



Report for Keystone Aviation Group at N79

Region: Great Lakes

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 10 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	Safety is number one priority. The school and flight instructors make it very easy to schedule and train with them. Excellent job at catering to their students (I am working on my fixed wing add on). My instructor is extremely knowledgeable. Their aircraft is very well maintained!
88.00	The school has very good one on one training and the flight instructors are very easy to get along with on a personal level.
90.00	Wade is a very knowledgeable instructor and very good at what he does.
86.00	I received my PPL training through Keystone aviation with Wade Bethge as my instructor. I have nothing but the best to say about Keystone in all aspects of aviation education. Wade made learning how to fly an amazing experience and is always willing to go the extra mile for his students when teaching them. The school is very accommodating for scheduling and will tailor to each students needs.
90.00	The airplanes are held to the highest safety standards and the instructors don't rush you at all

90.00	Keystone Aviation deserves a Flight Training Experience Award because of its unwavering commitment to creating skilled, safe, and confident pilots. This school combines high-quality instruction with a welcoming atmosphere where every student feels supported and encouraged at all steps in training. Instructors go above and beyond to tailor training to each individual's needs, so progress is not only achieved but enjoyed as well. As a student who began with no prior aviation knowledge or experience and earned my PPL through their program, I can attest to the school's ability to guide aspiring pilots from their very first lesson to achieving their dreams.
90.00	This flight school is second to none. Through them, I earned my PPL in the time of January 27, 2024- August 11, 2024. In that time, I was given comprehensive flight instruction that worked with my personal pace and tailored to my individual needs. The flight instruction was knowledgeable, high quality, and affordable. The Keystone Aviation group deviates from the typical "pilot mill." They care about their students as well as seeing them succeed. The aim is and has always been to provide flight training in a fun, exciting, and affordable manner, and they have gone above and beyond in doing that.
88.00	The very professional and knowledgeable staff here give such a great learning/flying experience that I would recommend to anyone!
88.00	This school is very inclusive. It not only accepts but strongly encourages diversity among its students.
90.00	Keystone Aviation provided an absolutely enjoyable process while working towards my Private Pilot Certification. Training flights were easy to schedule, and reschedule, if needed. I never once experienced a maintenance issue with our training aircraft, causing a lesson cancellation. Wade always made sure I understood what to expect during my training, making it more enjoyable and more cost effective. Check ride prep was outstanding, from training through the various maneuvers to preparation for the oral session of the practical. I wouldn't recommend any other flight school than Keystone Aviation.

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: **98%**

Regional Average: **87**

Your regional percentile ranking: **95%**

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

National Average: **86**

Your national percentile ranking: **99%**

Regional Average: **87**

Your regional percentile ranking: **92%**

5. SubScore Summary for Keystone Aviation Group at N79

Region: Great Lakes

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	100	96

Information Sharing	97	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: 99

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

National Average: 97

Your national percentile ranking: 71%

Regional Average: 99

Your regional percentile ranking: 59%

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

National Average: 98

Your national percentile ranking: 77%

Regional Average: 98

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	9	90%
Neither agree nor disagree	1	10%

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

Response Choice	Frequency	%
Strongly Agree	10	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	10	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	10	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: 86%

Regional Average: 97

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: 92%

Regional Average: 97

Your regional percentile ranking: 92%

7.3 Responses per Question

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

Response Choice	Frequency	%
Neither agree nor disagree	1	10%
Strongly Disagree	9	90%

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

Response Choice	Frequency	%
Strongly Agree	10	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	10	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Disagree	10	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: 100

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

National Average: 96

Your national percentile ranking: 96%

Regional Average: 98

Your regional percentile ranking: 91%

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

National Average: 96

Your national percentile ranking: 99%

Regional Average: 98

Your regional percentile ranking: 92%

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	10	100%

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

Response Choice	Frequency	%
Strongly Disagree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	10	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	10	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: 93%

Regional Average: 94

Your regional percentile ranking: 73%

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

National Average: 92

Your national percentile ranking: 97%

Regional Average: 93

Your regional percentile ranking: 75%

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	10	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	20%
Strongly Disagree	8	80%

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

Response Choice	Frequency	%
Strongly Agree	9	90%
Neither agree nor disagree	1	10%

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	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	10	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	%
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Promoter	10	100%
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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: 92

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: 96

Your regional percentile ranking: 75%