



Report for Fundamentals Flight Training LLC. at KERI

Region: Great Lakes

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 9 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
85.00	Dedicated instructors and owner.
86.00	This program is a newer flight school and keeps improving evert year, increasing the staff and the plane selection.
88.00	Excellent instructors with state of the art simulator and large variety of planes for instruction. Planes are meticulously maintained. Communication to students/renters is frequent and welcoming. Instructors and owner are very personable and available.
86.00	The instructors there are top tier. They make learning to be a pilot look easy.
90.00	This flight school was an amazing experience done so professionally making sure each student understood the lessons The owner is on site he hires only the best instructors after doing a comprehensive dive into their training. The school owner requires professionalism at all times of the students and CFIs. Respect is required Safety is of utmost importance. Always making sure each aircraft is up to date on all aspects of inspection. Even if a student so much as voices a concern about an aircraft it is addressed with no problem. Highly recommend this FS for anyone interested in learning to fly.
90.00	Unbelievable instructors

84.00	Fundamentals Flight School deserves a Flight Training Experience Award because the instructors truly care about their students and make learning to fly safe, fun, and personal. They take time to explain things clearly, focus on safety, and help each student feel confident in the air. The school has a welcoming, supportive atmosphere and well-maintained aircraft, they've supported me through every step of my training. I have got my Private Pilot Certificate and Instrument Rating here. Now I am working toward my Commercial.
89.00	The school provides great training, the staff is all very nice (I recently became staff), and everyone supports your learning very well.
89.00	This Flight School should be, because the school has a Great Love for flying and they really enjoy passing that Love on to their students.

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: **75%**

Regional Average: **87**

Your regional percentile ranking: **41%**

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

National Average: **86**

Your national percentile ranking: **78%**

Regional Average: **87**

Your regional percentile ranking: **58%**

5. SubScore Summary for Fundamentals Flight Training LLC. at KERI

Region: Great Lakes

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	98	96
Community	99	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: 66%

Regional Average: 99

Your regional percentile ranking: 50%

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

National Average: 98

Your national percentile ranking: 71%

Regional Average: 98

Your regional percentile ranking: 75%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Neither agree nor disagree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	9	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	100%

7. Customer Focus Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Customer Focus; adding value by demonstrating professionalism and engagement with students

Your Score: 98

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

National Average: 96

Your national percentile ranking: 76%

Regional Average: 97

Your regional percentile ranking: 64%

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

National Average: 96

Your national percentile ranking: 81%

Regional Average: 97

Your regional percentile ranking: 67%

7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	1	11.11%
Strongly Disagree	8	88.89%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	9	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	11.11%
Strongly Disagree	8	88.89%

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: 99

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

National Average: 96

Your national percentile ranking: 88%

Regional Average: 98

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: 93%

Regional Average: 98

Your regional percentile ranking: 58%

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	9	100%

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

Response Choice	Frequency	%
Somewhat Disagree	1	11.11%
Strongly Disagree	8	88.89%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

9. Information Sharing Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Information Sharing; educating and empowering students to make informed decisions about flight training investments.

Your Score: 91

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

National Average: 91

Your national percentile ranking: 39%

Regional Average: 94

Your regional percentile ranking: 23%

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

National Average: 92

Your national percentile ranking: 34%

Regional Average: 93

Your regional percentile ranking: 42%

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	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Somewhat Agree	3	33.33%
Neither agree nor disagree	1	11.11%
Somewhat Disagree	2	22.22%
Strongly Disagree	3	33.33%

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

Response Choice	Frequency	%
Strongly Agree	7	77.78%
Somewhat Agree	1	11.11%
Neither agree nor disagree	1	11.11%

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	9	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	9	100%

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	9	100%

10.3 Standardized Score Calculation

The overall Net Promoter Score is calculated by subtracting the percentage of your customers who are 'detractors' from the percentage of your customers you are 'promoters.' Thus, the overall Net Promoter Score can range from - 100 to 100.

For more information on the Net Promoter Score and how to interpret it, check out: <https://www.medallia.com/net-promoter-score>

Your Score: 100

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

National Average: 92

Your national percentile ranking: 73%

Regional Average: 92

Your regional percentile ranking: 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: 96

Your regional percentile ranking: 75%