Report for Jack Brown's Seaplane Base at F57

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 8 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	Jack Browns was bar far the most fun I've had in an aviation course. Great people
87.00	Jack Browns truly cares about their student pilots' experience. They're very knowledgeable, kind, encouraging and outstanding!

90.00	I began my Private Pilot training more than ten years ago. During that time I often heard about Jack Brown's Seaplane Base, considered by many to be the most legendary place in the United States to earn the Airplane Single Engine Sea rating. This past Thursday and Friday I finally had the opportunity to fulfill that dream by adding the rating to my Commercial Pilot certificate. The experience began with a phone call to Pat, who asked which aircraft I would prefer: the Cessna 172 or the Piper Super Cub. When I explained that nearly all of my flight time was in 172s, she encouraged me to choose the Super Cub. I took her advice, and I am glad I did. Flying an aircraft that was completely new to me heightened my senses and demanded my full attention, which created the perfect learning environment. My assigned instructor was Richele, and the training could not have been more rewarding. While it is clear that every CFI at Jack Brown's is outstanding, Richele distinguished herself by creating a learning experience that combined technical instruction with real-world applications. She consistently emphasized risk management scenarios and aeronautical decision-making, which ensured that I left not only capable of flying the maneuvers but also a stronger and more thoughtful pilot overall. In just two days, three flights, and 5.3 hours of dual instruction in the Super Cub, Richele brought me fully up to ACS standards and ready for the practical test. My checkride was conducted on site by DPE Benjamin. Although my nerves were high at the start, his calm communication and supportive personality allowed me to focus on the task at hand. I was able to apply everything I had been taught and successfully pass the checkride. This accomplishment is especially meaningful because I had dreamed of training at Jack Brown's for years. From the moment I arrived, I felt the culture of support and passion for aviation that defines the school. Everyone there is genuinely dedicated to student success and it shows in every interaction. I look forward to sharing this experience with others because the ASES rating is about much more than just a certificate. Even for those who may never fly seaplanes professionally, the training strengthens airmanship, broadens perspective, and provides an unforgettable aviation experience. To everyone at Jack Brown's Seaplane Base, thank you for your professionalism, knowledge, and hospitality. I wish you continued success and I look forward to returning one day to fly the de Havilland Beaver and take my father for a ride.
88.00	They most definitely should! I had an amazing experience with them and tell everyone to not go to Jones Brothers, but Jack Browns! Excellent and experienced instructors, maintenance and in house DPE! He even stayed late and did an extended debrief with me well after close!
90.00	This school made adding on my seaplane rating easy, accessible, and fun. From the moment I signed up for the course a few months in advance, Jack Brown's provided clear documentation on how to prepare and things to study. The staff was super friendly and the instructors were knowledgable and eager to help teach. The location of the school is ideal for float plane training given the abundance of lakes in the area. And in between flights the school has a great vibe with many places to sit by the water, enjoy the scenery, and watch the other students practice. I came here on the recommendation of a friend and have already recommended it to several other pilots I know.
90.00	It's an absolute pleasure to recommend Jack Brown's Seaplane Base for the AOPA Flight Training Experience Award. As a former student who earned my Commercial Seaplane Rating there, I can say without hesitation that my time at Jack Brown's was one of the most enjoyable, memorable, and professionally rewarding training experiences I've ever had. From the moment I arrived, the team at Jack Brown's made me feel like part of their family. Every instructor brings a perfect balance of professionalism, patience, and pure enthusiasm for seaplane flying. Their instruction is clear, focused, and safety-driven—but it's also infused with genuine joy for aviation. You can tell they truly love what they do, and that passion is contagious. What stands out most about Jack Brown's is the culture of excellence and camaraderie. It's not just about earning a rating—it's about joining a community that celebrates the legacy of seaplane flying and shares it with everyone who walks through their doors. The sense of pride, tradition, and genuine care for each student is evident in everything they do. For their unwavering commitment to quality instruction, their passion for aviation, and their extraordinary ability to make every pilot feel at home, I wholeheartedly recommend Jack Brown's Seaplane Base. They represent the very best of what flight training should be—safe, professional, and unforgettable.
90.00	As a pilot, instructor and examiner for 46 years, I can recognize when a entity and its staff can deliver top notch training. Such is the case of Brown's Seaplane Base. I attended my SES course with them, and they delivered world class training. My instructor was Stephen Crouse, and his conduct was stellar.
90.00	Jack Brown's Seaplane Base is an iconic name in seaplane training. I have wanted to add on my seaplane rating since before I began my initial flight training over 20 years ago. I was so thrilled to be able to do it at Jack Brown's; their reputation is stellar. Additionally, I spent the last eight years of my Air Force career instructing in the primary flight training regime and know a well-run training and evaluating operation when I see one--and Jack Brown's has that in spades. Attentive instructors, teachers' hearts, and a genuine desire to see their students succeed were obvious traits from the time I began until the checkride.

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: 93%

Regional Average: 86
Your regional percentile ranking: 94%

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

National Average: 86
Your national percentile ranking: 94%

Regional Average: 85
Your regional percentile ranking: 97%

5. SubScore Summary for Jack Brown's Seaplane Base at F57

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

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

National Average: 97
Your national percentile ranking: 92%

Regional Average: 96
Your regional percentile ranking: 90%

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

National Average: 98
Your national percentile ranking: 96%

Regional Average: 97

Your regional percentile ranking: 92%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	8	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	8	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	8	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: 99

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

National Average: 96
Your national percentile ranking: 90%

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: 97%

Regional Average: 95
Your regional percentile ranking: 97%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	8	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	8	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Somewhat Disagree	1	12.5%
Strongly Disagree	7	87.5%

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: 100

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

National Average: 96
Your national percentile ranking: 96%

Regional Average: 96
Your regional percentile ranking: 94%

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

National Average: 96
Your national percentile ranking: 99%

Regional Average: 95
Your regional percentile ranking: 97%

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	8	100%

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

Response Choice	Frequency	%
Strongly Disagree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	8	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	8	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: 94

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

National Average: 91
Your national percentile ranking: 78%

Regional Average: 91
Your regional percentile ranking: 90%

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

National Average: 92
Your national percentile ranking: 80%

Regional Average: 91
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	7	87.5%
Somewhat Agree	1	12.5%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	12.5%
Somewhat Disagree	1	12.5%
Strongly Disagree	6	75%

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

Response Choice	Frequency	%
Strongly Agree	6	75%
Somewhat Agree	1	12.5%
Neither agree nor disagree	1	12.5%

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	7	87.5%
Neither agree nor disagree	1	12.5%

10.Net Promoter Score

10.1 Questionaire 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	8	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	8	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: 95
Your regional percentile ranking: 72%

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

National Average: 95
Your national percentile ranking: 77%

Regional Average: 94
Your regional percentile ranking: 79%