Report for Mauna Loa Helicopters at PHKO PHNL

Region: Pacific

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 5 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	I love the community at the school. Good structure and brilliant instructors.
78.00	Mauna Loa Helicopters is a great school and a supportive environment for learning new skills. The helicopters are well maintained and have good availability. Instructors are usually very helpful, and there's strong student cohesion that the school actively encourages. Communication is key here, and they make sure of it. Hawaiʻi is both a beautiful and challenging place to fly: land, offshore, shoreline, mountains, windy conditions, warm and humid weather — you'll experience it all. If you plan to come here, make sure you're aware of all the costs, even small ones like books, headsets, plotters, or an E6B. I would 100% recommend this school
90.00	I went to school at MLH and I feel that it successfully prepared me for my career as a utility and fire pilot.
83.00	Mauna Loa Helicopter school has a comprehensive curriculum, diligent instructors & strong leaders. They focus on Safety, positive reinforcement & high standards of excellence.

90.00	We are committed to producing safe, skilled, and confident helicopter pilots while having an environment that is welcoming, supportive, and professional. Located in one of the most unique and demanding flight environments in the world, our school combines rigorous training standards with the beauty and challenges of flying in Hawai'i. We give an exceptional student experience; we not only build hours, but we also help build people. Our instructors go above and beyond for their students, which gives us a great proven student success rate. Hawaiʻi provides a world-class classroom. From coastal winds and mountainous terrain to inter-island navigation and overwater operations, our students train in conditions that demand precision and confidence. These challenges produce pilots who are exceptionally prepared for real-world operations — adaptable, resilient, and capable. Here at Mauna Loa Helicopters, we are proud of the training experience we can provide and the pilots we produce.

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: 85

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

National Average: 86
Your national percentile ranking: 29%

Regional Average: 82
Your regional percentile ranking: 39%

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

National Average: 86
Your national percentile ranking: 28%

Regional Average: 85
Your regional percentile ranking: 40%

5. SubScore Summary for Mauna Loa Helicopters at PHKO PHNL

Region: Pacific

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	98	97
Customer Focus	97	96
Community	95	96
Information Sharing	86	91
NetPromoter Score	100	92
Overall Total	95	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: 98

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

National Average: 97
Your national percentile ranking: 46%

Regional Average: 92
Your regional percentile ranking: 61%

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

National Average: 98
Your national percentile ranking: 47%

Regional Average: 97
Your regional percentile ranking: 60%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	3	60%
Somewhat Agree	2	40%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	5	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	5	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: 97

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

National Average: 96
Your national percentile ranking: 55%

Regional Average: 93
Your regional percentile ranking: 72%

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

National Average: 96
Your national percentile ranking: 62%

Regional Average: 94
Your regional percentile ranking: 100%

7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	1	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Strongly Agree	3	60%
Somewhat Agree	2	40%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	5	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Disagree	5	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: 95

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

National Average: 96
Your national percentile ranking: 29%

Regional Average: 91
Your regional percentile ranking: 33%

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

National Average: 96
Your national percentile ranking: 28%

Regional Average: 96
Your regional percentile ranking: 20%

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	4	80%
Somewhat Agree	1	20%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	20%
Somewhat Disagree	1	20%
Strongly Disagree	3	60%

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

Response Choice	Frequency	%
Strongly Agree	5	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	4	80%
Somewhat Agree	1	20%

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: 86

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

National Average: 91
Your national percentile ranking: 10%

Regional Average: 89
Your regional percentile ranking: 17%

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

National Average: 92
Your national percentile ranking: 6%

Regional Average: 91
Your regional percentile ranking: 0%

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	3	60%
Somewhat Agree	2	40%

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

Response Choice	Frequency	%
Somewhat Agree	1	20%
Neither agree nor disagree	2	40%
Strongly Disagree	2	40%

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

Response Choice	Frequency	%
Strongly Agree	3	60%
Somewhat Agree	1	20%
Neither agree nor disagree	1	20%

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	3	60%
Somewhat Agree	2	40%

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	5	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	5	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: 72
Your regional percentile ranking: 83%

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

National Average: 95
Your national percentile ranking: 77%

Regional Average: 90
Your regional percentile ranking: 100%