



Report for High Tide Aviation at KSUT

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 17 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
88.00	No school that I've come across has more dedicated instructors, mechanics, and support staff than High Tide, and more importantly, no schools I would argue in the nation have more experience and safety conscious efforts than Hightide. Safety is the atmosphere, and is shown by safety being top priority of all the pilots produced from Hightide. Secondly, the structure of learning and quality of pilots produced has always and will continue to impress me.
90.00	High Tide Aviation stands out with its team of highly certified instructors, including CFIs, CFIs, and MEIs, many of whom are dual-rated in both helicopter and fixed-wing aircraft, bringing diverse experience to tailor training to individual needs. They have an excellent Training/Student Support Specialist, ensuring a customized journey from private pilot to advanced ratings like commercial and multi-engine. Having completed all my training here, I can personally attest to the exceptional guidance and support that promote confidence and skill development. Their commitment to safety and professionalism creates an inclusive environment to everyone.
90.00	As a fixed wing commercial pilot adding a commercial helicopter rating to my license with High tide aviation, I found that the school is well ran and have top notch instructors. I've been flying for a long time and have flown with many different organizations but high tide is hands down the best.
90.00	The staff and flight school continue to go above and beyond for their students and their success.

80.00	<p>From the very first call with Dan, I knew I was in the right place. He took the time to understand my background and created a plan that would help me succeed in the most efficient way, using simulators, study guides, and clear direction toward my goals. That level of personal attention right from the start really set the tone for the entire experience. Dan also introduced me to my instructor, Tyler, who has been absolutely outstanding. He is patient, encouraging, and always available when I need help or clarification. Tyler creates a safe environment where I can make mistakes, learn from them, and grow as a pilot with confidence. Everyone at the school is incredibly friendly and welcoming. It feels more like being among friends than dealing with a company. You can tell they care deeply about their students and take pride in helping each one succeed. That combination of professionalism, personal attention, and genuine community makes this flight school truly deserving of recognition. They do not just train pilots, they inspire them.</p>
90.00	<p>Throughout my time training at High Tide Aviation I never once considered pursuing other opportunities. With nearly constant availability of aircraft and instructors, I was able to train at a pace that worked for me and my family. The time spent was invaluable. As I've progressed through my aviation career, I'm often far better equipped and prepared for the wide array of scenarios one can find themselves when compared to my peers who typically trained at big name flight schools that serve hundreds if not over a thousand students a year. High Tide Aviation has left me with a well rounded education and a professional outlook on the industry with safety as its cornerstone. This is why it is my strongly held believe that High Tide Aviation should receive the Flight Training Experience Award.</p>
90.00	<p>High Tide Aviation is an amazing family feel program. Every instructor takes time to learn about you and how you learn. They then work with you at your pace to master the skills required. You are not just a number there but a real person and student. Even the mechanics help you learn about the aircraft and understand how systems work first hand. Instructors stress safety and are always available to answer questions.</p>
89.00	<p>The owner of this school has devoted her life to aviation and flight training. Quality instructing and safety are the priorities.</p>
89.00	<p>They are very competently ran and they always go according to the pace of the student, and never try to rush them. If there needs to be a greater focus in a certain area, more time is given. There is no rush to the finish line. Also, great scheduling. The student can decide the schedule which is very rare and not something I am used to compared to the other flight schools I've been to.</p>
90.00	<p>I started with this school. Earned my rotorcraft PPL, CPL, CFI, and CFII. Went on the earn my fixed wing PPL, CPL, CFI, CFII, MEI, and ASES, and I am now the senior instructor and Assistant Chief Instructor for our Part 141 operation. Since I earned my instructor certificates I have trained many pilots, several of which also ended up working for this flight school. This school maintains the highest safety protocols, both for training and aircraft, and our focus is on quality of instruction, not on pushing student through the process. I would highly recommend High Tide Aviation for this award. I've seen numerous other flight schools, and none are operated in a more professional manner that High Tide Aviation.</p>
88.00	<p>High Tide Aviation has been an incredible resource for flight training and has made my journey to becoming a professional pilot a reality. Throughout my flight training with High Tide Aviation, I have worked with extremely safety conscious instructors who continue to grow my ground knowledge, as well as challenge my skills with every flight lesson. The flight school owner is incredibly meticulous and very engaged with day-to-day operations at the flight school. She ensures students are getting the most from their training. Learning to fly has truly been a life changing experience, and I'm glad I choose to train with High Tide Aviation.</p>
90.00	<p>High Tide Aviation provides a quality flight training experience. I started learning helicopters at the tender age of 55 in 2016. I am now hold a Commercial, Instrument and Instructor rating in helicopters, all gained through High Tide Aviation. This allows me to guide my agency's aviation unit with confidence and effectiveness.</p>
90.00	<p>Quality people who care about training you to be a safe pilot. They know aviation and they teach it well</p>
90.00	<p>High Tide is a great place to do flight training. Everybody is always willing to help out wherever needed and the maintenance is first class. All the staff at High Tide genuinely cares about each student and their success. I highly recommend High Tide for flight training!</p>
90.00	<p>Speed of the leader, speed of the group. Jessica Ward, the owner of High Tide Aviation, is not only a great instructor but she is also a leader with very high standards for her organization. I turned to High Tide Aviation for help in getting my flight instructor certificate completed; she was able to provide much-needed encouragement as well as guidance to help me prioritize and focus my efforts. She is an extremely hands-on leader who demands not only the best instructional skills from her team, but also accepts only the highest standards of support and encouragement for their students. I'm sure no flight school is perfect, but Jessica makes sure that High Tide stays as close as it can get.</p>

90.00 High Tide Aviation truly embodies AOPA's core values in their own school. They serve the aviation community with a high degree of excellence, integrity and passion. Their commitment to service shows through their teamwork. I came to High Tide Aviation in 2021 with a dream to be a pilot and am a commercial pilot today. My foundation of aviation started at this school and I believe if they receive this award they will continue to serve and teach with the same level of commitment to their students as they did with me. I couldn't think of anyone more fitting for this award.

86.00 High Tide is most deserving of this award. In the wide range of flight school "personalities," High Tide hits the nail on the head for many of the attributes that combine to foster the right mixture of professionalism, real world tutelage, and an enjoyable experience. Already having several certificates before training with High Tide, I've identified what I believe to be the "best" style of training. More than just providing the information and rote skills to pass FAA testing, a school should employ strategies that are unique to each client with their individual goals in mind. More than that, they should provide counsel based on real world experience that will set a student up to be the safest and most proficient operator they can possibly be. A big part of that is balancing hard sticking lessons with an enjoyable human experience. Finally, a school should provide a host of evaluators to the students for exposure to different theories, strategies, and to prevent evaluator biases. In my mind, High Tide exemplifies these important priorities throughout their school and works to ensure all of its' instructors and employees are appropriately conforming to the philosophy. High Tide represents the best of expertly crafted curriculum while maintaining the unique impact of human relationships in a "small school" environment. You really are getting the best of both worlds that produce safe, conscientious, and highly informed aircraft operators.

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: **89**

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

National Average: **86**

Your national percentile ranking: **95%**

Regional Average: **86**

Your regional percentile ranking: **98%**

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

National Average: **86**

Your national percentile ranking: **96%**

Regional Average: **87**

Your regional percentile ranking: **98%**

5. SubScore Summary for High Tide Aviation at KSUT

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	100	96
Community	99	96
Information Sharing	97	91
NetPromoter Score	100	92

Overall Total	99	94
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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: 79%

Regional Average: 98

Your regional percentile ranking: 82%

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

National Average: 98

Your national percentile ranking: 85%

Regional Average: 98

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	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	17	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	16	94.12%
Somewhat Agree	1	5.88%

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: 100

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

National Average: 96

Your national percentile ranking: 91%

Regional Average: 97

Your regional percentile ranking: 92%

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

National Average: 96

Your national percentile ranking: 98%

Regional Average: 97

Your regional percentile ranking: 98%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	17	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Disagree	17	100%

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: 82%

Regional Average: 96

Your regional percentile ranking: 88%

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

National Average: 96

Your national percentile ranking: 88%

Regional Average: 97

Your regional percentile ranking: 94%

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	16	94.12%
Neither agree nor disagree	1	5.88%

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

Response Choice	Frequency	%
Strongly Disagree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Neither agree nor disagree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	17	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: 97

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

National Average: 91

Your national percentile ranking: 90%

Regional Average: 92

Your regional percentile ranking: 93%

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

National Average: 92

Your national percentile ranking: 94%

Regional Average: 93

Your regional percentile ranking: 92%

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	15	88.24%
Somewhat Agree	2	11.76%

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

Response Choice	Frequency	%
Somewhat Agree	1	5.88%
Neither agree nor disagree	2	11.76%
Somewhat Disagree	2	11.76%
Strongly Disagree	12	70.59%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

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	17	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	15	88.24%
9	2	11.76%

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	17	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%