



Report for Hawkins Flight Academy at KSYI

Region: Southern

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 14 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
86.00	The school is a great place to train. The instructors are always willing to help. The airplanes are RV12s equipped with dual G3Xs. I believe they are great aircraft's to train in for their flight characteristics, perfect for new students or anyone who wants to upgrade to flying with glass panels. The school is always trying to add new resources for the students like having access to several simulators and expanding their fleet for plane availability. The school definitely sets itself apart from other schools I've attended or trained at. I feel very welcomed when I walk in the door, each accomplishment I've had has been met with praise and encouragement and makes me excited to come back and experience new challenges. The school regularly participates in community aviation outreach inspiring the next generation of pilots from scouting events, young eagles, fly in breakfasts, air shows, conferences, etc. I'm thankful I chose Hawkins Flight Academy as a place I can call home.
88.00	My experience with Hawkins has been nothing but positive. The owners are always smiling and happy to see you and check in on your progress, as are the CFIs, who are always willing to help out and give advice. Even in passing, they always offer to help. Their planes are in really good shape, and even when one goes down, their maintenance crew usually has them back up and going within a few days. I'm also working a full-time job, and they have always worked with my schedule and made the learning process as easy as possible for me.

85.00	<p>This flight school deserves a Flight Training Experience Award because it provides exceptional instruction, prioritizes safety, and creates a supportive learning environment. The instructors are professional, patient, and genuinely invested in each student's success. From the quality of aircraft maintenance to the organization of scheduling and ground training, every detail reflects a commitment to excellence and student growth.</p>
73.00	<p>I believe that Hawkins is a great school to dive into the world of aviation. From ground lessons to flying the RV-12 I have always felt ready to get behind the prop and go punch some holes in the sky. Every time I get in the plane I know I'm going to have a great time no matter which instructor I fly with. I'm always learning something new. I have a great relationship with all of the CFI's that instruct at Hawkins and the students that I talk to regularly.</p>
90.00	<p>Hawkins Flight Academy SHOULD WIN the Flight Training Experience Award! I left a bad school to attend Hawkins, so I know what a great school versus a terrible school experience is. I've seen a student flunk their instrument rating checkride three times at another school. I've been the customer treated like a piece of meat by an owner at another school. So, here's an honest and experienced review of a FANTASTIC flight school and why Hawkins Flight Academy SHOULD WIN the Flight Training Experience Award. I had an ABSOLUTELY OUTSTANDING EXPERIENCE at Hawkins Flight Academy! I recently completed my instrument rating at Hawkins Flight Academy, and I can't say enough about the incredible experience I had from start to finish. From the moment I walked through the doors, I was welcomed like family by the wonderful owners, whose passion for aviation and commitment to student success is truly inspiring. I live out of state and they ensured for my trips to town, I was scheduled with the best IFR instructors. A special shoutout to my instructor, Ian Condon, whose expertise, patience, attention to safety, extra efforts, and teaching style made all the difference. Ian has a remarkable ability to break down complex concepts and build confidence in the cockpit. His calm demeanor and real-world insights helped me grow tremendously as a pilot. Ian simply went above and beyond to make sure I was ready for my IFR Checkride which I passed the first time!!! When Ian wasn't available due to scheduling, I had the opportunity to also learn from Reese Phinney. She's a masterful and patient instructor who gave me great memory aids which helped me improve my approaches. It's always a pleasure to fly and learn from Reese. Logan Yoon is the gateway to the checkride. Logan reviewed my flying and ground knowledge, emphasized the areas to improve, and brought his extensive experience of aircraft ownership and IFR flying and phenomenal instruction to ensure I was a proficient and safe pilot and ready to pass my checkride. The aircraft are new and meticulously maintained, the scheduling is flexible, and the entire team goes above and beyond to support your goals. Whether you're just starting out or pursuing advanced ratings, Hawkins Flight Academy is the place to be. As a retired businessman, I had such a great experience that I'm continuing with my Commercial rating studies with Hawkins Flight Academy. I will also enjoy following the success of the instructors throughout their aviation careers as well as being one of their passengers. Thank you to everyone at Hawkins for helping me achieve this milestone and especially making learning to fly such a fun experience. I'm proud to be part of the HFA family! Hawkins Flight Academy will always be the winner in my book and I hope AOPAs book too.</p>
86.00	<p>Matt and Mike are incredibly passionate about flight training, they are always so excited for students to achieve milestones and provide excellent support for students. The flight school itself has quickly become a place that people not only come to learn but also to fellowship. They take pride in hiring the best instructors and listening to students and instructors feedback. They've come up with many innovative ways for students to not only learn but also to have once in a lifetime experiences with the adventure flights that they implement. I recommend anyone that is interested in flying to use Hawkins!</p>
78.00	<p>Everyone I have met, instructor and student alike, have been very nice. Every instructor I've had the pleasure of talking or flying with always conducts themselves in a professional way, always offering help even if I do not ask for it. Hawkins has created an atmosphere where learning is fun and collaboration is encouraged. I changed flight schools early on in my training because I didn't feel that I was getting the best training I could be getting. Hawkins has met my expectations and gone beyond them.</p>
90.00	<p>This flight school has made my experience in aviation fun, enjoyable and encouraging me to further my aviation education. They have the newest planes and equipment with the latest technology in the industry. When I started looking at flight schools to attend this school was the most helpful and informative when I was checking into getting my PPL. All the instructors are great and helpful with any questions you may have. I would highly recommend this school to anyone looking to move forward in there aviation career or education.</p>

87.00	<p>I am currently a student at Hawkins Flight Academy. I spent quite a long time choosing the right school for me. After speaking with every other flight school in the area, I stumbled across Hawkins; and boy am I glad I did! I am currently in my mid 30s with a highly demanding full time job. As you can imagine these details are hard to accommodate, or so I thought. I spoke with Mike, one of the owners on the phone one random Tuesday and he immediately invited me for a tour. I met he and the other owner Matt and they gave me a thorough tour of the school and their modern fleet of aircraft. Additionally I was able to meet a couple instructors and fellow students. Hawkins has worked with me in every way making my journey to be an airline pilot possible. They have ample plane availability (not to mention all of their planes are new with G1000 avionics!), plenty of knowledgeable instructors that work as a team to collectively help students, and they go out of their way to be understanding and accommodating when life happens. I truly can't recommend Hawkins Flight Academy enough. They have always treated me fairly and went out of their way to insure my learning experience was top notch!</p>
89.00	<p>Hawkins Flight Academy has excellent instructors that are motivated to meet and exceed the needs of their students. Led by Mike and Matt, Hawkins prides itself in enriching and maintaining a fun and energetic platform for training. The team at Hawkins Flight is consistently and intentionally enhancing the learning environment by continuous improvements in their facilities, improving the instructor and aircraft availability, and developing more and more opportunities to network with other aviators. Hawkins also has a growing fleet of technically advanced, well maintained aircraft that are very attractive and a joy to fly for aviators of all skill levels. Bottom line: Hawkins is not just another flight school. Hawkins is a large part of a growing community of aviation enthusiasts both locally and regionally. As a student from the first day of training, it just feels like we belong and "fit in" at Hawkins Flight Academy. We are part of the team!</p>
79.00	<p>Great school. Their fleet is new, state of the art and excellently maintained. The school continues to add to their fleet to accommodate student demand for flying time. The pricing is fair and competitive. Additionally, the school is constructing a new facility with expanded classroom and office capacity. Lastly, the school has a broad group of instructors from which to choose.</p>
89.00	<p>Hawkins Flight Academy has been the most encouraging and accommodating flight school I have trained with. They began small, but through dedication, loyalty to their students, and smart school practices, they have grown into an even better school than before. I constantly look for ways to give back to the school, since they have done so much to help me progress toward my dream.</p>
86.00	<p>The best flight training experience I could ask for! Hawkins Flight Academy has been incredible from day one. The instructors are professional, patient, and truly passionate about helping students become safe and confident pilots. The training environment is top-notch — every airplane is modern, clean, and equipped with Garmin G3X glass panels and autopilots, which makes learning in Technically Advanced Aircraft a huge advantage. Scheduling is flexible, communication is excellent, and the entire staff genuinely cares about your progress. Whether you're working toward your Private Pilot License or aiming for a Professional Pilot career, Hawkins Flight Academy provides the structure, support, and technology you need to succeed. I couldn't recommend them more highly!</p>
77.00	<p>Hawkins Flight Academy has provided excellent instructional quality through CFI(Is) and experiences. Productive and efficient lessons propel the Pro-Pilot Students as fast as they can learn. Additionally, I, and other students, gained real world experience through Oshkosh trips and ferrying a new plane! Maintenance is rarely an issue with Hawkins and the RV-12s! Hawkins has room to improve with communication and scheduling checkrides.</p>

#### 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: 84

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

National Average: 86

Your national percentile ranking: 16%

Regional Average: 86

Your regional percentile ranking: 26%

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

National Average: 86

Your national percentile ranking: 13%

Regional Average: 85

Your regional percentile ranking: 24%

## 5. SubScore Summary for Hawkins Flight Academy at KSYI

Region: Southern

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	94	97
Customer Focus	95	96
Community	94	96
Information Sharing	90	91
NetPromoter Score	93	92
Overall Total	93	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: 94

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

National Average: 97

Your national percentile ranking: 11%

Regional Average: 96

Your regional percentile ranking: 22%

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

National Average: 98

Your national percentile ranking: 7%

Regional Average: 97

Your regional percentile ranking: 13%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	7	50%
Somewhat Agree	5	35.71%

Strongly Disagree	2	14.29%
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My school helped me find an instructor who considered my personal strengths and weaknesses when creating lesson plans.

Response Choice	Frequency	%
Strongly Agree	13	92.86%
Somewhat Agree	1	7.14%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	13	92.86%
Somewhat Agree	1	7.14%

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

Response Choice	Frequency	%
Strongly Agree	13	92.86%
Somewhat Agree	1	7.14%

## 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: 95

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

National Average: 96

Your national percentile ranking: 25%

Regional Average: 96

Your regional percentile ranking: 34%

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

National Average: 96

Your national percentile ranking: 25%

Regional Average: 95

Your regional percentile ranking: 39%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
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Strongly Agree	1	7.14%
Strongly Disagree	13	92.86%

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

Response Choice	Frequency	%
Strongly Agree	12	85.71%
Somewhat Agree	1	7.14%
Strongly Disagree	1	7.14%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	12	85.71%
Somewhat Agree	2	14.29%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	7.14%
Somewhat Disagree	2	14.29%
Strongly Disagree	11	78.57%

## 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: 94

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

National Average: 96

Your national percentile ranking: 18%

Regional Average: 96

Your regional percentile ranking: 26%

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

National Average: 96

Your national percentile ranking: 19%

Regional Average: 95

Your regional percentile ranking: 29%

### 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	64.29%
Somewhat Agree	4	28.57%
Neither agree nor disagree	1	7.14%

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

Response Choice	Frequency	%
Somewhat Disagree	1	7.14%
Strongly Disagree	13	92.86%

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

Response Choice	Frequency	%
Strongly Agree	10	71.43%
Somewhat Agree	2	14.29%
Neither agree nor disagree	2	14.29%

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

Response Choice	Frequency	%
Strongly Agree	11	78.57%
Somewhat Agree	3	21.43%

## 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: 90

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

National Average: 91

Your national percentile ranking: 36%

Regional Average: 91

Your regional percentile ranking: 46%

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

National Average: 92

Your national percentile ranking: 30%

Regional Average: 91

Your regional percentile ranking: 39%

### 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	11	78.57%
Somewhat Agree	3	21.43%

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

Response Choice	Frequency	%
Somewhat Agree	1	7.14%
Neither agree nor disagree	3	21.43%
Somewhat Disagree	3	21.43%
Strongly Disagree	7	50%

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

Response Choice	Frequency	%
Strongly Agree	10	71.43%
Neither agree nor disagree	4	28.57%

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	10	71.43%
Somewhat Agree	4	28.57%

### 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	12	85.71%
9	1	7.14%
8	1	7.14%

## 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	13	92.86%
Passive	1	7.14%

## 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: 93

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

National Average: 92

Your national percentile ranking: 30%

Regional Average: 95

Your regional percentile ranking: 28%

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

National Average: 95

Your national percentile ranking: 31%

Regional Average: 94

Your regional percentile ranking: 37%