Report for DuBois Aviation at KCNO

Region: Pacific

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 72 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	DuBois Aviation, based at Chino Airport, is a long-established flight school offering both airplane and helicopter training. They’re known for their supportive, family-style atmosphere, flexible scheduling, and well-maintained aircraft, making them a respected choice for pilots pursuing everything from private to commercial and instructor ratings.
87.00	Dubois Aviation is friendly, fair, and flexible.
90.00	Dubois Aviation truly feels like a place where you're more than a dollar sign. The administration is friendly, connected to students, and clearly interested in our success more than they are in lining up the next person.
88.00	DuBois Aviation offers top-tier professional flight training in the Southern California. I would recommend this Flight School to anyone interested in wanting to learn to fly, as they have always retained superb instructors, airworthy airplanes, mechanics I trusted with my life, and staff that were always there to take care of my requests. I would recommend DuBois Aviation to anyone, as this school not only provides great service, but is also located near different types of airspace (multiple Class C and Class D) that enable student pilots to gain better aeronautical experience navigating the National Airspace System. DuBois Aviation has truly set me up for success, and I would not be the proficient pilot I am today without the outstanding training I received from here.

88.00	The flight instructor takes time to explain things to me. I am 12 years old and want to become a pilot, and the instructor treats me like an older person and not like a kid, which I like. It gives me confidence and helps me to learn.
87.00	Instructors are very knowledgeable, and make flying lessons enjoyable as well as informative.
87.00	Dubois should be considered for a Flight Training Experience Award because it exemplifies excellence in flight training through a combination of high-quality instruction, personalized student training, and a commitment to safety and aviation community development.
74.00	This flight school should win an award, because the customer service is great. All instructors are great and very knowledgeable. Great environment. Just a great place to learn to fly!
90.00	Friendly Staff! They are all so welcoming and willing to answer all your questions.
83.00	Excellent flight school with very student oriented training staff and management. Everyone is friendly and there to help with the needs of their customers. Too many flight schools nowadays are more interested in your money than in your passion to earn your wings. The only knock against the school is the lack of more rotary aircraft to fly and newer modern fixed winged aircraft with newer avionics. This shouldn’t stop anyone from flying regardless it’s the only con I could think of.
89.00	Quality instruction Excellent customer service Timely and efficient aircraft maintanence Excellent prices Strong and friendly leadership
90.00	Top notch service! Professional staff with dedicated flight instructors. Excellent facility and pride aviation excellence.
89.00	They do a really good job of helping students learn to fly.
90.00	Hands down the most influential, safe practices, preparedness, and all out fun school to train at. Fair prices even for rentals after completing your training. Open 7 days a week, and Bryce will prepare you for your checkride better then you ever thought. If you can pass his mock checkride you will ace the real checkride
90.00	Easy & efficient! I did a walk-in for a renewal and immediately was assigned a teacher and did the ground and flight training. Easy access, good availability and purposeful facilities both for the office part for the pilots and the adjacent hangar for maintenance and storage of planes. Location is good on a large airport with all the technical facilities like a tower and provisions for IFR landings, and with some traffic congestion at times is a good thing to learn to cope with rather than flying alone in nowhere. The air work practice area over the lake is just minutes away so minimal time is spent on getting there.
89.00	This flight school goes above and beyond to help students prepare for their check rides. They also have a program called Flyer’s Club, similar to young eagles, which provides 2 hours of flight training per month to kids between the age of 8-16 at a largely discounted rate. It opens up aviation opportunities for students that would not have been able to afford flight training, further bridging the gap of low income students and the high cost of flight training, all while maintaining the gold standard of training. The students are provided with all the necessary resources and training to not only find all the pertinent information on a checkride but also how to effectively further their aviation education on their own in the future.
86.00	DuBois Aviation is a top-notch flight school with some very knowledgeable flight instructors.
90.00	Speaking as a parent of a 13 who has now been flying with Dubois since he was 11 years old. Its not ez as a parent to let ur kid go fly a plane when he can't even drive yet. His first time going up was nerve-wracking, but after going for some time. Talking with the staff ,seeing first hand how they maintain the aircraft, how they go over the pre flight check. Everyone there is so professional, welcoming, and caring. Now when my son goes for his lessons I know he is in good hands and is being tought by some of the brightest people in this industry. I would recommend them in a heartbeat.
85.00	Dubois should win this awards because it has amazing staff and flight instructors.
82.00	Dubois is very accommodating re scheduling training & can handle single, dual engine & helicopters. Their instructors are very knowledgeable & friendly giving the student confidence in both ground & flight training.

87.00	Du Bois Aviation has been the most comprehensive and professional flight school I've experienced in my three-year aviation career. After attending three other schools, I can confidently say that Du Bois sets the standard for both ground and flight training. The owner and management team bring a wealth of aviation knowledge and experience, which clearly reflects in the quality of instruction provided. The instructors here are not only passionate about teaching but are also committed to their own continuous learning and growth. They're regularly evaluated and encouraged to stay sharp, ensuring they deliver the best possible training to their students. The in-house maintenance team deserves equal recognition. The mechanics are highly skilled, proactive, and maintain a strong safety culture. They take great care of the aircraft and are always willing to share their insights, adding an extra layer of learning for students. Overall, Du Bois Aviation is a school where professionalism, safety, and a love for aviation come together. Highly recommended for anyone serious about their training.
76.00	You almost always get to fly. They have mechanics on hand to make sure the planes are flight worthy. Great CFI's. The school works with your needs. Easy to get into the schedule. I got my PPL. Working towards my instrument.
76.00	Great flight school for helicopters
90.00	Truly an amazing school to work with. They want nothing more than for you to succeed whether you are training for your Private Pilots License as a hobby or shooting for a career in Aviation, DuBois does everything they can to support. Their prices are very competitive and the planes are always available. Can't say enough good things about my time at this school!
90.00	Super helpful employees that assist with everything from pushing airplanes into position (like the shady spot by the hangar) for you so your preflight goes easier, to pumping gas for you etc. Also has reasonable rental rates!
90.00	This flight school has a very professional and experienced staff. Their planes are well maintained and their schedule is flexible. The facility is clean and well maintained.
90.00	Great experience with DuBois Aviation. Easy to schedule. I had a great instructor for my complex endorsement. Very knowledgeable and patient.
83.00	We loved our experience with Dubios Flight school. We took their discovery flight to Catalina for my husbands birthday present. We had a great time flying over to where we met near Catalina and then back again. The pilot with us was very agreeable, kind, and easy to chat during the 1.5 hour experience.
90.00	I am currently a student pilot working on getting my private pilot certification at DuBois Aviation, from the first class their professionalism, attention to detail, and true caring for the students was obvious to me.... I am an older student who owns my own business, I can see the positive culture they have created for their customers and staff, which is extremely difficult to do. I am also impressed by their safety-first mentality; I have never felt unsafe with my instructor or the planes that we are flying.
79.00	-Good safety culture -All instructors help with making it a good environment to learn -Everyone is knowledgeable beyond the bare minimum of the FAAs standards -Instructors are readily available and are willing to work with students schedules
84.00	Just wanted to say a few quick words about why Dubois Aviation deserves the Flight Training Experience Award. I trained with them and still rent planes there—and I keep coming back for a reason. The instructors are knowledgeable, patient, and truly care about their students. The vibe is friendly and professional, and the planes are always in great shape. Dubois doesn't just teach you to fly—they build confident, capable pilots and a real sense of community. I can't recommend them enough.
83.00	This flight school should receive the award due to the well maintained maintenance and safety procedures that are followed. The flight syllabus are great in structure and are very emphasized on following them to create smooth lessons. The school provides the appropriate resources to learn with in terms of books and ground school
83.00	Dubois Aviation is genuinely interested in promoting aviation, especially to young people. In addition to my own flight training there for my commercial pilots license, two of my kids have participated in the summer Aviation camp program that Dubois Aviation runs. Both of my kids have come away with great experiences and have time in their logbooks now, should they decide that they want to pursue their pilots license eventually.
89.00	Great staff and service. 10 out of 10!

90.00	DuBois managed to use the flight time and availability I had to get me to my private pilot checkride. At each step of my training, my instructor and the school made sure I had the skillset and confidence to move forward and trained me well beyond the minimum competencies. Leading up to my checkride date I had the opportunity to fly with several instructors and identify any blindspots or deficiencies. The few maintenance issues that came up were dealt with promptly and professionally, and more importantly served as learning opportunities. Overall, it was an enjoyable journey and felt very time and cost-effective. Looking forward to continuing my instrument with them.
90.00	Du Bois has a varied fleet of aircraft, including multiple Piper Cherokees, a Cessna 150, a Mooney, a Piper Apache, and rotary aircraft. This allows students flexibility in choosing an aircraft that aligns with their training goals, thereby mitigating scheduling conflicts resulting from the overuse of a single aircraft. Their ground school and flight instruction are delivered one-on-one, which helps tailor the pace and method to each student's learning style. They run aviation camps to engage younger prospective pilots, providing them with exposure to fundamentals, hands-on flight experiences, and the aviation culture. These outreach efforts demonstrate a commitment not only to training paying clients but also to fostering aviation interest in the community. I also appreciate the strong emphasis on safety, from stressing the importance of knowledge on regulations and why they are in place, to providing instruction in the cockpit that shows students how to apply all they are learning to make the air a safer place for everyone.
88.00	Our staff is very accommodating towards all students. We have received various students who come from other schools that have nothing but praise to give for Dubois. We work very hard to ensure our instructors are teaching at/above our standards and ensure their aeronautical knowledge remains consistent and accurate. Our school has won this award previously and consecutively, so receiving it again would be a great testament towards our strive to greatness in the instructional world.
90.00	Dubois Aviation has a fleet of aircraft including Helicopters, allowing students to get the most well rounded training and opportunities.
90.00	The quality of training that they give is impeccable. DuBois aviation is about quality and safety whether it be training for a pilot certificate or rating the individual learner is going to earn that Pilot certificate or rating. DuBois Aviation is not Santa Claus, you will earn your certificate or rating. Aviation is fun, but it's also a serious adventure when you receive your pilot certificate or rating from dubious aviation you will know you have earned it. Safety and quality is dubious aviation training
86.00	This school is amazing with getting young kids interested in Aviation. Both of my grandkids ages 5 and 8 have done the Summer Camp Program a couple of years i a row. They even have the option to join the Flyers Club program. The staff is so friendly and always willing to help. The environment is a nice family feel and you are always welcomed in with open arms.
86.00	I've been at Dubois Aviation in Chino, CA, for about nine months, obtaining my Private Pilot Certificate, if it wasn't for the fact that I will be moving soon, I would continuing my Instrument rating with them. They're AOPA Flight Training Experience Award material, no questions about it.
86.00	This school has a great model and is student centered.
90.00	Dubois aviation has the friendliest staff and puts safety and students as the number one priority in flight training.
90.00	This school is amazing! All CFIs are professional and always helpful.
84.00	I got left stranded in Riverside, CA by my previous CFI after I hired him to come ferry my newly purchased Piper Cherokee back to Dallas, TX. Late on a Friday evening, I reached out to Bryce Monteleone to let him know my plight. I previously connected with Bryce through Facebook to help with a pre-buy inspection on this plane. He was always pleasant and helpful, always answered my calls promptly and helped with this very important transaction. Within 30 minutes, he connected me with one of his CFI's named Hasan. Hasan agreed to meet me at sunrise the next morning and fly with me back to Dallas (Caddo Mills Muni - 7F3). Along the way back, I received 10/10 instruction towards my PPL and gained an amazing friend. If I were single, I would have traveled back to Chino, CA to complete ALL of my training with Bryce and Hasan at Dubois Aviation!
71.00	Overall this school did a great job in meeting my personal needs to accomplish my goals.

90.00	I am a student of Dubois aviation. What I like most about the school is that the instructors are very professional, knowledgeable, friendly, positive, and passionate. My CFI has over 1500 hours and is so good at his craft. Stationed at the most busy airspace in SoCal must make them the best pilots. Watching him demonstrate maneuvers and conduct radio communication always amazes me how smooth they are. My CFI will always ask me for feedback, give me lots of encouragement, and also give me feedback on what I can improve. He will never charge me extra if a delay happens on the previous lesson, or any time spent not related to my class. There was one time he brought me to a free flight to another airport because they needed to go pick up another student, which is a great cross country experience. Besides the instructors, the mechanic team also maintains the planes very well. When spotting an issue during preflight, they will address them immediately. I believe that's also very important for a FBO to keep everyone safe. They also have a summer camp program for young people, and I saw the excitement and happiness from those kids. In my opinion that also shows they are good at being teachers. I look forward to going to school before every appointment and therefore recommending the school to any new students around Chino
90.00	Excellent customer service the staff is fantastic and always willing to help. :)
90.00	The level of detail and discipline within the structure of the curriculum is amazing. Additionally my favorite thing about the school is the level of professionalism and care from the staff. This place truly feels like home. The instructors help each other out and the environment is one in which everyone chips in. Especially in situations that require problem solving there is a safe environment to learn, The school is ran exceedingly well from a logistics perspective as well. Planning, coordination, and timeliness is the best I have seen in any flight school,
83.00	The school has very good instructors you can choose from to best fit your style of learning. They also have very good customer service and always make you feel welcome. The prices for air planes and instruction are very reasonable. The maintenance on their planes is very good and they have a good safety record. For a new pilot who wants to go onto the bigs, Dubois is the place to start.
88.00	The staff is very nice and teach very well making sure I understand everything. Every time I walk into the office I feel welcomed and it feels like home
86.00	This flight school should win Flight Training Award because they do great job at being patient and teaching the knowledge at a high level. The safety is also top-notch.
90.00	I've been associated with a few Flight Training Facilities over the years and have found that this Facility is by far ahead of the rest. It starts with the Receptionist at the front desk. The Professionalism and Knowledge of Aviation is first and foremost throughout the Flight School and is exhibited by each and every Flight Instructor, Management and Owner. In additional to being one of the Top Training Schools, they are well invested in the next generation of Aviators with the summer training program.
88.00	This flight school is filled with staff that truly care about their students and futures. I received my Private Pilots License with Dubois and always appreciated the attention they bring to their fleet of aircraft as well as the customers walking through the door. A flight school that I would surely recommend to others.
86.00	Great staff, super friendly, really knowledgeable pertaining to aviation but doesn’t pretend to know everything. CFIs are all relatable and personable.
87.00	I think Dubois should win the award due to the approach they have with all students. As a student pilot it’s daunting learning how to operate an aircraft and the culture of Dubois helps to ease the nerves surrounding it. It is always safety is priority 1, as well as learning from everything you experience. All of the staff is super friendly and helpful and acts as if you’re one of them rather than just an outcast, they are all willing to go out of their way to help.
86.00	Dubois Aviation is truly a top-notch flight school and aviation service provider. From the moment you walk through the door, you’re greeted by friendly and knowledgeable staff who genuinely care about your goals. The instructors are professional, patient, and highly experienced they take the time to explain everything clearly and make sure you’re confident before every flight. Their fleet is well-maintained and always in good condition, which really speaks to the pride they take in safety and quality. Whether you’re just starting out, pursuing advanced ratings, or renting for personal flights, Dubois Aviation delivers a first-class experience every time. It’s rare to find a team that combines professionalism, passion, and personal attention like this. I highly recommend Dubois Aviation to anyone serious about learning to fly or looking for reliable aircraft rental and instruction.
70.00	They are honest and accommodating to student needs.

89.00	They have brought me up to 60 and allow me to work in areas I felt weak. Now I an more confident about my exams soon
90.00	Dubois Aviation should win a Flight Training Experience Award because their customer service is outstanding, their flight training is unbeatable with seasoned flight instructors, and they have a well-structured, hardworking maintenance team to keep students and instructors safe. This flight school offers the most welcoming environment and is located at an exceptional facility. The owner, Bryce, takes the time to ensure everything is perfect, from customer service to flight training to maintenance. There is no better flight school around. Dubois Aviation should, without a doubt, win this award in recognition of being the absolute best at what they do.
89.00	The school offers amazing instruction.
90.00	Excellent training staff, flexibility, and availability.
90.00	Dubois Aviation delivers an outstanding flight training experience with exceptional instruction from Josh, whose personalized teaching builds confidence and skill in every student. The supportive and friendly staff create a welcoming environment focused on safety, growth, and student success, making Dubois Aviation truly deserving of the Flight Training Experience Award.
86.00	Great service and respectable pricing
86.00	Because they not only provide a great experience, their are committed to teach you everything as possible
86.00	Flight training is excellent! I work with the instructor Jason and have had a great time learning at Dubois. Jason is a top notch instructor and it’s a very welcoming atmosphere.
90.00	Flexible scheduling, open 7 days a week. Multiple aircraft available.
90.00	In my 40 years of aviation this is the best school I have ever worked with. The aircraft are maintained perfectly and always clean and ready to go. The flight instruction staff are extremely professional and knowledgeable, relating personal experiences and maintaining high standards of excellence. The ops and management team run a strong and positive organization, using the most modern tools for leadership but keeping a personal human touch. These guys are amazing and I have referred them to many friends - they are truly the best!!!!
80.00	The instructors are first-class Level They are professionals, as well as Mechanics staff, it's a school, What would you recommend to train as a pilot?
86.00	The best flight school ever
88.00	DuBois aviation should win this award for many reasons. One being their dedication to their students and staff. I have noticed how well the staff is treated and how well the students are treated by always making sure we have the best experience possible.
87.00	DuBois Aviation deserves the award because they’ve got a fantastic, family friendly vibe, and they keep things super safe and welcoming.

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: 54%

Regional Average: 82
Your regional percentile ranking: 61%

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

National Average: 86
Your national percentile ranking: 54%

Regional Average: 85
Your regional percentile ranking: 70%

5. SubScore Summary for DuBois Aviation at KCNO

Region: Pacific

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	96	96
Community	97	96
Information Sharing	93	91
NetPromoter Score	99	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: 54%

Regional Average: 92
Your regional percentile ranking: 83%

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

National Average: 98
Your national percentile ranking: 56%

Regional Average: 97
Your regional percentile ranking: 90%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	64	88.89%
Somewhat Agree	5	6.94%
Neither agree nor disagree	3	4.17%

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

Response Choice	Frequency	%
Strongly Agree	69	95.83%
Somewhat Agree	3	4.17%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	70	97.22%
Somewhat Agree	2	2.78%

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

Response Choice	Frequency	%
Strongly Agree	69	95.83%
Somewhat Agree	1	1.39%
Neither agree nor disagree	1	1.39%
Strongly Disagree	1	1.39%

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: 96

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

National Average: 96
Your national percentile ranking: 41%

Regional Average: 93
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: 45%

Regional Average: 94
Your regional percentile ranking: 70%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	6.94%
Neither agree nor disagree	4	5.56%
Somewhat Disagree	4	5.56%
Strongly Disagree	59	81.94%

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

Response Choice	Frequency	%
Strongly Agree	66	91.67%
Somewhat Agree	4	5.56%
Neither agree nor disagree	2	2.78%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	71	98.61%
Somewhat Agree	1	1.39%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	2	2.78%
Somewhat Agree	1	1.39%
Neither agree nor disagree	1	1.39%
Somewhat Disagree	5	6.94%
Strongly Disagree	63	87.5%

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: 51%

Regional Average: 91
Your regional percentile ranking: 72%

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

National Average: 96
Your national percentile ranking: 52%

Regional Average: 96
Your regional percentile ranking: 70%

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	64	88.89%
Somewhat Agree	6	8.33%
Neither agree nor disagree	2	2.78%

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

Response Choice	Frequency	%
Strongly Agree	2	2.78%
Neither agree nor disagree	2	2.78%
Somewhat Disagree	3	4.17%
Strongly Disagree	65	90.28%

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

Response Choice	Frequency	%
Strongly Agree	59	81.94%
Somewhat Agree	6	8.33%
Neither agree nor disagree	7	9.72%

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

Response Choice	Frequency	%

Strongly Agree	67	93.06%
Somewhat Agree	5	6.94%

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: 63%

Regional Average: 89
Your regional percentile ranking: 72%

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

National Average: 92
Your national percentile ranking: 61%

Regional Average: 91
Your regional percentile ranking: 70%

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	65	90.28%
Somewhat Agree	7	9.72%

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

Response Choice	Frequency	%
Strongly Agree	3	4.17%
Somewhat Agree	3	4.17%
Neither agree nor disagree	16	22.22%
Somewhat Disagree	12	16.67%
Strongly Disagree	38	52.78%

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

Response Choice	Frequency	%

Strongly Agree	53	73.61%
Somewhat Agree	9	12.5%
Neither agree nor disagree	10	13.89%

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	68	94.44%
Somewhat Agree	3	4.17%
Neither agree nor disagree	1	1.39%

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	67	93.06%
9	4	5.56%
8	1	1.39%

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	71	98.61%
Passive	1	1.39%

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: 99

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

National Average: 92
Your national percentile ranking: 45%

Regional Average: 72
Your regional percentile ranking: 61%

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

National Average: 95
Your national percentile ranking: 51%

Regional Average: 90
Your regional percentile ranking: 90%