



Report for FCA Flight Center, Inc. at KFIT

Region: Eastern

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 32 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
83.00	Great rates Modern planes availanle Good instructors Accomadating management
90.00	FCA Flight Center really care about their customers. Their instructors are highly qualified, and are not there just to build time, They carefully assess the needs of their clients, and provide an efficient path to success whether it's a flight review, a pilots license, or a new rating. Safety is always their top priority. Their planes are always in excellent condition, and any discrepancies are quickly addressed. Everyone is so friendly at FCA.. It's a policy that starts at the very top, with owner, Jim Powell. Jim makes himself available to everyone. He truly cares about your aviation journey.
86.00	FCA should win a Flight Training Experience Award, due to the instructors, staff, airplanes, and the training atmosphere. At FCA, the instructors and other staff take their job seriously, but they know how to bring fun into it. The days that I had lessons were the ones I looked forward to the most, and even despite having bad lessons (on my part) from time-to-time, I always left smiling. They genuinely want you to learn and grow as a pilot and person, especially for us teenagers starting our aviation journeys. If I hadn't gone away to college, I would finish all of my certificates and ratings there.
90.00	The best friendly and professional school with amazing instructors.
86.00	They took the time to make sure my son had the best experience for his first flight! Highly recommend!!!!

90.00	<p>Should win for the following two reasons: 1. World-class flight school leadership from the president and chief instructor of the FCA flight school (Jim Powell); his leadership sets many examples for his instructors to use while guiding and encouraging flight school students successfully through their syllabus (e.g., PPL, instrument, &amp; currency / BFRs). 2. Very high student "ticket" completion rates; student pilots travel long distances to do their flight training at FCA (Fitchburg Airport). The flight school has a good fleet of highly reliable GA airplanes with modern avionics plus dedicated instructors - good reasons why students want to do their training at FCA where they have the resources at the flight school to earn their tickets safely, efficiently, and in a cost-effective manner.</p>
90.00	<p>I honestly have no idea.</p>
86.00	<p>FCA should win the Flight Training Experience Award because they provide personalized, high-quality instruction that helps every student reach their goals with confidence. Their supportive instructors, well-maintained aircraft, and welcoming community make learning to fly both safe and enjoyable.</p>
90.00	<p>This flight school absolutely deserves to win a Flight Training Experience Award. The owner is one of the kindest and most supportive people you'll meet in aviation—genuinely invested in every student's success and safety. The instructors are knowledgeable, patient, and passionate about teaching, which creates an environment that is both professional and encouraging. They have an impressive fleet of well-maintained aircraft, which means students have access to plenty of training opportunities without constant scheduling headaches. The atmosphere is positive and community-oriented—you feel like part of a family, not just another student on the schedule. From the quality of instruction to the genuine care they show for their students, this school sets the standard for what great flight training should be.</p>
90.00	<p>FCA Flight Center truly stands out as one of the best flight schools in the nation — a place where professionalism, safety, and knowledge come first, every single day. From the moment you walk through their doors, you can feel the passion and dedication that fuels this incredible team. Every instructor at FCA goes above and beyond to ensure each student is not only well-trained but also fully confident and prepared for every aviation adventure that lies ahead. The culture here revolves around excellence in flight training, unwavering commitment to safety, and a genuine love for helping pilots grow. I would especially like to commend Jim Powell (CFI #3709143) — Owner and Instructor — whose lifelong passion for aviation and devotion to his students set the tone for the entire school. His guidance, patience, and enthusiasm have been instrumental in my own journey; I truly wouldn't be where I am today without his mentorship. I also want to give special recognition to my amazing instructor, John Oakes (CFI #4817373). His love for flying shines through in every lesson. John has a remarkable ability to make complex concepts clear and learning to fly even more exciting than it already is. Every flight with him is filled with insight, encouragement, and pure joy — and his dedication to safety and excellence is second to none. Thanks to FCA Flight Center, I am now a proud student pilot post-solo, continuing to learn more each day as I work toward my Private Pilot License and beyond. FCA isn't just a flight school — it's a family, a community, and a launchpad for future aviators. There's no doubt in my mind that FCA Flight Center deserves recognition as the Top Flight School in the Nation for 2025. Their professionalism, passion, and commitment to their students represent everything great about aviation.</p>
90.00	<p>FCA Flight Academy is professionally run, superbly staffed and equipped, and provides great service. The training is unsurpassed and at a competitive price.</p>
90.00	<p>FCA Flight delivers an outstanding flight training experience marked by flexibility and excellence. Their adaptable scheduling empowers students to learn at their own pace. The Certified Flight Instructors are highly skilled, supportive, and passionate about aviation. Training is thorough, safety-focused, and tailored to individual needs. FCA goes beyond expectations, offering extra time and guidance to ensure student success. The learning environment is professional, yet welcoming and encouraging. Students gain not just technical skills, but confidence and real-world readiness. The program's commitment to quality is evident in every flight and ground session. FCA consistently prioritizes student growth and achievement. These qualities make FCA Flight a top contender for the Flight Training Experience Award.</p>
82.00	<p>Great training environment, experienced instructors, good number and variety of aircraft, situated on a well maintained high quality airfield that is not overly busy</p>

90.00	<p>I recently completed my PPL flight review at KOWD after not flying for 20 years. I chose that location for its close proximity. They were a really good flight school and I had two different instructors one of which was not a good fit for me. Once I passed I went to KFIT to rent. At this point I still have not flown by myself. I did a rental check ride with Mason who I found to be super nice and patient. He asked lots of questions to get to know me and he gave me many new pointers that I could add to my process to be more safe. He told me he didn't like doing rental check rides because he typically runs across people who are rusty in certain areas and over confident who don't want to be given instruction or advice. They just want to get the sign off and move on. Some were even defensive or irate when given pointers. I am glad he told me that because it set the stage for both of us to have a growth mindset and changed the goals of the flight from being just a test to be passed to a learning opportunity for both us. The other staff I got to know were very friendly and responsive. Topics around safety and good decision making were talked about often. They also did a great job in updating me with the current status of their fleet in terms of maintenance, squawks, and scheduled inspections. The whole operation was top notch.</p>
88.00	<p>This flight school provides excellent flight training for the aspiring professional pilot or an aviation enthusiast.</p>
90.00	<p>The FCA flight school has the feeling of a aviation family. Jim Powell, the owner is diligent with his hiring and leadership. He selects CFI's whose credentials as well as personalities allow him to match a student with a compatible instructor.. The environment in the office is that of a family where Mr Powell provides excellent leadership with his instructors. He is respected, qualified, and demanding. Jim is always available for discussion and holds his CFI' to a high standard. Everyone flies with confidence knowing that all of FCA's airplanes are extremely well maintained by the schools AP who is a perfectionist !</p>
74.00	<p>FCA is an outstanding flight school. Great instructors, great availability of different types of aircraft for rentals.</p>
90.00	<p>Amazing flight school. Very professional instructors with great experience. Safety is their #1 priority</p>
86.00	<p>FCA flight center absolutely deserves an award for training experience. Their instructors are knowledgeable and humble if unsure about an answer their network of communication inter office is top notch. They emphasize a safety above all culture and have the best interest in us as students.</p>
89.00	<p>The FCA flight center was instrumental and super accommodating to me during my quest for my private pilots license. The instructor I worked with (Lucas Worthley) was excellent and was able to connect with me in a way that made my training easier and more personable. I would recommend this flight school over and over again.</p>
90.00	<p>School has many aircraft to choose from with a great selection of instructors who truly care about the students</p>
82.00	<p>Great people with great instructors. My training was slower due to flight nausea but instructors were very patient and in the end I was able to obtain my ppl</p>
90.00	<p>I am happy to recommend FCA Flight School for recognition in your upcoming award program. Our family's experience with FCA has been great, and their support has played a pivotal role in our son's journey to becoming a pilot. From the very beginning, FCA demonstrated a deep commitment to student success. Their instructors are not only highly skilled and knowledgeable, but also patient, encouraging, and genuinely invested in each student's growth. They consistently went above and beyond to work with us scheduling and making sure that our son had the support he needed, to build both confidence and competence in the cockpit. FCA's fleet is well-maintained and reliable, providing students with safe and consistent access to quality aircraft. Just as importantly, the school has shown remarkable flexibility in accommodating students' academic schedules and personal commitments. This willingness to work with students, rather than around them, has made a meaningful difference in our son's journey throughout his training. We've had a truly positive experience with FCA, and I can say without hesitation that they exemplify what a flight school should be: professional, supportive, and deeply committed to shaping the next generation of pilots. They deserve to be recognized for their outstanding contributions to aviation education.</p>
81.00	<p>Should win, excellent instructors and well maintained aircraft</p>

90.00	I have known Jim Powell the owner of the FCA Flight Center for over 6 years and during that time I witnessed pilots receiving their Pilots License on a monthly basis due to the training provided by the FCA Flight Center. Jim is an ATP rated pilot having flown corporate for many years prior to him becoming the owner of the FCA Flight Center. Jim is meticulous in his selection of Instructors that provide excellent instruction in an easily understandable, friendly manner until complete understanding is achieved. I witnessed this in the office of the FCA Flight Center over the past 6 years whilst I was the Airport Manager of KFIT. My personal belief is that the FCA Flight Center offers a Corporate ATP PILOT at the head of the Instructors which not many flight schools offer. and I believe this is one of the key factors producing the amazing results of Qualified Pilots on a routine basis. I retired from managing the Fitchburg Municipal Airport where the Flight School is located on the 30th September 2025 and would be more than happy to discuss my statement above if it is not clear. You have my email address and my personal phone # is 978 868 6508. Thank you. Best, Peter.
90.00	Jim Powell strives for excellence in the aviation field. He is knowledgeable and engaging. In turn, he chooses CFI's who demonstrate similar attributes. Myself and 3 children are products of this fabulous learning environment.
90.00	It's a wikked awesome school
90.00	FCA is a stand-out among its peers. FCA has a broad range of instructors and aircraft and a maintenance group which provides trustworthy support. FCA takes an interest in their students and works hard to help them to achieve their goals.
86.00	I received instruction from FCA for my instrument rating. The school was very accommodating to my schedule. Most of my instruction was with Jeremy. Jeremy was very thorough with explanation and patience. I am 62 years old and to be honest this rating was quite a challenge for me. FCA prepared me for the exam and gave me the confidence to reach my goal of getting my IFR rating.
86.00	FCA has helped me achieve a long term goal. I have always felt valued and supported here.
86.00	Great instructors, fairly large and varied fleet of aircraft. Part 61 school run like a 141 school.
86.00	FCA has a selection of thoroughly trained CFIs, most of which have been internally trained up to CFI or CFI-I. These instructors not only are capable pilots but are also capable teachers, and know how to let students make mistakes without endangering themselves.

#### 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: **74%**

Regional Average: **86**

Your regional percentile ranking: **67%**

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

National Average: **86**

Your national percentile ranking: **77%**

Regional Average: **87**

Your regional percentile ranking: **62%**

#### 5. SubScore Summary for FCA Flight Center, Inc. at KFIT

Region: Eastern

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	96	96
Community	98	96
Information Sharing	94	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: 67%

Regional Average: 98

Your regional percentile ranking: 65%

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

National Average: 98

Your national percentile ranking: 72%

Regional Average: 98

Your regional percentile ranking: 69%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	28	87.5%
Somewhat Agree	3	9.38%
Neither agree nor disagree	1	3.12%

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

Response Choice	Frequency	%
Strongly Agree	31	96.88%
Somewhat Agree	1	3.12%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	32	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	31	96.88%
Somewhat Agree	1	3.12%

## 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: 47%

Regional Average: 97

Your regional percentile ranking: 35%

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

National Average: 96

Your national percentile ranking: 52%

Regional Average: 97

Your regional percentile ranking: 35%

### 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	3.12%
Somewhat Disagree	1	3.12%
Strongly Disagree	30	93.75%

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

Response Choice	Frequency	%
Strongly Agree	28	87.5%
Somewhat Agree	2	6.25%

Somewhat Disagree	1	3.12%
Strongly Disagree	1	3.12%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	32	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	3.12%
Neither agree nor disagree	1	3.12%
Somewhat Disagree	3	9.38%
Strongly Disagree	27	84.38%

## 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: 98

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

National Average: 96

Your national percentile ranking: 76%

Regional Average: 96

Your regional percentile ranking: 68%

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

National Average: 96

Your national percentile ranking: 82%

Regional Average: 97

Your regional percentile ranking: 73%

### 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	31	96.88%
Somewhat Agree	1	3.12%

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

Response Choice	Frequency	%
Strongly Agree	1	3.12%
Strongly Disagree	31	96.88%

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

Response Choice	Frequency	%
Strongly Agree	28	87.5%
Somewhat Agree	3	9.38%
Neither agree nor disagree	1	3.12%

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

Response Choice	Frequency	%
Strongly Agree	31	96.88%
Somewhat Agree	1	3.12%

## 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: 94

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

National Average: 91

Your national percentile ranking: 73%

Regional Average: 92

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: 73%

Regional Average: 93

Your regional percentile ranking: 60%

### 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	30	93.75%

Somewhat Agree	2	6.25%
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My flight training at my school has required more time and/or money than I expected.

Response Choice	Frequency	%
Strongly Agree	2	6.25%
Neither agree nor disagree	5	15.62%
Somewhat Disagree	4	12.5%
Strongly Disagree	21	65.62%

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

Response Choice	Frequency	%
Strongly Agree	23	71.88%
Somewhat Agree	3	9.38%
Neither agree nor disagree	6	18.75%

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	32	100%

## 10. Net Promoter Score

### 10.1 Questionnaire Responses

The Net Promoter Score is generated by asking customers how likely they would be to recommend a given product or service - in this case, your services as a flight instructor to another potential customer, on an 11 point scale.

How likely are you to recommend your CFI to someone interested in flight training?

Response Choice	Frequency	%
10	29	90.62%
9	3	9.38%

### 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	32	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: 93

Your regional percentile ranking: 73%

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

National Average: 95

Your national percentile ranking: 77%

Regional Average: 97

Your regional percentile ranking: 75%