rating. I'm really glad I trained here the instructors are very informative and professional, the staff was very helpful and supportive throughout my training. The planes and facilities were definitely what I would expect from a top tier flight school. My instructors were always there when I had any questions or concerns
86.00	Because of the aircraft quality and quality of life you get with this school. They have part 141 and 61 catering to both types of students who prefer structure or flexibility. I went with 141 and I'm loving it currently so far. The owner Joe Chenault is an amazing teacher and owner of the flight school. I appreciate and love all my instructors who have helped me come this far. I'm currently a student pilot and I wouldn't be where I am without Chenault Flying Service!
89.00	Chennault Flying Service has always promoted a culture of safety and high-quality flight training. They insist on making flight training a fun and enjoyable experience, while doing so in very well-maintained aircraft, with top-notch customer service and professionalism from all staff!
90.00	This flight school thrives in professionalism and quality. As a student, I feel that being a part of this school is more like being a part of a community. Everyone shares aviation stories, tips, and mentors each other to become the most skilled pilots possible.
70.00	I completed my Private, Instrument, Commercial, and Multi-Engine ratings at Chennault Flight School, and I can confidently say this school sets the standard for quality flight training. From day one, the instructional team — Keiki, Saori, Chris, and Grant — demonstrated exceptional skill, patience, and professionalism. They go beyond just teaching maneuvers; they build real pilots. Each instructor brings a unique perspective that sharpens your understanding of aerodynamics, systems, and decision-making. The fleet is modern, diverse, and impeccably maintained — including DA20, DA40, DA40NG, and DA42 aircraft — allowing a seamless training progression through every stage. The environment is structured, safety-driven, and supportive, creating the perfect balance between challenge and encouragement. Because they don't just produce licensed pilots — they produce confident, disciplined aviators who understand the responsibility that comes with the privilege of flight. The professionalism of the instructors, the quality of the training aircraft, and the culture of excellence throughout the program make Chennault a model flight school.
90.00	Professional environment with knowledgeable instructors going above and beyond to create a new generation of well rounded pilots.
90.00	CFS is an amazing school with high quality instructors who make availability an absolute priority. Mybdy job is very busy and yet they always are able to make it work amd help me crank through training. The Diamond aircraft we fly are well maintained and capable (compared to the 172s I flew years ago for my private). The in-house Sims have great availability and high fidelity especially the virtual fly which is almost exactly 1:1 to the real plane from a buttonology standpoint. They have brand new educational rooms and plenty of space. Dispatch is full of friendly and helpful people. Maintenance is likewise very helpful. Overall the combination of these people and the airplanes are fantastic and I HAVE recommended multiple people to come check them out!
90.00	Amazing instruction. Every lesson feels like I've learned something from it.
90.00	Most dedicated flight instructors, outstanding maintenance team, and aircraft availability that keeps students flying safely and consistently.
90.00	I have flown with five flight schools in two countries and this is the most professional and educational experience I have had over five years of flight training. The school has every educational resource to include availability of aircraft, simulators, and instructors for timely and effective training. They have 5 types of different aircraft which allowed me to choose the best option for me, and allows me to gain a vast amount of experience! The course structure allows me to show up knowing what I need to do so I'm prepared for every lesson. They set you up for success!
78.00	Great facilities and CFIs are knowledgeable. Aircrafts are well maintained

90.00	<p>I have been training with Chennault Flying Service for the past two years, starting from my Private Pilots License and now working toward my Certified Flight Instructor rating. Throughout that time, I have seen tremendous improvements in both the school's customer service and overall operations. They have expanded their fleet to accommodate the growing number of students and maintain a well organized scheduling system that works smoothly for everyone. The team communicates well and is flexible in working with individual schedules, making it easier to balance training with jobs, family, and other commitments. For university students, lessons are also uploaded promptly to the course tracker, which helps ensure assignments are submitted on time. The Instructors at Chennault are professional, knowledgeable, and genuinely invested in each student. They take the time to ensure every pilot is fully competent, confident, and safe before advancing to the next stage of training. I myself have faced challenges in training, but every instructor has been patient, encouraging, and willing to spend time clarifying concepts or reviewing maneuvers to help me overcome obstacles. Because of their approach, I have always felt confident going into every checkride. One of the highlights of my training was the spin training course offered at the school. This was conducted in an Extra 300L, an aircraft with the capability to demonstrate all pilot errors safely. This course was conducted by a retired U.S. Air Force fighter pilot, airline pilot, and acrobatic pilot which brought exceptional expertise and perspective. The ground was in a group setting and was both detailed and engaging breaking down complex aerodynamics into simple easy to understand concepts. The flights were an incredible real world experience that helped me better understand stalls and spins by actually inducing and recovering from them in a controlled environment. It is one thing to study aerodynamics on the ground but to actually feel it really puts things into perspective. With this training I feel safer and more confident as a pilot. Overall, Chennault Flying Service has provided me with high quality flight instruction, excellent communication, and a supportive environment that promotes skill and safety. I believe that their improvements, professionalism, and dedication to creating safe and capable pilots is what sets them apart. I believe this school is highly deserving of this award and recognition for their contribution to aviation training.</p>
85.00	<p>Had a good experience with the flight school. Easy to schedule aircraft and flight instructor. Safety is important to this flight school and its instructors.</p>
80.00	<p>They are professional and sincere in their approach and very effective in my opinion.</p>
80.00	<p>This flight school offers the best training in Las Vegas from my experience. I went from only having my private certificate to almost complete with CFI in just over a year since attending. The school's facilities are clean, the staff/instructors are friendly and safety minded, and the atmosphere of the school is great for learning. Recently, I did my spin training for my CFI certificate here, and my perspective around spins, spin recovery, and teaching spins was enhanced dramatically. I now feel I have much more knowledge than before regarding spins, and that my ability to teach new students the proper techniques of spin recovery was enhanced. Our spin instructor, Joe Chennault, really does care about student safety and understanding. I feel much more confident about my safety as a pilot and a soon to be CFI having been through the spin course.</p>
84.00	<p>Friendly staff , and instructors. Nice and welcoming space.</p>
90.00	<p>Since getting back into flight training after a bad car accident a few years ago, Chennault flight school allowed me to start proficiency flying to get back into the swing of things and get. Me comfortable being in the cockpit again. My instructor Beau Gaddis was and is very patient with me and helped me jump back into my instrument training so I can continue where I left off at. Beau is available to answer questions around the clock and has been by far one of the best instructors that I have had.</p>
87.00	<p>The school has the best instructors. Truly the best of the best. The instructors go above and beyond. The school has superior training systems. A unique blend of selected elements borrowed from military aviation, and the airlines. The collection of people is as varied as the this nation, for whatever reason the school attracts brilliant people from all over. The above elements in synergy form an unbeatable combination of excellence.</p>
87.00	<p>They are very organized. Great maintenance. They listen to their students.</p>
88.00	<p>Strong training experience that hires knowledgeable CFIs. This is probably the only school where I haven't seen a CFI get anything wrong (been there for 6 months), have a strange gap in knowledge, or spout a common general aviation myth/ old wives tale that just isn't true. Best part about the school is the aircraft are kept in great shape. Maintenance does a good job and has quick turnaround times. Both high and low wing trainers are available. CFI availability is great as well making it easy to train while you are working another job.</p>
90.00	<p>CFS has a large fleet of aircraft and a large pool of instructors that are there to ensure you succeed in training.</p>

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78.00	<p>I have had a mostly good experience here at Chennault and those bad experiences i do not believe were directly caused by Chennault, rather by sheer amount of time and work it takes into making oneself a pilot. I am also a pragmatic person and i understand that there is no such thing as perfect quality but i do believe there is exceptional quality, which Chennault certainly possesses. Things i like about the flight school: 1. Every instructor i have personally encountered is an instructor even when they are not "officially" instructing in any given interaction. I have had numerous occasions where i was studying at the flight school or completing a solo and i stuck on something knowledge or regulation related and an instructor was always there to help me. I'm that moment i do believe they should be getting compensated for their time but they don't. This just speaks to the professionalism of the flight schools' hiring standards. 2. The airplanes are meticulously maintained. Even when i book an airplane and later discover that it is grounded for maintenance after arriving for my lesson, the staff at the front desk is always jumping for the chance to accommodate me. This means they (the company and specifically the dispatchers) understand what it's like to be a student and how little time most people have to devote to this endeavor because of the sheer amount time it involves. They understand because the dispatchers are pilots themselves!!! Anyway, the maintenance team has fast turn around which means airplanes are always available. 3. Thorough safety measures. At every point from me entering the flight school to me walking back from the airplane after my flight, there is a well thought out procedure. This flight school goes beyond what is prescribed by the FAA in safety standards and i strongly believe it is for good reason. This is a busy airport with hundreds of students and instructors in addition to the busy airspace, transient traffic, and very limited areas for flight training. This is for the collective benefit of all the students so everyone can learn to be a pilot in the safest and richest learning environment possible. 4. No hassle scheduling. Early on in my training I canceled flight more often than I do now for usually weather reasons that other pilots might accept but i did not feel comfortable with because of my lack of experience. If you cancel and you tell them of your discomfort there are no questions asked and no pressure. 5. Finally and just as a general thought, all the staff has been warm and friendly, especially one of the guys at the front desk (Adam). Though it is a relatively large flight school it has a neighborhood vibe.</p>
90.00	<p>Chennault Flight Service takes the GI Bill, but you don't feel like they are just there to take VA money. This is just helpful for making flight training affordable for veterans. You don't feel like you're a number or a paycheck for someone. All of the instructors I have interacted with, including my primary instructor, have kept the training fun, while maintaining a safe environment that promotes learning. The spin training for CFI was particularly notable, especially the ground portion. This was more thorough than any spin training I received in UPT with the Air Force and has definitely made me a better and safer pilot.</p>
85.00	<p>Chennault flight school is very good with the instructors they hire. I have been flying with Beau Gaddis since my instrument training, I am now working on my commercial. He is a great teacher and really makes sure I am able to learn everything. If I have trouble understanding something he will figure out another way to teach until it eventually clicks in my head. He is very patient and goes out of his way to help if you are struggling. He is also kind and easy to get along with. He has been there for me every step of the way including showing up very early for my check rides.</p>

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90.00 Chennault Flying Service has been an incredible part of my flight training experience. As an adult that works full time and often odd hours, it is difficult to find a flight school that will make training work, especially a flight school that has a structured training program. Chennault has done a great job helping me navigate that situation. And that situation has been further complicated by using my GI Bill benefits to help fund training, as the VA comes with additional rules and regulations. Stephanie is a wealth of knowledge when working with the VA ensuring students can make the most of their benefits. Aside from how accommodating the school has been, the training has been phenomenal as well. I've received my Commercial Single and Multi Engine training from Chennault and am currently working on my CFI training. A highlight of my Commercial training was when the school allowed me to take one of the aircraft on an 1800nm round trip flight from North Las Vegas to Oklahoma City. I worked closely with my instructor to plan the flight and he was available for the entire trip to debrief each leg and talk about the next over the phone. It was an invaluable learning experience and I will take many lessons from it for my future students. Finally I want to talk about the UPRT/Spin course the school offers. They offer this training in an Extra 300L, which in itself was an awesome experience. As someone who hates roller coasters, I was very apprehensive about spins. The training completely changed that. It began with a thorough ground class where we had in depth discussions on aerodynamics and what is happening in the stall and spin. We also went over recovery and dissected how each step in the process contributes to a safe recovery and we got to see actual footage of each of those steps improperly performed and how that can aggravate the spin. The flight portion of the course was the most fun, and potentially life saving 2-hours of my flight training so far. Joe showed me how many of the things we are taught about stalls in early flight training simply aren't true, and have the potential to be dangerous when misunderstood. The capabilities of the Extra 300 allowed me to gain experience in recovering from vertical upsets as well as while inverted. When I performed my first spin that day, it isn't an understatement to say I hated it. By the fourth spin, with Joe's coaching, I was no longer uncomfortable when the nose went over and I had the confidence to handle the situation comfortably and effectively. I know that this training is going to be invaluable to me as a pilot and an instructor and will allow me to teach my students about upset recovery in a way that I never would have been able to without it.

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83.00 Chennault Flying Service has played a significant role in my aviation journey, shaping me into the pilot and instructor I am today. From the very beginning, I could tell this school was different. The instructors and staff care deeply about every student who walks through the door. They don't just teach you how to pass a checkride; they teach you how to be a safe, confident pilot. I earned my Instrument, Commercial, Multi-Engine, CFI, and CFII at CFS. Through my training, the instruction was clear, professional, and tailored to how I learned best. The instructors were always patient and encouraging, and they pushed me to reach my full potential. The aircraft are well-maintained, the scheduling is smooth, and the overall environment is positive and supportive. Now, I've had the chance to come back as a flight instructor myself. It's rewarding to be part of the same team that helped me grow and to help new students reach their goals. Chennault has a strong standard for training and professionalism, and I'm proud to contribute to that. This school continues to have a profound impact on its students and deserves recognition through the AOPA Flight Training Experience Award.

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90.00 Chennault Flying Service has been a great school for my flight training through private pilot, instrument, and now commercial flight training. I look forward to finishing my flight training there. They are very structured and have an amazing part 141 syllabus that ensures all students get through and comprehensive training, producing safer and better pilots!

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#### 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: **50%**

Regional Average: **86**

Your regional percentile ranking: **32%**

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

National Average: **86**

Your national percentile ranking: **51%**

Regional Average: **86**

Your regional percentile ranking: **35%**

## 5. SubScore Summary for Chennault Flying Service at KVGT

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	99	97
Customer Focus	97	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: 99

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

National Average: 97

Your national percentile ranking: 63%

Regional Average: 98

Your regional percentile ranking: 59%

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

National Average: 98

Your national percentile ranking: 67%

Regional Average: 98

Your regional percentile ranking: 65%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	28	96.55%
Somewhat Agree	1	3.45%

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

Response Choice	Frequency	%
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Strongly Agree	25	86.21%
Somewhat Agree	4	13.79%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	29	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	27	93.1%
Somewhat Agree	2	6.9%

## 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: 49%

Regional Average: 96

Your regional percentile ranking: 50%

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

National Average: 96

Your national percentile ranking: 55%

Regional Average: 96

Your regional percentile ranking: 45%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	3	10.34%
Strongly Disagree	26	89.66%

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

Response Choice	Frequency	%
Strongly Agree	29	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	29	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	3.45%
Somewhat Agree	1	3.45%
Neither agree nor disagree	4	13.79%
Somewhat Disagree	2	6.9%
Strongly Disagree	21	72.41%

## 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: 54%

Regional Average: 96

Your regional percentile ranking: 50%

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

National Average: 96

Your national percentile ranking: 57%

Regional Average: 96

Your regional percentile ranking: 55%

### 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	27	93.1%
Somewhat Agree	2	6.9%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	6.9%
Somewhat Disagree	1	3.45%
Strongly Disagree	26	89.66%

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

Response Choice	Frequency	%
Strongly Agree	23	79.31%
Somewhat Agree	3	10.34%
Neither agree nor disagree	2	6.9%
Somewhat Disagree	1	3.45%

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

Response Choice	Frequency	%
Strongly Agree	27	93.1%
Somewhat Agree	2	6.9%

## 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: **41%**

Regional Average: **91**

Your regional percentile ranking: **41%**

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

National Average: **92**

Your national percentile ranking: **36%**

Regional Average: **91**

Your regional percentile ranking: **45%**

## 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	79.31%
Somewhat Agree	6	20.69%

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

Response Choice	Frequency	%
Somewhat Agree	3	10.34%
Neither agree nor disagree	4	13.79%
Somewhat Disagree	8	27.59%
Strongly Disagree	14	48.28%

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

Response Choice	Frequency	%
Strongly Agree	18	62.07%
Somewhat Agree	7	24.14%
Neither agree nor disagree	3	10.34%
Somewhat Disagree	1	3.45%

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	25	86.21%
Somewhat Agree	2	6.9%
Neither agree nor disagree	1	3.45%
Somewhat Disagree	1	3.45%

## 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	26	89.66%
9	3	10.34%

## 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	29	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%