



Report for IFLY Pilot Training at KAVQ

Region: Western

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
90.00	Outstanding training and checkride pass rates, dedication to student success, and below industry average pricing make this school impossible to beat!
90.00	This flight school creates more than pilots, it creates lasting friendships! Erwin and all his instructors have created an entire culture of support and guidance for any student. I have recommended friends and family to attend after I received my license because I knew how well they would be treated! I couldn't recommend them more.
90.00	iFly Pilot Training in Marana—it's hands-down the best decision I made to chase my pilot's wings! I have made enduring relationships with their Gold Seal instructors. I appreciate their "safety first, fun always" motto isn't just talk; it's every their standard operating procedures. They have made major strides in upgrading their fleets. Beautiful Arizona weather plus Marana's regional airport provides countless days of beautiful stress free skies to lean.

89.00	<p>This flight school is owned and managed by a Gold Seal chief instructor that really cares about his students and their safety as pilots. His professionalism, honesty, and transparency are also reflected in the way his flight instructors deal with their students. IFLY's culture of professionalism and care for students is evident in the schools efforts to celebrate each students' successes, hold annual Christmas parties that brings everyone together, and the owner's (Erwin Castillo) reaching out to students from time to time to see how they are progressing and ask for any roadblocks that he might help with. I myself have been a student in this flight school where I got my instrument rating. Erwin and his instructors helped me achieve my instrument ticket with thorough understanding of the NAS and not just enough to pass my checkride. The flight school also paired me up with an instructor that worked very well with me and was very patient. Additionally, the flight school allowed me to fly an airplane that was not one of their own airplanes simply because I was more familiar with that other external airplane. This is something that not many flight schools can do to accommodate their students.</p>
89.00	<p>They have a very high student success rate. Their instructors really focus on their teaching skills and it shows. They make the learning process fun.</p>
83.00	<p>They prioritize strict adherence to 14 CFR Part 91 and all relevant ACs such as 90-66C to maintain a safe and fun flight training experience and ensure newly minted private pilots maintain that idea of safe flying.</p>
90.00	<p>The instructors have a passion for aviation. They are safe, knowledgeable and fun!</p>
82.00	<p>In the past year, this school has been acquiring many new planes to assure that the quality of the training is the highest it can be especially with the fast evolution of the industry. Additionally, they have an exceptional checkride pass rate. When I went to go take my PPL checkride, I felt extremely prepared during the entirety of it thanks to IFLY. I am now doing instrument training and they have a very well designed plan for instrument training that I feel there is no better way to learn all the material in a complex rating. Lastly, the owner of the flight school has an attitude when teaching of "you are gonna learn it the right way no matter what," which I full heartedly support after briefly trying a part 141 school.</p>
90.00	<p>I fly flight school is one of the best, I commute from phoenix to Tucson because of how great the staff is here! They should win the award because of their dedication to aviation and helping others achieve dreams.</p>
83.00	<p>Great instructors and great program. They were very flexible with my tight timeline.</p>
88.00	<p>Learning to fly has always been a dream of mine, but felt out of reach. I just didn't think I had the ability, focus, and courage to go for us. Honestly, I didn't know if I could get over my fear of crashing and seriously injuring myself or dying. But from the time I took an initial Discovery Flight through each step of PPL training, the instructors shared their enthusiasm and passion for flying, hand-in-hand with their deep knowledge and attention to safety. Lead instructor Erwin Castillo leads every lesson with two principles "Flying has to be safe and it has to be fun". I've found this philosophy to be tremendously supportive in navigating the psychological barriers to flying. In the process, I've stepped into a higher level of confidence in my abilities and have progressively been able to envision myself as a pilot. I highly recommend IFly to anyone who thinks they don't have what it takes to learn to fly. They will coax "the right stuff" out of you!</p>
90.00	<p>Best flight school in Arizona. I spent 55 hours with other instructors working towards my PPL and was struggling to the point of not being confident enough to solo. After just 10 hours with IFLY I was checkride ready and passed easily my first try. I learned much more in 10 hours with IFLY than in the 55 hours with various other instructors combined.</p>
86.00	<p>As a fellow student, I believe that IFLY is the best flight school in Tucson, Arizona. It may seem a bit biased, of course, but I truly believe that. They truly care for their students and CFIs and wants to see everyone accomplish their dreams. From obtaining their PPL to making it to a regional airline. IFLY offers a lot of assistance and help to students like me and have a VERY fair pricing on hourly rates.</p>
87.00	<p>This flight school should win the Flight Training Experience Award because they provide superior flight training, exhibit qualities that align with values of AOPA, and are producing the next generation of quality pilots.</p>
90.00	<p>CFI Castillo has established a highly effective school and maintains high standards for his instructors. His students arrive for evaluations prepared and confident in their abilities. CFI Castillo closely monitors and manages the quality of the instruction provided by his staff.</p>
90.00	<p>The school is focused on safety first, always, on the ground or in the air. They have a culture of success through instruction tailored to each students individual goals and abilities that is continually reviewed and updated to meet the highest standards in aviation instruction.</p>
89.00	<p>Knowledgeable instructors, flexible schedules easy to work with and reasonable pricing</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: 88

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

National Average: 86

Your national percentile ranking: 84%

Regional Average: 86

Your regional percentile ranking: 86%

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

National Average: 86

Your national percentile ranking: 88%

Regional Average: 86

Your regional percentile ranking: 95%

## 5. SubScore Summary for IFLY Pilot Training at KAVQ

Region: Western

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	99	96
Community	98	96
Information Sharing	96	91
NetPromoter Score	100	92
Overall Total	98	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: 57%

Regional Average: 98

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: 60%

Regional Average: 98

Your regional percentile ranking: 55%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%
Somewhat Agree	2	11.76%

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

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

My school promotes a culture of safety.

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

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: 99

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

National Average: 96

Your national percentile ranking: 83%

Regional Average: 96

Your regional percentile ranking: 86%

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

National Average: 96

Your national percentile ranking: 88%

Regional Average: 96

Your regional percentile ranking: 85%

### 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	17	100%

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 Agree	1	5.88%
Somewhat Disagree	1	5.88%
Strongly Disagree	15	88.24%

## 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: 70%

Regional Average: 96

Your regional percentile ranking: 77%

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

National Average: 96

Your national percentile ranking: 75%

Regional Average: 96

Your regional percentile ranking: 85%

### 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%
Somewhat Agree	1	5.88%

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

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

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

Response Choice	Frequency	%
Strongly Agree	13	76.47%
Somewhat Agree	3	17.65%
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: 96

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

National Average: 91

Your national percentile ranking: 86%

Regional Average: 91

Your regional percentile ranking: 86%

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

National Average: 92

Your national percentile ranking: 90%

Regional Average: 91

Your regional percentile ranking: 95%

### 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	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Somewhat Agree	2	11.76%
Neither agree nor disagree	2	11.76%
Somewhat Disagree	3	17.65%
Strongly Disagree	10	58.82%

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	16	94.12%
Somewhat Agree	1	5.88%

### 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	%
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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: 99

Your regional percentile ranking: 55%

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

National Average: 95

Your national percentile ranking: 77%

Regional Average: 99

Your regional percentile ranking: 55%