



Report for Leopard Aviation at KFFZ

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 15 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
70.00	Leopard should get this award because of the friendliness and warmth that it brings to the aviation community. Coming from a 141 School prior to Leopard I felt as if there was no fun being in flight school. Leopard has taught me that it's fun to fly and it's fun to learn how to fly.!
75.00	This school should win a Flight Training Experience Award. The scheduling is simple and customized to your needs based on what you work out with your instructor. When conflicts arose, the school handled it in a professional, timely, and considerate manner. They have lots of aircraft available which reduces missed flights. There are also a lot of instructors available, so if a change is needed, that is a possibility. The school cares about your progress and success as a student.
89.00	It's excellent in terms of airplane safety and has very good instructors. Steven is my instructor. He's very good.
86.00	I've worked at two flights at this point in my career as a flight instructor and Leopard aviations desire for excellence and professionalism creates an environment where I feel that I can strive to be the best instructor I can be.

90.00	Leopard Aviation should receive a Flight Training Experience Award because of their ability to tailor the needs of each individual student to the right curriculum to be safe and competent pilots. In a day and age where aviation has been placed under a microscope of safety, it's imperative for flights schools to lead by example. Leopard Aviation is a school that does just that lead by example by taking the initiative.
88.00	Leopard aviation fosters a friendly and motivating training environment they focus on successful safety focused flight training while also having fun
90.00	Leopard Aviation deserves the Flight Training Experience Award for its commitment to excellence, safety, and student success. Their modern, high-class fleet is meticulously maintained, reflecting the professionalism and quality that define every aspect of training. What truly sets Leopard Aviation apart is its student-focused, individually tailored instruction, ensuring each pilot-in-training receives the personalized attention and guidance they need to excel. The instructors' passion, adaptability, and dedication create an environment where students feel supported, confident, and inspired to achieve their aviation goals. Leopard Aviation delivers a flight training experience that is both world-class and deeply personal — a true model of what modern flight education should be.
90.00	Leopard Aviation cares about the students experience. It's the best school to work for and the best school to train at because of the friendly environment, constant encouragement, and celebratory attitude for even the little things.
88.00	Great atmosphere in office. Great planes -- mostly new. Instructors all have great attitude -- truly car about students.
86.00	Leopard Aviation should be awarded for the training experience award for many reasons. Flight training starts on the ground first and moves into the air. Leopard has great instructors that take the time to do a thorough prebrief on the ground before every flight. There are clear expectations from instructors and students can see progress through a rating at all times. I have done 4 ratings with Leopard and would recommend them to any student based on the experience I had. Leopard has a well maintained state of the art fleet. Maintenance has never been an issue and I really feel comfortable knowing that the school will never allow a plane to fly with inop equipment even if it is something small. I had a great experience training here.
88.00	Providing excellent service, training and aircraft available. 18 newer aircraft than available all with G1000 avionics.
90.00	Leopard should be considered for the winner of Flight Training Experience Award. Highly recommend from a student perspective for their safety record, their learning environment as well as the quality of aircrafts and instructors.
90.00	The instructors are very knowledgeable and the maintenance crews are very knowledgeable and keep the aircraft in top shape.
88.00	Leopard Aviation is an excellent flight school with knowledgeable CFIs who make flight training both effective and enjoyable. The school fosters a friendly, supportive environment that keeps students motivated and connected. Its fleet of immaculately maintained aircraft with G1000 avionics provides safe and modern training. Leopard Aviation combines professional instruction with a welcoming community, making it a great place to become a pilot.
90.00	What makes Leopard Aviation different is their focus on customer satisfaction. It starts with the great facilities, airplanes, and maintenance, but that focus feeds into each interaction with the student and every training event. Every interaction and training event is a chance to reinforce to the student that they made the right decision choosing the instructor and Leopard as their flight school, and we do that with plans of action for every training event and frequent progress checks to ensure each student is on the right track. It's a great school and worthy of being the top flight school in the region.

#### 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: **87**

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

National Average: **86**

Your national percentile ranking: **53%**

Regional Average: **86**

Your regional percentile ranking: **41%**

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

National Average: 86

Your national percentile ranking: 52%

Regional Average: 86

Your regional percentile ranking: 45%

### 5. SubScore Summary for Leopard Aviation at KFFZ

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	97	97
Customer Focus	97	96
Community	98	96
Information Sharing	91	91
NetPromoter Score	100	92
Overall Total	97	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: 97

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

National Average: 97

Your national percentile ranking: 27%

Regional Average: 98

Your regional percentile ranking: 27%

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

National Average: 98

Your national percentile ranking: 25%

Regional Average: 98

Your regional percentile ranking: 30%

#### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	12	80%

Somewhat Agree	2	13.33%
Strongly Disagree	1	6.67%

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

Response Choice	Frequency	%
Strongly Agree	14	93.33%
Somewhat Agree	1	6.67%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	15	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	13	86.67%
Somewhat Agree	1	6.67%
Neither agree nor disagree	1	6.67%

## 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: 97

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

National Average: 96

Your national percentile ranking: 58%

Regional Average: 96

Your regional percentile ranking: 59%

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

National Average: 96

Your national percentile ranking: 65%

Regional Average: 96

Your regional percentile ranking: 55%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	15	100%

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

Response Choice	Frequency	%
Strongly Agree	15	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	13	86.67%
Somewhat Agree	2	13.33%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	6.67%
Somewhat Disagree	2	13.33%
Strongly Disagree	12	80%

## 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: 69%

Regional Average: 96

Your regional percentile ranking: 68%

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

National Average: 96

Your national percentile ranking: 73%

Regional Average: 96

Your regional percentile ranking: 75%

### 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	14	93.33%
Somewhat Agree	1	6.67%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	6.67%
Somewhat Disagree	1	6.67%
Strongly Disagree	13	86.67%

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

Response Choice	Frequency	%
Strongly Agree	13	86.67%
Somewhat Agree	1	6.67%
Neither agree nor disagree	1	6.67%

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

Response Choice	Frequency	%
Strongly Agree	15	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: 91

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

National Average: 91

Your national percentile ranking: 47%

Regional Average: 91

Your regional percentile ranking: 50%

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

National Average: 92

Your national percentile ranking: 44%

Regional Average: 91

Your regional percentile ranking: 55%

### 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	13	86.67%
Somewhat Agree	2	13.33%

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

Response Choice	Frequency	%
Somewhat Agree	2	13.33%
Neither agree nor disagree	4	26.67%
Somewhat Disagree	1	6.67%
Strongly Disagree	8	53.33%

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

Response Choice	Frequency	%
Strongly Agree	11	73.33%
Somewhat Agree	2	13.33%
Neither agree nor disagree	1	6.67%
Somewhat Disagree	1	6.67%

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	13	86.67%
Somewhat Agree	2	13.33%

### 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	14	93.33%
9	1	6.67%

## 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	15	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%