



Report for Great Lakes Flight Center at KJHW, KDKK

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 24 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	Great Lakes has a great group of instructors willing to help students at any stage of their training.
90.00	Great Lakes flight Centre had been the most incredible experience for me. From the start, I received the most welcoming and personal experience. From finding time to work with my difficult schedule, to rescheduling flights with other instructors, to staying past closing to explain difficult concepts - they were incredible. All instructions were patient, knowledge, and encouraging. Within a mere 2 months, I was able to get top quality instruction, 54 hours of total flight time, and most importantly a PPL. Doing my checkride felt enjoyable and easy as they had prepared me so well and given me the knowledge and skills to succeed. Great Lakes Flight Centre is simply a place that makes dreams come true.
90.00	David and the team at Great Lakes Flight Center have been very welcoming to me as a student. David helped prep me for my instrument rating and I passed with flying colors. I have been working on my commercial rating with the school and have had nothing but a great experience. The team here does well prepping pilots for real-world flying not just beating up the pattern. The availability of aircraft is always great and the planes are very well kept. I wouldn't hesitate to take any plane in the fleet up. Any issues or concerns are always addressed promptly. I believe there is only great things to come for Great Lakes Flight Center and hope to see it grow exponentially.

90.00	The school instructors are not only very Pleasant but are willing to work around all schedules and help make sure you succeed in all aspects.
84.00	Very helpful and friendly instructors always give clear instructions and guidance during training. Always get back as soon as possible if you have any questions or needs.
89.00	The instructors are very knowledgeable and patient. They have a way of making sure you understand everything before they place you in the situation. I feel like I'm continually being set up for success as each lesson progresses. I never feel rushed or overwhelmed with any of the instructors.
90.00	This flight school has helped me get my Private Pilot License and they were super helpful
82.00	This Flight School should win a Flight Training Experience Award. When I was close to my private pilot checkride, my original flight school could no longer support my training and I needed to find a new school to complete my training. The Great Lakes Flight Center was swift in getting me back into the sky. They quickly gauged where I was in my training needs and helped me meet the last few requirements for my checkride. I was exceptionally prepared for the checkride and passed on my first go, largely due to the welcoming and competent nature of the staff at the Great Lakes Flight Center.
89.00	As a fairly new pilot, I found my experience with Great Lakes to be an awesome one. I had the opportunity to build relationships with several instructors and was connect to other pilots who have become valuable resources for me. The schedule always had an open slot for me which was important due to my busy work schedule. My instructor was amazing. She was always sending me new resources to consume and was extremely supportive during my training. I highly recommend Great Lakes to anyone looking to get into the world of aviation.
86.00	Great Lakes Flight School is led by a very skilled, capable pilot, Dave Hinz. Dave has employed qualified instructors and made the experience of learning to fly by using Flight Circle. The school also has ownership/access to a good set of airplanes. Lastly, Dave is a good, honest man that has his clients' best interests at heart.
88.00	The instructors are amazing, and help students with any problems that they have. They also hope show certain man maneuvers and went to use them as well as potential real life scenarios. Unlike some schools, the instructors have you flying and dealing with different types of weather conditions as well which makes training and the experience a lot better.
86.00	The flight school has developed into an amazing school. They have acquired an extensive fleet and and arsenal of flight instructors that are always available and ready to teach. The instructors take great pride in educating their students and making sure they are ready for their next step of their journey.
86.00	I believe Great Lakes Flight School truly deserves an AOPA Flight Training Experience Award. The instructors are not only top-notch and incredibly supportive, but the scheduling is smooth and the entire training experience has been absolutely wonderful. It's a place where you really feel like you're set up for success.
90.00	Freak Lakes flight Center has done a great job with overall flight training experience. I've been to multiple other schools for flight training and this one has been the best!
90.00	Great Lakes Flight Center should win a Flight Training Experience Award due to their open and welcoming approach in addition to thier experience and competence. I was introduced to Great Lakes Flight Center to complete a Biennial Flight Review. I did not get my PPL through GLFC, but found the experience open and welcoming to the extent after the BFR, I was able to get my endorsements for complex and high performance as well started my instrument training.
86.00	This Flight School should win a Flight Training Experience Award for many reasons.. Firstly because how willing the instructors are to be there and to teach you how to fly. I flew with a couple different instructors and they are always willing to answer any of my questions, show me different ways of doing something they learned how to do throughout their flying experience, and so much more. Another reason is because they always put you first. They let you schedule a lesson whenever they're free for a lesson and they let you cancel if you have anything come up not allowing you to fly that day. Another thing the instructors do is they text you asking if you want to fly. Sometimes you won't have a lesson scheduled and they text you asking if you want to fly that day. And lastly they should win this award because they give you several options what you want to do for that lesson that day. All the instructors are very professional but easy to talk to and get to know. I feel like being comfortable around the instructors is what's helping me learn how to fly better.
73.00	It is an amazing thing for our community and for the younger generation. Also Dave Hinez is an amazing instructor

88.00	<p>This flight school should win! Because they have the best instructors and experience. The atmosphere and locations are also great to learn in! They're a very helpful and resourceful school, always accommodating and flexible with your schedule as well.</p>
86.00	<p>I've been learning how to fly by Great Lakes Flight Center, The instructors are phenomenal, always willing to help answer questions and help lead me down the correct path to success while leaning the importance of safety. Rescheduling lessons that get canceled due to weather or maintenance is super easy. I think this flight school should win a Flight Training Experience award due to the cost effectiveness, having it not cost an arm an a leg while providing stable and consistent training.</p>
86.00	<p>I started my flight training at a different flight school and opted to change flight schools to Great Lakes Flight School because of the culture that has been created by the CEO and embraced by each of the instructors. Each instructor exudes a willingness to help students become better and safer pilots - not just the students they are providing training to but also other instructor's students. As an example, I am preparing for my IRA check ride and each of the three other CFII's at the flight school offered to fly with me in preparation. Each instructor I flew with was able to identify different areas they recommended I work on which was incredibly valuable. There is no doubt I am a better pilot because of this diversity of flight experience. Additionally, there is a genuine commitment and dedication to providing opportunities to learn about flying with the local Jamestown Public School System through their Learn to Fly partnership with AOPA. The CEO's emphasis on continuous education is evident by the opportunities he creates for students to visit control towers, ARTCC's and the like. Additionally, the CEO always makes certain there is some aviation topic explained on the whiteboard in the flight school that each CFI can use to review the "topic of the day" with their students. I also appreciate that the majority of the CFI's are not building time to move on to the airlines but rather are teaching out of a genuine love of aviation and a commitment to helping others. Each of the CFI's welcomes (and encourages) students to submit topics or areas to focus on prior to each lesson. There is a unique focus amongst all of the instructors on not just teaching to the ACS but rather teaching with a goal of become a proficient and safe pilot. Of course, each student presents differently levels of commitment, preparation, and availability, and the CFI's are exceptionally adept at creating lesson plans tailored to the unique issues and needs of each student. I want to address the issue of the use of a syllabus as it was referenced in the questions below. The students at Great Lakes Flight School are incredibly diverse and represent people from all walks of life, age groups, financial means, and so forth. Accordingly, it is impossible to develop a "one size fits all" syllabus. Often, if a student has not been able to fly for some period of time due to scheduling, availability of funds, or even weather (this is a common challenge in western New York in the winter months), it is common that skill sets previously taught may need to be re-reviewed. I don't think a standardized syllabus would be effective based on the student demographics and weather challenges Great Lakes Flight School encounters. Having said this, I don't want to leave a false impression there is no structure to the training programs - indeed quite the opposite. Rather the structure and order of lesson plans is custom tailored to each student based on their unique needs. As a student who started flight training in my mid 50's, I recognize it takes me longer to develop muscle memory and skill sets than it did when I was in my 20's. Regardless, each CFI that has been instrumental in my instruction was able to assess my current skills, identify areas I needed to work on and provided the necessary ground instruction to supplement my flying skills. I always felt appropriately challenged for each of my lessons but never overwhelmed. Lastly, the culture of giving back is front and center with the CFIs. Each CFI I have flown with has offered to be available to answer questions and invited me to reach out to them by text, email, or phone call. I've taken many of them up on that offer and they have always graciously taken the time to answer questions. Great Lakes Flight School truly sets the highest standard in flight training, and I consider myself exceptionally fortunate to have the ability to train with this school. I could not give a higher recommendation to this school.</p>
79.00	<p>The accessibility of instructors and transparent statistics allow for an reliable experience.</p>
89.00	<p>Variety of instructors to offer expertise and different styles of learning. Everyone is incredibly friendly and welcoming whether you're a beginner or experienced pilot.</p>
90.00	<p>Great Lakes has a close knit caring atmosphere. The cheif instructor is a very easy going person always addressing your questions and concerns. Maintenance and other delays are always dealt with very quickly. Availability is generally very good- the school is overall very flexible with students, be it schedule, payment or individualized training preferences. I believe Great Lakes flight center deserves this award.</p>

87.00 The staff and instructors at Great Lakes Flight School do a fantastic job operating the school. The instructors are very professional while also offering a training experience tailored to the individual pilot, where needed. The school goes out of its way to involve the local community and promote aviation in our schools. The aircraft are more than adequate, with frequent updates. Regular maintenance of the aircraft is performed promptly, as are repairs. Both home base airports have just the right balance of amenities. Whether you're a long-time experienced pilot looking to advance your training, an aviation enthusiast who dreams of taking to the sky, or a FUTURE pilot, Great Lakes Flight School has everything you need to accomplish YOUR mission!

#### 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: **61%**

Regional Average: **86**

Your regional percentile ranking: **42%**

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

National Average: **86**

Your national percentile ranking: **62%**

Regional Average: **87**

Your regional percentile ranking: **35%**

#### 5. SubScore Summary for Great Lakes Flight Center at KJHW, KDKK

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	97	97
Customer Focus	99	96
Community	96	96
Information Sharing	92	91
NetPromoter Score	100	92
Overall Total	97	94

#### 6. Educational Quality Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Educational Quality; offering effective training from professional instructors who are dedicated to students' success

Your Score: **97**

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

National Average: **97**

Your national percentile ranking: 31%

Regional Average: 98

Your regional percentile ranking: 18%

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

National Average: 98

Your national percentile ranking: 28%

Regional Average: 98

Your regional percentile ranking: 10%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	19	79.17%
Somewhat Agree	3	12.5%
Neither agree nor disagree	2	8.33%

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

Response Choice	Frequency	%
Strongly Agree	24	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	23	95.83%
Somewhat Agree	1	4.17%

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

Response Choice	Frequency	%
Strongly Agree	20	83.33%
Somewhat Agree	2	8.33%
Neither agree nor disagree	2	8.33%

## 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: 99

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

National Average: 96

Your national percentile ranking: 85%

Regional Average: 97

Your regional percentile ranking: 88%

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

National Average: 96

Your national percentile ranking: 91%

Regional Average: 97

Your regional percentile ranking: 94%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	24	100%

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

Response Choice	Frequency	%
Strongly Agree	23	95.83%
Neither agree nor disagree	1	4.17%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	24	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	4.17%
Somewhat Disagree	1	4.17%
Strongly Disagree	22	91.67%

## 8. Community Focus Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Community; emphasizing social connections and accomplishments.

Your Score: 96

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

National Average: 96

Your national percentile ranking: 49%

Regional Average: 96

Your regional percentile ranking: 38%

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

National Average: 96

Your national percentile ranking: 50%

Regional Average: 97

Your regional percentile ranking: 40%

### 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	21	87.5%
Somewhat Agree	3	12.5%

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

Response Choice	Frequency	%
Somewhat Disagree	2	8.33%
Strongly Disagree	22	91.67%

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

Response Choice	Frequency	%
Strongly Agree	18	75%
Somewhat Agree	3	12.5%
Neither agree nor disagree	2	8.33%
Strongly Disagree	1	4.17%

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

Response Choice	Frequency	%
Strongly Agree	23	95.83%
Somewhat Agree	1	4.17%

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

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

Your Score: 92

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

National Average: 91

Your national percentile ranking: 57%

Regional Average: 92

Your regional percentile ranking: 58%

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

National Average: 92

Your national percentile ranking: 55%

Regional Average: 93

Your regional percentile ranking: 48%

## 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	95.83%
Somewhat Agree	1	4.17%

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

Response Choice	Frequency	%
Strongly Agree	1	4.17%
Somewhat Agree	2	8.33%
Neither agree nor disagree	4	16.67%
Somewhat Disagree	5	20.83%
Strongly Disagree	12	50%

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

Response Choice	Frequency	%
Strongly Agree	20	83.33%
Somewhat Agree	1	4.17%

Neither agree nor disagree	2	8.33%
Strongly Disagree	1	4.17%

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	20	83.33%
Somewhat Agree	3	12.5%
Neither agree nor disagree	1	4.17%

## 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	22	91.67%
9	2	8.33%

### 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	24	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%