Report for Jumpers Away at GMU

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 21 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 |
|---|---|
| 77.00 | Honestly speakingJumpers away landed me a job with just barely 300 hours Total time, I'm not going to write my life story but the fact i even got a low time pilot job that wasn't CFI with under 500 TT is a blessing like no other and I can only give all the praise to Ed scott and Jumpers Away and will always be thankful for the opportunity he gave me and the experience the course/school gave me |
| 90.00 | Ed was passionate about sharing the experience and knowledge he's built over the years. The curriculum was really well put together and super valuable. The materials he sent me ahead of time were detailed and well-organized, the actual training felt compact but loaded with information, and I was able to take in a lot. Right after taking this course, I was hired as a jump pilot. On the job, whenever I run into new situations, I handle them with confidence. Every time that happens, I can't help but think how lost I would've been without this course. Not only did I land my very first pilot job, but I also gained a mentor I can reach out to anytime with questions or for advice. He doesn't treat students like customers—he genuinely cheers on new pilots just starting out in the skydiving industry and takes a real interest in how our journeys unfold. Even the most motivated and passionate pilots can't predict or study for every situation they'll face. I'm confident this course serves as a solid guide to help fill that gap. |

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|---|---|
| 86.00 | It should win a flight training experience award, solely on the fact of having such a personal relationship with the instructor. Ed really spends the time assuring you know everything about the operations not only in the aircraft but outside of it as well. |
| 89.00 | When I attended Jumpers Away, I was a little nervous at the start. As soon as I met Ed, he made me feel very comfortable. He explained everything to me about being a jump pilot and how the operation works. He takes safety very seriously and that is very important in the skydiving world. Even after the Jumpers Away course, Ed will still keep in touch with you helping you find that first jump pilot job, or even just checking in to see how you are doing. I learned more with Ed than anyone can imagine in just one week. I would recommend this course to anyone in a heartbeat that wants to become a jump pilot. |
| 83.00 | I think the Flight school/ Training should win a Award because it open a new aviation job career, that has been some what over look are even hidden away from pilot. I think being a Skydiving pilot is a great starting job for new commercial pilots, because it can teach them how to be aware of there surrounding while flying and gives them a lot more hands on flying ability than some other jobs. This school does a great job teaching pilots the world of being a skydiving pilot. The school teaches techniques on jumpers safety, flying jumpers, proper flying pattern and a lot more. |
| 88.00 | Jumpers Away prepared me to fly skydivers safely with a comprehensive syllabus that included hands-on ground and flight training. The training had an emphasis on safety both for the pilot and the jumpers, and gave me the confidence and tools I needed to succeed as a jump pilot. The owner, Ed Scott, personally connected me with several drop zones where I could work after completing the training, which has resulted in many fruitful opportunities to hone my skills. I highly recommend this school for any aspiring jump pilot. |
| 88.00 | This school provides training in a niche corner of the industry and does so at a high level. Ed Scott was a wealth of information, accommodating, and professional. It was a pleasure to go through his training program and he and his school deserve the recognition this award provides. |
| 88.00 | Jumpers Away is an excellent program for jump pilot training. The syallabus provided clearly outlines the goals of every flight, leaving no confusion as to what’s expected. In addition, Ed Scott is extremely professional in every aspect, and willling to work with your schedule to accommodate your needs. |
| 88.00 | Jumpers Away should be recognized as a flight school, providing low-time pilots with a valuable opportunity to obtain professional training essential for their first aviation job. The course offers comprehensive instruction on the intricacies of jump pilot operations, including planning, ground safety considerations, in-air contingencies to ensure legality and safety, and efficient flying techniques. These skills are vital for becoming a safe and proficient jump pilot, and they can only be mastered through practical experience. In the past, aspiring jump pilots with only 250 hours were lucky to be hired by a drop zone and trained by the owner. Jumpers Away now gives new commercial pilots the competitive edge they need to succeed. |
| 87.00 | I recently completed my flight training with jumpers away and couldn't be happier with the experience. From the moment I started, it was clear that safety is their absolute top priority, which put my mind at ease throughout the entire training. Ed Scott is incredibly professional, experienced, and genuinely dedicated to producing safe, competent pilots. He was exceptionally knowledgeable, and skilled at building confidence while simultaneously instilling a deep respect for aviation safety. They didn't just teach me how to fly; they taught me how to think like a safe pilot, focusing heavily on risk management, aeronautical decision-making (ADM), and emergency procedures. The ground school was comprehensive, and the one-on-one flight instruction was always focused on practical, real-world application of safety standards. This school provides a fantastic learning environment where high standards of training and safety protocols are the norm, not the exception. If you're looking for a flight school that provides top-tier training while never compromising on safety, look no further than jumpers Away. Highly recommended for anyone serious about starting their aviation journey the right way! |
| 85.00 | The jumpers Away program should win an Experience Award as they are a highly knowledgeable and well rounded program. I would recommend them to anyone looking into joining the jump pilot community. |
| 84.00 | The one on one in depth training is very effective. Ed brings a tremendous amount of related experience that gives you as a student an understanding of both your role as a jump pilot but also perspectives from a jumper and a drop zone operator. Jumpers Away should win the award because pricing, timeline, training details, and student expectations were well laid out and adhered to. |

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|---|---|
| 86.00 | Ed Scott thoroughly trains each applicant individually to their skill level and experience to flying skydivers. It's not an easy thing, however simple it may seem. Ed covers all the nuances that could possibly pop up and makes you feel equipped and capable to handle anything that my pop up at a drop zone. It is a one of a kind experience that no one can replicate! |
| 74.00 | Jumpers Away is an outstanding training program for aspiring jump pilots. It gave me my first real introduction to the jump pilot world and directly helped me land a job. Ed is an awesome instructor — his jump run plans are spot-on, and he genuinely cares about his students' progress. I really enjoyed my time here and highly recommend it to anyone serious about becoming a jump pilot. |
| 87.00 | The training and personal relationship is second to none. After I graduated another graduate and I ferried a plane and when the weather was terrible, we had to divert our path and it just so happened that the weather near Jumpers Away in Greenville, SC was favorable. On short notice we told Ed Scott we are heading that way and he welcomed us like we were one of his kids. He met us at the airport and took us out to dinner. He is always there for all of his graduates in any way. |
| 90.00 | I believe that this flight school, having been through many, is one of the most effective courses I have been through. I felt extremely confident in my ability to conduct safe and efficient skydive operations after completing their course. The instructor has over 25 years of experience and is very knowledgeable. The course is quick, and quite fun. Overall, I would recommend this Flight school to everyone and anyone. |
| 86.00 | Ed is a great instructor and I learned a lot from him in only a few days. He is straight to the point with his material but also makes it easy to follow and understand. I feel I learned a lot of valuable skills flying with him and I still talk about it even today. Ed also has been keeping in touch and cares about each of his students and how their flying journey is going. |
| 87.00 | This flight school deserves the award because Ed Scott is an incredible instructor—knowledgeable, patient, and truly passionate about teaching skydiving pilots. He makes learning safe, fun, and unforgettable. |
| 90.00 | This flight school should win because Ed is a great instructor, he gives material to review well before the course begins, and he ensures that you can get employed afterwards with a drop zone. |
| 88.00 | This flight school should win a flight training experience award because Ed has dedicated his life to this craft and you can immediately tell. He was personal, professional, detailed, and most importantly he cared that I received the best training I could get |
| 88.00 | This is a dedicated flight school committed to assuring the safety of both pilots and jumpers through training and ground instruction. I came out of the experience learning the many ways to proactively prepare and execute jump runs with an emphasis on avoiding hazards and common mistakes that could lead to accidents. The instructor was extremely professional and demonstrated his passion for safety while teaching techniques that are efficient and safe for all passengers and pilot. |

## 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: 86

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

National Average: 86
Your national percentile ranking: 46%

Regional Average: 86
Your regional percentile ranking: 66%

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

National Average: 86
Your national percentile ranking: 46%

Regional Average: 85
Your regional percentile ranking: 71%

## 5. SubScore Summary for Jumpers Away at GMU

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 | 95 | 97 |
| Customer Focus | 96 | 96 |
| Community | 95 | 96 |
| Information Sharing | 94 | 91 |
| NetPromoter Score | 100 | 92 |
| Overall Total | 96 | 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: 95

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

National Average: 97
Your national percentile ranking: 14%

Regional Average: 96
Your regional percentile ranking: 34%

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

National Average: 98
Your national percentile ranking: 10%

Regional Average: 97
Your regional percentile ranking: 29%

6.3 Responses per Question

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 20 | 95.24% |
| Somewhat Agree | 1 | 4.76% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 11 | 52.38% |

| | | |
|---|---|---|
| Somewhat Agree | 3 | 14.29% |

My school promotes a culture of safety.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 21 | 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 | 20 | 95.24% |
| Somewhat Agree | 1 | 4.76% |

## 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: 96

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

National Average: 96
Your national percentile ranking: 38%

Regional Average: 96
Your regional percentile ranking: 50%

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

National Average: 96
Your national percentile ranking: 41%

Regional Average: 95
Your regional percentile ranking: 61%

7.3 Responses per Question

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 1 | 4.76% |
| Neither agree nor disagree | 1 | 4.76% |
| Somewhat Disagree | 1 | 4.76% |
| Strongly Disagree | 18 | 85.71% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 16 | 76.19% |
| Somewhat Agree | 5 | 23.81% |

Staff at my school always treated me with respect.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 21 | 100% |

Sometimes I wish I had chosen a different flight school.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 1 | 4.76% |
| Neither agree nor disagree | 1 | 4.76% |
| Strongly Disagree | 19 | 90.48% |

## 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: 95

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

National Average: 96
Your national percentile ranking: 35%

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: 34%

Regional Average: 95
Your regional percentile ranking: 39%

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 | 19 | 90.48% |
| Somewhat Agree | 2 | 9.52% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 2 | 9.52% |
| Neither agree nor disagree | 1 | 4.76% |
| Strongly Disagree | 18 | 85.71% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 17 | 80.95% |
| Somewhat Agree | 4 | 19.05% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 19 | 90.48% |
| Somewhat Agree | 1 | 4.76% |
| Neither agree nor disagree | 1 | 4.76% |

## 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: 75%

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: 76%

Regional Average: 91
Your regional percentile ranking: 87%

## 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 | 20 | 95.24% |
| Somewhat Agree | 1 | 4.76% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 1 | 4.76% |
| Neither agree nor disagree | 2 | 9.52% |
| Somewhat Disagree | 5 | 23.81% |
| Strongly Disagree | 13 | 61.9% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 16 | 76.19% |
| Somewhat Agree | 2 | 9.52% |
| Neither agree nor disagree | 3 | 14.29% |

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 | 18 | 85.71% |
| Somewhat Agree | 3 | 14.29% |

## 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 | 21 | 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 | 21 | 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%