



Report for Melbourne Flight Training at KMLB

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 184 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 |
|-------------|--|
| 88.00 | Extremely dedicated to student success. There are so many resources they make available to students. It is also very organized in every way. |
| 90.00 | Melbourne Flight Training produces amazing pilots! We have a culture of hard work dedication and strength through camaraderie. Instructors are helpful, understanding and caring; welcoming students and implementing a passion for knowledge. |
| 84.00 | I have been a student with Melbourne Flight Training for little over a year now, and they have made all my aviation dreams come true so far! |
| 86.00 | I have been a student at MFT since April of this year and I have been very happy with everything. In the past 6 months I was able to complete my PPL, IR and Csel now working on CFI. Timeline expectations have for the most part been very accurate. Schedulers are working hard to ensure we remain on track whenever unfortunate delays happen (wheather, maintenance etc...). Overall very happy with my school |

| | |
|-------|--|
| 82.00 | Melbourne Flight Training deserves an AOPA Flight Training Experience Award because it delivers a student-centered, safety-focused, and professional training environment that consistently produces successful outcomes. Our instructors are highly qualified and dedicated to mentoring each student, ensuring they feel supported both in the cockpit and in the classroom. With a strong record of first-time checkride passes, well-maintained aircraft, and modern training resources, students can rely on a structured yet flexible program tailored to their goals. Beyond technical instruction, we foster a welcoming community that emphasizes professionalism, continuous improvement, and a passion for aviation, making Melbourne Flight Training an exceptional place to learn to fly. |
| 85.00 | MFT should win a Flight Training Experience Award because everyone works towards the common goal of student success. |
| 90.00 | Awesome staff and super friendly. Extremely professional and have multiple avenues to meet everyone's needs. |
| 90.00 | Love this place. Super cool instructors and staff |
| 90.00 | Melbourne Flight Training should receive this award because they are the most well rounded flight school you could ever hope for. Starting with safety, top to bottom the staff is always making sure safety is the number one priority. Customer service is top notch. The quality of instruction provided by the elite cadre of flight instructors set this school above the rest. The variety of options in the fleet gives you plenty of options. All around a fanatic school! |
| 87.00 | Melbourne Flight Training has extremely high standards, top notch instructors, and a very smooth operation. They offer aircraft with the latest GPS navigators and ADS-B In technology, as well as access to Cirrus Training Center SR series aircraft for TAA training and rental. |
| 34.00 | I would not recommend this school to anyone. The culture is focused mainly on making money, often at the expense of students' progress—even if it means forcing some to give up on their dream. The management is very poor, and the only positive part of the experience has been the dispatchers, who are genuinely helpful. Unfortunately, once the school has your money, they make you feel like they own you, rather than treating you as a valued student. |
| 88.00 | Melbourne Flight Training should win this award because of how each student is successful in their course. They are helpful and able to tailor each course to your specific needs. I would not have been able to make it this far without MFT's support! |
| 81.00 | I believe this school should receive this award because they are BIG on safety, communication and working with students to achieve their timeline, and I truly appreciate that. The culture/ environment at this school is also "light" and friendly and I've been to 2 previous flight schools and this is the best experience I've had. |
| 88.00 | MFT doesn't just train pilots, we make well rounded aviators. Safe, highly educated pilots that you would be proud to sit next to in the flight deck or just fly with in General Aviation. |
| 89.00 | Melbourne Flight Training strives to provide the best flight training experience for every student that learns here. Our wonderful team of admin, dispatchers and instructors provide a welcoming atmosphere and we are always ready to meet to exceed the needs of our students. We always put safety at the forefront of our training and teach our students how to fly safely as well. |
| 90.00 | Melbourne Flight Training is by far the best flight school in the country. The elite instructors are extremely knowledgeable and genuinely have a passion for knowledge. Having done most of my training here and now being employed by the company I can confidently say MFT is the best! |
| 86.00 | Melbourne Flight Training consistently exceeds expectations for quality of instruction, maintenance and scheduling. They follow a syllabus for both 141 and 61 training ops in order to make sure no aspect of pilot knowledge or skill is looked over. Their End of course exams are extremely thorough to ensure the checkride feels easy. They allow for instructor changes to meet needs of students. They encourage dual flight training in weather that is outside student personal minimums but well within instructors personal minimums to develop students skills, rather than just looking for fair weather days to fly. |
| 90.00 | They make aviation happen for all in a safe space with the highest learning. |
| 88.00 | Melbourne Flight Training has helped me succeed and achieve my goals as an aviator. They are professional, safety driven, promote learning and success and have a fantastic culture at the school. I believe I chose the best flight school I could have when it came to finishing my training. They always strive for excellence in all areas and I believe they achieve this. They should absolutely win the flight training experience award. |

| | |
|-------|--|
| 90.00 | <p>Melbourne Flight Training (MFT) has become "the" premier flight school of the Southeast region of the United States! In 10 short years, MFT has grown from 1 instructor and airplane, to over 40 instructors and over 40 aircraft in the total fleet. It's success is greatly attributable to Mr. & Mrs. Derek and Kristina Fallon who are the heart and soul of this tremendous "family" they have created. Their core values have never waived creating the five foundational personal and operating principles. At the very top is Safety of all staff and students! Staff and students are free to raise any issue both operational and/or cosmetic to keep the fleet running and improving. Instructors are enabled to show initiative and make mistakes without fear of retribution. The Instructors are hired for both their knowledge and relationship building skills. Hence the reason outside instructors have difficulty getting hired because MFT wants the "best" instructor cadre. In my opinion, depth of knowledge is possibly highest of student outcomes! Students come to MFT from other schools repeatedly stating MFT's depth of knowledge is far above any of their previous flight schools. They come to MFT because they are seeking that challenge knowing they will be far better pilots, instructors, and far more attractive to the airline industry. DPE's like coming to MFT because they know the students are well prepared for a 1st time pass in both ground knowledge and flying skills! The vision of Derek and Kristina is being realized. Operationally, MFT now has a business model that is second to none. There are four integrated companies that support each other. A professional Part 141 certified flight academy with self-examining authority and a Platinum Cirrus Training Center lauded by the Cirrus Corporation; a professional maintenance and avionics shop; a full service aircraft parts and supply store with in-house product line; and a recently added on-demand Part 135 air charter company. Where does a majority of revenue go? Right back into improving the fleet! Focusing on students and customers, airplanes are fully maintained and ready to fly at all times. MFT has more operations than Embry-Riddle University! Yet the 1st time pass rate is head and shoulders above the national average for all their courses. And as busy as MFT is night and day, as a Check and Flight Instructor I always feel like I am part of a family - not just an employee - valued and appreciated. Whenever I am asked who and where is the best flight school in the country, hands down I emphatically say, "Melbourne Flight Training at Melbourne-Orlando Airport, Florida!" I wholeheartedly urge the AOPA committee to select Melbourne Flight Training as the recipient of the Flight School of the Year Award both for the Southern Region and Nationally!! Thank you. - David R. Madrid</p> |
| 61.00 | Good but not the best |
| 89.00 | Training is fast and the amount of knowledge is really good and a lot. They care about getting you done in a timely manner and make sure you have the knowledge to get where you want to go. |
| 88.00 | Melbourne Flight Training really makes aviation happen. We train students beyond the ACS including grass field training. We safely fly in windy conditions and actual IMC. Many flight schools do not fly in wind beyond 10 knots crosswind but we let the CFI use judgement. MFT has a wide range of airplanes from round dial 172s to G1000 172s as well as several Duchess and Cirrus. In house maintenance insures reliable availability.. They have top notch instructors including winners of the AOPA awards! So if you want to LEARN, go to MFT. |
| 90.00 | Highly professional. Great selection of aircraft. Great instructors and support staff. |
| 76.00 | Great school. With one goal in mind to make safe aviators |
| 39.00 | <p>In my honest opinion, Melbourne Flight Training should not receive a Flight Training Experience Award at this time. While the school has potential and employs a few truly dedicated instructors, the overall structure and environment have significant issues that undermine the quality of the training experience. I transferred here after attending a Part 141 program that was extremely rigid and discouraging, and I had hoped that MFT's reputation for being friendly and supportive would restore my love for flying. Unfortunately, my experience started off poorly — I was rushed into flying without proper onboarding or orientation, and my first instructor seemed far more focused on building flight hours than on understanding my learning needs or academic schedule. It created an unsafe and unrealistic start to my training. While my current instructor is caring and invested in her students' success, the school itself feels increasingly profit-driven. Fees have risen sharply, communication is inconsistent, and the training structure lacks clarity and balance. The stage check system, for instance, often places students in unrealistic testing situations without adequate preparation. In addition, the facility's open layout makes it difficult to focus, as there is little privacy or space for serious debriefs or individual discussions. Dispatch operations are another concern — only a handful of staff are professional and approachable, while others show little regard for students' time or effort. There is also a visible disparity in how students are prioritized, often based on financial factors rather than fairness or training progress. While there are a few instructors who genuinely care and do great work, the school as a whole needs to reassess its culture, student support, and priorities before being recognized as a leader in flight training. A Flight Training Experience Award should represent not just skill, but also integrity, structure, and student-centered excellence — areas where MFT still has significant room for improvement.</p> |

| | |
|-------|--|
| 90.00 | Melbourne Flight School is the best school I have ever had the privilege of attending. Everyone working at this school truly cares about aviation and the people attending here. Which, is truly shown by the amount of work and effort that they put into ensuring that everyone feels welcome and succeeds. With all the time I have spent here I can say without a doubt MFT deserves this reward. |
| 80.00 | The structure and lack of hassle of the 141 program has been exactly as advertised and even more. I got incredibly lucky with the best instructor, Andrea Ortega, and feel as though most of the people at the school have supported my efforts over the last 4 months. |
| 83.00 | Melbourne Flight Training absolutely deserves to win a Flight Training Experience Award. The quality of instruction here is unmatched — the staff genuinely care about every student's progress and success. My instructor, Andrea Ortega, has been incredible — patient, professional, and always focused on safety and precision. She takes the time to explain everything clearly and makes each lesson both challenging and enjoyable. The school as a whole maintains high standards, keeps the aircraft well-maintained, and creates an environment that builds confidence in every student pilot. The instructors are not only skilled aviators but also great mentors who truly want you to succeed. Melbourne Flight Training consistently provides a positive, encouraging atmosphere that makes learning to fly an amazing experience. I couldn't recommend this school enough to anyone serious about becoming a great pilot. |
| 81.00 | I believe Melbourne Flight School should win a Flight Training Experience Award because this school doesn't just produce people who can fly airplanes but excellent pilots. The level of knowledge and standards of performance and professionalism from this school is beyond anything I've experienced at other flight school. I've attended Melbourne Flight training since February this year and have obtained my instrument rating through commercial multi add on and have my multi engine instructor check ride next week. I've rarely had any issues with management and scheduling and the operation they run is extremely solid with planes always being available for last minute lessons and necessary training. The culture at this school is all about pushing you to your potential as a great pilot by always adding on to your knowledge of aviation. I strongly believe Melbourne Flight School should in a Flight Training Experience Award as this school is extremely thorough with training and always pushing to improve the experience of students and costumers while not cutting corners and keeping aviation safe. |
| 75.00 | MFT is highly structured to create a student's path to success efficiently. |
| 90.00 | I have received immense amounts of knowledge from the instructors at MFT! Everyday I come in and am challenged to be better and know more than the day before! |
| 86.00 | I think we have the best culture of any flight school I've been to. We push learners and hold each other to the highest standards, have each other's backs, and everyone (students and staff) genuinely wants to be at MFT. |
| 65.00 | Descent quality of flight and ground instruction. |
| 86.00 | Melbourne flight training provides a professional yet still very enjoyable learning environment. The school puts a lot of emphasis in making aviation happen and checkride success. Due to weather I had to discontinue my instrument end of course twice and both times dispatch quickly arranged for the next available time so that I could stay fresh and ready. All of the instructors are very helpful and friendly and very competent. |
| 73.00 | IMelbourne Flight Training (MFT) is a great school to fly for. Large fleet, good instructors and numerous amount of study rooms. |
| 84.00 | Melbourne Flight Training should win a Flight Training Experience Award because everyone works together to make aviation a fun and safe experience. |
| 81.00 | Amazing School one of the best in the country |
| 90.00 | they should because they make aviation happen |
| 90.00 | Good customer service and very intelligent instructors. |
| 75.00 | Exceptional instructors, very knowledgeable, safe, and fun. |
| 76.00 | - |

| | |
|-------|---|
| 90.00 | I believe Melbourne Flight Training should win the award. They have excellent curriculums and well-maintained aircraft. At my previous flight school, I didn't really feel encouraged, but at MFT, I always feel supported and the flying has become something I enjoy. In addition, the instructors and staffs are very kind and helpful, which is what I'm really grateful. |
| 90.00 | Every single instructor I have flown with at Melbourne Flight Training has truly gone above and beyond in helping me pursue my private pilot license. |
| 86.00 | Melbourne Flight Training has student success at the forefront of their mission. Success not only from passing check rides, but success as in aviators who will be a positive benefit to the aviation community and with safety the front of their mind. They accomplish this through consistently requiring high standards for their students, but also in their instructors. |
| 90.00 | Very high standard for training and there is always a large focus on making the most of the allotted time to complete the training |
| 90.00 | The student and the school are on the same team. The instructors, dispatchers and admin staff all strive to make success happen for each student. The words "making aviation happen" are displayed on a wall at the lobby, with hundreds of polaroid photos attesting to all the student accomplishments at the school, and we get to ring a bell and celebrate as a group when we solo, pass a checkride, or meet some sort of accomplishment. I have even seen students from their own career program ring the bell when they become accepted as flight instructors! There is an on-site pilot shop to get supplies, and even headsets. The large fleet of aircraft also gets upgraded, one of the all analogue aircraft recently got a full garmin PFD installed, and this sort of commitment to improve the fleet is noticeable across the whole fleet (including brand new twin Tecnams!) Also, the Cirrus Transition Training was phenomenal. |
| 90.00 | Melbourne Flight Training has the best aircraft, the best instructors, and the best staff. They always hold the highest standards and value student satisfaction. |
| 90.00 | I participated in a few flights here and was very happy with all of the staff from dispatch to flight instructors. Definitely a welcoming place that cares about seeing you succeed, |
| 85.00 | MFT maintains a very high standard for their students. |
| 90.00 | The make aviation happen |
| 89.00 | This school should win the award because of its constant pursuit of excellence. From improving the facility to upgrading the avionics and interiors of the aircraft available for training. Every year MFT takes strides in bettering the learning environment for students. The school has an entire support staff centered around making the educational experience better for students and pushing them to be their best. |
| 90.00 | Out of the many flight schools I have been to, this one by far surpasses the competition: great, knowledgeable instructors, excellent maintenance, and structured courses. |
| 88.00 | This school is a family. Everyone is there and available to help you whenever you need help. |
| 75.00 | Due to their flexibility, and passion for knowledge. |
| 90.00 | Melbourne Flight Training provides excellent flight training. |
| 90.00 | - Outstanding student pass rates, provides accelerated career pathway development. - A supportive community. |
| 88.00 | Melbourne Flight Training deserves the award because it is a school that prioritizes providing students with valuable experiences, connections, and ways to take their passion for aviation to the next level! |
| 89.00 | I think MFT really does go above and beyond when it comes to actually making aviation happen as their motto implies. Out of all the flight schools I've trained at and now where I currently work, MFT not only makes sure their students are able to just fly but ensures they fly safely, efficiently and confidently. All the staff I've worked with have been super kind and helpful not just as a student but also an instructor. |
| 88.00 | Melbourne Flight Training has a large, well kept fleet of aircraft and holds their instructors and students to the highest of standards. I had a very positive and rewarding experience as a student in the Career Aviator Pathway program and was able to achieve 7 ratings in under 12 months. |

| | |
|-------|--|
| 88.00 | MFT works very hard to ensure all students get the very best preparation for their future aviation career. Twice a day, tutoring classes for all students are run, at no cost, which gives opportunities to further develop knowledge, understand and insight to all aspects of aviation. Once a week, an evening lesson teaches a particular area for students to further brush up on skills before an upcoming exam. The school goes out of its way to surpass the minimum standard set out in the appropriate ACS or PTS, to deliver the best student for an exam and future employer. |
| 90.00 | MFT continues to grow with emphasis on student-centered and outcome-driven training from our top notch instructors. MFT has an excellent safety and quality assurance program in place. The overall environment is positive, supportive and enjoyable to come to everyday. |
| 81.00 | Great instructors and management |
| 81.00 | Great instructors, dedicated to highest standards, good sense of community and welcoming to all |
| 90.00 | Melbourne flight training is the best school in the nation. |
| 86.00 | Melbourne Flight Training does an incredible job of taking care of its students and providing excellent training for all those involved. Safety and Regulations are at the forefront of their training and they do not allow advancement without proper understanding and training. |
| 85.00 | Melbourne Flight Academy should ABSOLUTELY win a Flight Training Experience Award. I have been to a couple of flight schools and didn't think it was possible to find one with the professionalism and care for students that this school has. This school is not interested in money like other schools. MFT is interested in reputation which comes from instructor quality and student performance. Melbourne Flight Training produces aviators NOT pilots which means students aren't just knowledgeable, they're safe as well. I can honestly say I'm proud to announce to others in the industry where I received my education from. |
| 79.00 | The customer service at Melbourne Flight training is outstanding. The instructors and dispatch uphold high standards for treating the customer. The staff is very friendly and will accommodate every need. The dispatch is always attentive to detail and the airplanes are very reliable. |
| 81.00 | Great instruction and resources for students. |
| 86.00 | This school should win because our mission is to create safe pilots first and foremost |
| 84.00 | MFT has done an excellent job keeping me on track to complete my ratings on a reasonable timeline and has pushed me to become the best pilot I can be. The instructors here really do care about their students and there is a great student success team who is willing to support students in anyway they can. I would highly recommend choosing MFT as this program will push you to become the best pilot you can be. |
| 90.00 | I think this flight school should win this award because I have had such an amazing experience with my flight training here. |
| 79.00 | This school deserves this award because of the community of its peers being so indulged in aviation as well as the commitment of the employees to making sure students are satisfied. |
| 88.00 | This school provides exceptional training that is efficient and done safely. |
| 90.00 | This school teaches to the highest standards. I was both a student and an instructor and I can 100% say that Melbourne Flight Training truly wants to see their students succeed. It is like one big family and I have enjoyed and continue to enjoy every bit of time there. |
| 85.00 | Its a fun way to learn flight. You learn on your time. The instructors care about your money and dont waste your time. Its a fun environment too everyone is like best friends. |
| 87.00 | This flight school should win a flight training experience award because they make flight training and fun and safe experience. The variety of planes that Melbourne flight training offers is truly exceptional. |
| 90.00 | This Flight school is a very professional and well run company focused on safety and provided me with the tools and training to become a better and safer pilot. The CfiS are well trained and you don't feel like you are in a pilot mill where they are there only to make money off you. I would highly recommend them as a model for other schools |

| | |
|-------|--|
| 90.00 | The instructors and staff go above and beyond for their customers and students! The owner and his staff make all students and clientele their top priority.. maintenance and safety are a d always have been paramount |
| 85.00 | The school has great instructors and great equipment. |
| 90.00 | As a former flight instructor at Melbourne Flight Training, I can honestly say this school is something special. From the moment you walk in, you're treated like family. The entire team truly cares about their students and instructors, and that sense of community makes all the difference. The leadership and staff go above and beyond to make sure every student succeeds, not just by helping them pass checkrides, but by shaping them into safe, confident, and skilled pilots. You can tell that everyone there genuinely loves what they do and takes pride in helping others reach their goals. Melbourne Flight Training isn't just a flight school, it's a place where people believe in you, push you to be your best, and celebrate every milestone along the way. They absolutely deserve recognition for the amazing training environment they've built. |
| 90.00 | I attended Melbourne Flight as a student part 61 for PPL - CFII, and then instructed at the school until reaching ATP minimums. As an Airline Captain and Recruiter, I stay engaged with the school and in close contact with the staff. This school has afforded me every possible opportunity, and the owners and instructors have treated me like family. As a student, I always had access to aircraft, instructor availability, and short checkride wait times. The facilities are excellent, the syllabus is top notch, and having maintenance on site is a blessing. The quality of instructors far surpasses many schools, which has become even more evident in my role as a pilot recruiter. |
| 82.00 | I had an outstanding experience with Melbourne Flight Training. From day one, their commitment to safety was evident—not just in words, but in every aspect of their operations. The instructors are FAA-certified professionals who prioritize safety as a core value, not just a checklist item. They foster a mindset of situational awareness and critical thinking, preparing students to handle real-world flying conditions with confidence. The training environment is top-notch. Students train in modern Cirrus and Cessna aircraft equipped with advanced avionics, and regularly practice emergency procedures in full-motion simulators. This hands-on, safety-first approach builds strong foundational skills and instills a captain's mindset early in the learning journey. Instruction is equally impressive. The instructors are not only knowledgeable and experienced, but also patient and supportive. They tailor lessons to individual learning styles, making complex concepts accessible and ensuring students feel confident and prepared at every stage. Melbourne Flight Training's location at Melbourne Orlando International Airport offers a strategic advantage, blending controlled airspace with access to quieter practice areas. Combined with Florida's favorable flying weather, students benefit from consistent flight hours and real-world experience. If you're looking for a flight school that truly values safety and delivers exceptional instruction, Melbourne Flight Training is a clear standout. Highly recommended for anyone serious about aviation. |
| 90.00 | MFT is a great flight school where I did my CFI, CFII, MEI in. From the top to down they really care about the students and someone is there guide me thru the way |
| 87.00 | I have had several low points in my performance where it would have been easy to quit, but knowing my instructor and following their guidance has kept me progressing towards my certificate. |
| 89.00 | They should receive it due to the exceptional culture the school perpetuates. From the moment you enter the door you are surrounded by fellow students, staff and instructors who share the burning passion for aviation and a commitment to better themselves as aviators. |
| 87.00 | My experience at Melbourne Flight Training (MFT) has been nothing short of exceptional. From the moment you walk through the door, you can feel the professionalism, passion, and dedication that drives this school. The entire operation is well-organized, safety-focused, and student-centered—everything you want in a flight training environment. A true standout is their Cirrus Training Center, which offers an incredible opportunity to train in some of the most advanced aircraft available. The Cirrus program is structured, thorough, and tailored to help students not just meet, but exceed their goals. It's clear that MFT is committed to producing skilled, confident pilots. The instructional team is what really sets MFT apart. Jiahao Shen deserves special recognition—not only for his deep knowledge and teaching ability, but for the welcoming and inclusive atmosphere he creates. Jiahao goes above and beyond to ensure every student feels like a valued part of the program and the community. His leadership is a huge part of what makes this school thrive. Alongside him, Jackson and Pierce round out a truly world-class team of instructors. Their expertise, patience, and commitment to student success are second to none. Each of them brings unique strengths that complement one another, making for a training experience that is both rigorous and deeply supportive. |
| 82.00 | This flight school has provided me with an incredible opportunity to excel in aviation. I moved here from another school and realized the incredibly high standards set here. At Melbourne Flight Training excellence is the standard. Between the quality of the administration and the flight instructors I truly believe this was the best flight school I could have chosen. |

| | |
|-------|---|
| 87.00 | They should win because of personalization and adaptability for the students as well as top notch quality in training |
| 90.00 | Dedicated instructors, employees, and management driven to exceed customer expectations. Consistently receiving instructor and student feedback to improve everyone's experience. |
| 89.00 | This flight school should win the awards due to its emphasis on making aviation happen and going above and beyond for its customers |
| 84.00 | This flight school provides exceptional training and resources for new or advanced students. This school has a rigorous course designed to make safe and competent pilots that are capable of handling all scenario types. The customer service cares to listen and provides practical and timely solutions based around student success. I truly believe this flight school has my best interests at heart. |
| 87.00 | They should |
| 82.00 | MFT should be the recipient of the flight training experience award due to our high standards and exceptional student success rate as well as for our dedication to instilling proper values into the next generation of aviators, not just making new pilots. It's about a culture of safety, ADM, excellence in knowledge and procedures and also having fun. And at MFT, the flight school I was a student and now teach at, does the above better than any other school out there. |
| 90.00 | This flight school provides the best training in central florida. Most of the students that come out of here are the brightest there is. The culture and promotion of all things aviation makes it a wonderful group to be apart of! |
| 90.00 | This flight school should win a Flight Training Experience Award for its professionalism and success ratings. |
| 90.00 | This flight school truly prioritizes quality instruction, safety, and a positive learning environment. The instructors go above and beyond to make sure every student fully understands the "why" behind what they're doing, not just the "how." The culture is supportive, professional, and motivating it feels like a team working together toward excellence rather than just a business. Students are challenged, encouraged, and genuinely set up for long-term success in aviation. |
| 81.00 | Melbourne Flight Training should win a Flight Training Experience Award because it surrounded by great people who want nothing but the best for you It also breaks information down for you to digest easily in a learning environment. They are also very flexible with your learning style making it enjoyable to come here everyday eager to learn. |
| 88.00 | It should win because they prioritize their customers/students as top priorities for them to learn and become the best professional pilots in the whole country. |
| 74.00 | This school has great instructors, nice fleet, and a well organized syllabus. They encourage backseating, have an gleim and AATD, and offer tutoring. This is the best flight school I've attended. My CFI's I've been assigned to have met me where I was at and helped me grow from there, I thought I was going to be the forever student pilot, but with a lot of time and effort invested into my success, I got my PPL and am now working towards my IFR with more confidence than I had when I started flying. The staff is very nice and professional. I recommend. |
| 90.00 | Melbourne Flight Training provides the best instruction |
| 90.00 | Excellent community of aviation professionals |
| 90.00 | Great instructors, nice airplanes and classrooms |
| 90.00 | Best school in Florida, best students and instructors |
| 85.00 | Melbourne Flight Training deserves this award because of how much they prioritize student success. I recently transferred to Melbourne Flight Training to finish up my PPL (part 61) , and it has restored my hope and my love for flying. A little expensive, but so far I've had a great experience with my instructor, scheduling, and the aircraft. They also offer great resources like free review sessions on Tuesday nights. |
| 79.00 | Little bit expensive and occasional maintenance delays but that should be expected most places. Overall great experience very safe and accommodating |

| | |
|-------|---|
| 75.00 | Melbourne Flight Training should win the Flight Training Experience Award because while no flight school is perfect, one thing that truly sets MFT apart is their commitment to their students. Whenever an issue arises, no matter how small they go above and beyond to assist in every possible way. They provide an abundance of free resources, such as backseat flights and tutoring, all designed to ensure that every student has the best chance to succeed. With a large team of instructors and a well-maintained fleet of aircraft, students can count on consistent flying time and continuous proficiency. I would also like to highlight my instructor, Gavin Noel, who has been the best instructor I've had at Melbourne Flight Training. I've flown with several instructors, but Gavin stands out for his patience, encouragement, and dedication. He goes to great lengths to ensure that I not only understand the material but that I become a safe and confident pilot. It's been an absolute pleasure being his student, he's truly a 10/10 instructor! |
| 86.00 | This school should win the award as they dedicate themselves to the upmost respect to their students and instructors. Every instructor has the same level of knowledge so no matter who you get for your rating or certification you will always get the best training. |
| 82.00 | This flight school should win the award since they provide excellent, thorough instruction and have helped me become a knowledgeable, experienced pilot. |
| 86.00 | Melbourne flight training is dedicated to student success, with knowledgeable instructors who are always willing to make aviation happen. |
| 82.00 | All the learning materials are readily available to students, the school hosts several useful seminars and supplementary lectures throughout the month, and there are study rooms and tutoring available. The abundance of resources makes it very easy to succeed here and the instructors are all accessible and approachable. |
| 90.00 | They hold themselves to a very high standard of safety and excellence. The flight instructors are all eager to learn day in and day out. The management seeks to benefit students and provide them with essential information. |
| 71.00 | The school is solid. I feel safe and knowledgeable with all the instructors. I am a little surprised by how much more expensive my flight training has costed. I think the part 141 program looks good but the part 61 program seems to be in an identity crisis because it mirrors part 141, but just "at your own pace." There is no real advantage taken of the part 61 flexibility. However, the schools quality of material and standard held are the highest. This is the place to go if you want to fly for the airlines in the future. |
| 82.00 | This school should win cause they work very hard to accommodate their students with the means they have. The instructors Jiahao, Jake and Jackson I have personally worked with and they were very great. Very personable, considerate and informative with their students. |
| 89.00 | This flight school should win the award because they deeply value customer relations. Their instructors have a passion for knowledge and are constantly ready for takeoff. Throughout my training here my expectations were always exceeded. If my instructor was ever unable to help or assist me they owned it and would lead me to the proper people to address my questions or concerns. |
| 90.00 | Melbourne Flight Training (MFT) should win an award because of its all around dedication to quality flight training across the entire board. Any student at MFT can count on any if its instructors to provide the highest quality of flight training tailored to each individual. Our pass rate speaks for itself, however, as a fellow instructor, I can confidently say I can count on any of my colleagues at anytime with their knowledge, willingness and go-getter attitudes; One of our company's core values. I am beyond proud to be a part of this team and family of experienced aviators. |
| 82.00 | The flight instructors here are phenomenal |
| 88.00 | Melbourne Flight Training is by far the most professional flight training experience that I have ever seen. The level of professionalism and attention to detail shown by their instructors are second to none. They hold a high standards and hold their students to it! I am very honored to have earned my Multi Engine Rating from there. |

| | |
|-------|---|
| 90.00 | <p>I've recommended multiple families and students to MFT, the last student was my son. From the time you step in the front door for the first time interviewing the school to the day you graduate the staff there treated us with priority, always friendly and with excellence. The owner Derek Fallon is engaged in the school with his instructors and students and the community. He strives to teach good habits, strong education and excellence in pilot skills. His goal, to ensure his students are safe and someone he personally would fly his family with. I'm a professional pilot myself (747 Captain at Atlas Air Worldwide). Over the last several years I have come across many of his graduates now in the industry within our airline. His previous students I've been able to witness first hand show up prepared, are friendly and a pleasure to work with. They have been very capable pilots, always open to learning and striving to do better. Melbourne Flight Training just doesn't teach pilots to pass, they teach them to be successful far into their future far beyond the doors of their school.</p> |
| 85.00 | <p>Our flight training school deserves to win the Flight Training Experience Award because we are fully committed to producing safe, skilled, and confident pilots through personalized, hands-on instruction. Our instructors go above and beyond to ensure every student feels supported, challenged, and motivated to achieve their aviation goals. We take pride in maintaining a welcoming environment that fosters both technical excellence and teamwork.</p> |
| 90.00 | <p>Because it's great</p> |
| 84.00 | <p>Excellence in ALL areas of training!! Excellent customer service Attitude and attention to safety., Excellent!!</p> |
| 89.00 | <p>MFT goes above and beyond for all of their students. Being a student myself, I got to see first hand what the experience was like and this staff truly cares about all the work they do.</p> |
| 86.00 | <p>Best school in the country.</p> |
| 88.00 | <p>I'm training at Melbourne Flight Training to get my PPL and Instrument rating. The entire Cirrus team has been great. They have gone out of their way to provide excellent flight training and even helped me buy my own Cirrus plane. They have provided top notch training, answered all my questions, and continue to help and go above and beyond. Both my CFI (Paulo) and the Cirrus Manager (Jiahao) are super knowledgeable, always helpful, and detail oriented in everything related to Cirrus and Aviation in general. I highly recommend them!</p> |
| 90.00 | <p>I'm always pushed to be great at this flight school. They know how to get the best out of me and I enjoy the challenge.</p> |
| 90.00 | <p>Their safe fleet, skilled instructors, hard work every day, and care they have for students that earned them the previous award should earn it them again!</p> |
| 90.00 | <p>Excellent staff who care most about producing the safest pilots as possible. Fleet is safe, staff is nice, facilities are clean.</p> |
| 90.00 | <p>I have trained at a couple flight schools and Melbourne flight training in my opinion is by far the most efficient because of the large fleet, variety of aircraft and most importantly the instructors care about student success in and out of the flight school resulting in exceptional training.</p> |
| 80.00 | <p>Melbourne Flight Training is exceptional. My flight training in the Cirrus SR20 in obtaining my PPL was personalized to meet my goals and the school worked around my busy schedule. Derek Fallon and his Cirrus Team including Jiahao Shen, Jake Galeota, Pierce Cody, and Jackson Roberts are outstanding instructors with a team approach. I'm currently working on my IFR certification and they have been extremely accommodating. It's been one of the best decisions I have ever made as flying has been extremely rewarding for not only myself but for my family. Highly recommend this school to anyone considering flight instruction. Just book that discovery flight! The team will help you with the rest.</p> |
| 44.00 | <p>I would not recommend this flight school at all. My wife obtained her multi engine P141 and was routinely reassigned instructors, planes and times due to terrible maintenance on the twin Tecnam aircraft. Additionally, they overcharge from what they stated prior to starting the course. Their simulators were a joke with worthless training, if not reverse training, as they did not operate appropriately with instructors even stating so. They stated two hours of cross country time was required, but this too was understated as the aircraft could only fly the required distance in 3 hrs. So that was an additional two hours as well for the required 1 night and 1 day cross country flights. Overall, we feel this flight school is not upfront with their inclusive pay package. They overcharge, we're not up front with structure fees, scheduling and lack of aircraft availability. They would schedule students and instructors too close and instructors would constantly be late for departures due to lack of fueling., maintenance and overall preparation. Overall, I would just tell students to beware!</p> |

| | |
|-------|---|
| 75.00 | There are several reasons why it should win the prestigious Flight Training Experience Award. First, the staff at this flight school is dedicated to creating an inspiring and supportive learning environment. They also provide personalized guidance, ensuring that every student feels valued and confident throughout their training. One of the most impressive aspects of this program is its outstanding track record – every student who starts on this training program has successfully completed it! The sense of community within this flight school is amazing which creates an atmosphere where students support one another and celebrate each other's successes. |
| 81.00 | This is best school I have been |
| 85.00 | This school has great instructors who are always willing to help. |
| 88.00 | I believe Melbourne Flight Training should win this award. This is a school where you will find instructors and staff not just looking to hit their hours and go to the airlines; this is a school where you will find deep and meaningful relationships with the staff and you can see in the way they care about each of their students training that they truly want everyone to succeed no matter the situation. |
| 89.00 | As a student I feel very welcomed to learn and the people who work here are very committed to aviation and bringing new people into it |
| 86.00 | This school is amazing, coming from a previous flight school in Illinois I came in with 42 hours thinking it was going to be smooth sailing to my check ride. When I got to MFT they were kind and super excited to have another student on board, my instructor Simon has been doing amazing things with me, always trying to make me better and more prepared. I will say my school in Illinois was nothing like it should be at a ppl training school. It was difficult they didn't give me information or teach me certain things. Needless to say MFT is not like that. I have never felt more prepared and ready for a check ride then I do right now and I owe it all to MFT |
| 83.00 | Because they know student's weather personal limitation and try to improve student's flight ability |
| 85.00 | Great school with a great community |
| 74.00 | Personal training |
| 75.00 | The school does hold itself to it's motto in it's effort to "make aviation happen every day" and they try to stay on the right side of that motto. Like all flight schools, it's not going to be perfect for everyone, but overall the staff, syllabus, and aircraft are built with the success of the student in mind. |
| 79.00 | They are very professional and everyone whether they are a student or an employee really care about the individual and making sure you are fully taken care of. |
| 86.00 | Mft should receive an FTE award for its outstanding flight instructor team along with the maintenance crew involved with maintaining the aircraft fleet to above average standards in terms of condition and safety. |
| 90.00 | Melbourne Flight Training has delivered exceptional service and provided me high-quality training, exceeding my expectations. |
| 86.00 | They should because the training is of the highest quality and the instructors are the best and truly care about student progress and safety. |
| 90.00 | They should because of their professionalism and their focus on student progress |
| 78.00 | This is the premier flight school in all of Florida. I did all my training here and was a CFI training students towards their aviation goals. They have very high standards and expect their students to work very hard. All the instructors are very very knowledgeable and helpful. They try to get their students to know where to look for the right answer |
| 87.00 | They go above and beyond to make sure that you are successful. |
| 89.00 | Melbourne Flight Training was my second school. From the day I started to the day I finished my training. Every instructor staff member made it their goal to push me through and help me along the way! It was the greatest experience I could have ever asked for! |

| | |
|-------|--|
| 79.00 | I would most definitely like MFT to win this award. Even though I only did my CFI training there, I had the best experience possible. I had an amazing instructor. Early on, I had some proficiency issues, which the school, especially my instructor, dealt with utter patience. I had a student advisor and other instructors help me get to where I am right now. The timeline for the course completion is utmost precise, given the student can perform up to standards. MFT deserves every available recognition. |
| 90.00 | I think Melbourne flight training should win the Flight Training Experience Award because of 3 metrics everyone looks for at any flight school. First one is professionalism, the instructors, admin and staff are all very knowledgeable, prideful of the school and willing to go the extra mile to ensure their students succeed. Secondly aircraft maintenance. Being in aviation, maintenance is an essential key factor in a successful flight school and Melbourne is no different. No matter what plane I flew I was always confident that it was well maintained. Finally is the local environment, it is an ideal training environment with a fair sized practice area, the Orlando Bravo to the West. It's a great airspace to learn regardless of what rating or license you were training for. All three of these points contribute to one key component. Safety. Melbourne Flight Training takes safety very seriously. These are the reasons I think Melbourne deserves the Flight Training Experience Award. |
| 88.00 | I'm a CAP student at Melbourne Flight Training, and I've really enjoyed my time here at MFT. All the instructors don't just teach you to pass a test — they teach you to become a true aviator. I truly believe that MFT is one of the best, if not the best, flight schools in the country. They've helped me progress from starting my Private Pilot License in February 2025 to now finishing up my CFI course in October. It's been a great experience, and I'm extremely happy with my decision to attend Melbourne Flight Training. |
| 88.00 | Excellent staff |
| 83.00 | This school have been nothing but patient and persistent while I go for my PPL, they have great rates and even better instructors |
| 90.00 | This has been an incredible experience for me in every facet of the program. From the owners to the managers to the instructors my experience has been a 10 of 10 for over a year now in the program. I started out as someone who wanted to fly for fun and the team has help make this an absolute passion of mine that I cannot get enough of. I am in the IFR training portion currently with plans to go straight into commercial upon completion of my instrument rating. I have been in business for 28 years and find the entire organization first class and exceptional in its teaching methods as well as customer service. |
| 87.00 | I moved from Canada (as a US citizen) to start my flight training at Melbourne Flight Training. I cross examined every flight school in both the United States and Canada, considering all my options. Melbourne Flight Training stands out from other flight school for their determination to make every student pilot the best. As a CFII candidate, in my opinion Melbourne Flight Training stands out from all the other and should be the only school to be considered for the 2026 Flight Training Experience Award. |
| 86.00 | It's a good school that takes extra care in every facet of flight training whether it's maintenance, dispatch, plane quality, or the training itself, everything they do is designed to achieve 100% of its potential. |
| 86.00 | Because they are teaching me really wellt o flu |
| 89.00 | Professional, knowledgeable, patient , super nice instructor. Highly efficient team ensuring the training smoothly and on time. Aircraft is well maintained, I feel safe whenever I'm in the MFT plane. It brings me knowledge, skill and most importantly, the confidence of being a pilot. |
| 90.00 | Melbourne Flight Training deserves this award for the unparalleled service it provides to its students. The school stands apart because student success is its driving force. Rather than simply 'making pilots,' Melbourne Flight Training develops true aviators and educators, holding its students, instructors, and staff to the highest standards of excellence. |
| 90.00 | Mft offers exceptional flight training, ensuring on time performance and is always there to ensure you are getting the best training you can |
| 84.00 | The exceptional program training environment & its instructors |

| | |
|-------|--|
| 90.00 | Melbourne Flight Training deserves the AOPA Flight Training Experience Award because it represents everything great flight training should be. As both a former student and instructor there, I experienced firsthand the school's dedication to safety, professionalism, and genuine care for each pilot's success. The instructors go above and beyond to create a positive, encouraging environment that makes students feel confident and supported through every stage of training. MFT not only produces skilled aviators but also builds a strong community where teamwork, mentorship, and passion for aviation thrive, making it an exceptional place to learn and teach the art of flying. |
| 87.00 | They are highly considerate, accommodating, efficient, and so much more. They strive and achieve success constantly and promote an eager learning environment. They are exemplary teachers and staff that go above and beyond to make sure you know what you are doing every step of the way. |
| 88.00 | I believe MFT deserves this reward for many reasons, but my primary reason is because of the quality of pilots they produce. MFT does not produce fair-weather fliers; they produce quality and knowledgeable aviators who can make informed decisions during go/no-go situations. I've seen firsthand examples of solid ADM from every instructor I've had the privilege to fly with, demonstrating not only their knowledge and skill set but also their love and admiration for the field and MFT as a whole. Everything from scheduling students in the new refreshed planes to experiencing them, to being understanding in IMSAFE situations, they really do care about each individual student and seeing their absolute success in aviation! |
| 84.00 | It is a good school to attend. |
| 86.00 | Melbourne flight training gives such an amazing experience to students learning to fly. The courses are very well done along with the instructors who are very focused on helping you reach your goals. I've had such a great experience at Melbourne flight training and I think they deserve this award. |
| 80.00 | They are committed to top-quality flight training and don't just teach to the check ride, they make professional pilots. |
| 89.00 | This flight school should win because of their leadership and standards they hold the students to. This is a very professional flight school, all the instructors and staff work overtime to keep the props turning ;). Every instructor wants to see every student succeed. The staff is amazing with scheduling and making sure you're on track, the maintenance is the best maintenance crew, they always are working hard to provide top quality work for the students. |
| 82.00 | Melbourne Flight Training is a great flight school. MFT has a very flexible schedule and great support staff. The flight instructors are professional, knowledgeable and caring. Also flight training out of Melbourne, Florida is great. Overall good weather. The airport (KMLB) isn't too busy, yet has the facilities to accommodate all types of flight training. I 100% recommended Melbourne Flight Training. |
| 72.00 | They're the best |
| 66.00 | Its alright |
| 86.00 | School is wonderful. So many resources available and amazing instructors. Always willing to work with so many students. 10/10 |
| 63.00 | Rewarding experience |
| 90.00 | Outstanding staff and fleet. |
| 90.00 | MFT should win the flight training experience award because their training is like no other school that I've seen. An extremely structured training program with amazing instructors and lots of planes to ensure flying all the time. |
| 90.00 | Great school overall. Very organized and student success. Instructors are very knowledgeable. |
| 86.00 | This flight school provides an amazing experience and great education. |
| 83.00 | Very cool instructors |
| 90.00 | Great school with great instructors. I will be returning to further my certifications. |

| | |
|-------|--|
| 84.00 | In addition to the outstanding training they provide, they host free classes every Tuesday on specific topics (checkride prep, weather, airspace, etc.) and make contact information for upcoming CFIs available to everyone. Having the contact info available to everyone helps both the students and the upcoming CFIs learn from each other. To add to that, everyone in the school has a good relationship, and one can feel the love and care they have for each other as colleagues. |
| 90.00 | Best Flight school I've been to! |
| 90.00 | Melbourne Flight Training is the best flight school in all of the United States. I came here following my Private Pilot training and was pleasantly surprised by the high quality of training allowing me to obtain advanced knowledge as well as certificates through CFII and commercial multi. I would highly recommend MFT for this prestigious award. |
| 68.00 | This school has demonstrated exceptional commitment to excellence in aviation education. Now proudly VA-approved, the institution stands out for its outstanding support of students and veterans alike. The staff consistently go above and beyond to provide thorough, helpful guidance on all aspects of flight training, ensuring that each student is well-informed and prepared for success. The school fosters a strong culture of learning and community through its free two-hour classes held every Tuesday evening, as well as free tutoring sessions offered throughout the week. Instructors are highly knowledgeable, approachable, and dedicated to helping students master both ground and flight training material. The dispatch and scheduling team is equally commendable for their professionalism and friendly service, contributing to a seamless training experience. The training program is well-balanced, with approximately 25% flight instruction and 75% ground instruction led by experienced educators. The student handbook clearly defines expectations and emphasizes the importance of self-study, ensuring that students take an active role in their own learning journey. Overall, this school exemplifies the highest standards of aviation education—combining expert instruction, exceptional student support, and a structured, student-centered approach. Their dedication to student success and community engagement makes them a truly deserving candidate for this award. |

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: **18%**

Regional Average: **86**

Your regional percentile ranking: **30%**

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

National Average: **86**

Your national percentile ranking: **15%**

Regional Average: **85**

Your regional percentile ranking: **29%**

5. SubScore Summary for Melbourne Flight Training at KMLB

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 | 97 | 97 |
| Customer Focus | 94 | 96 |

| | | |
|---------------------|----|----|
| Community | 95 | 96 |
| Information Sharing | 89 | 91 |
| NetPromoter Score | 86 | 92 |
| Overall Total | 92 | 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: 32%

Regional Average: 96

Your regional percentile ranking: 46%

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

National Average: 98

Your national percentile ranking: 29%

Regional Average: 97

Your regional percentile ranking: 45%

6.3 Responses per Question

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

| Response Choice | Frequency | % |
|-------------------|-----------|--------|
| Strongly Agree | 172 | 93.48% |
| Somewhat Agree | 9 | 4.89% |
| Somewhat Disagree | 3 | 1.63% |

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

| Response Choice | Frequency | % |
|----------------------------|-----------|--------|
| Strongly Agree | 156 | 84.78% |
| Somewhat Agree | 18 | 9.78% |
| Neither agree nor disagree | 4 | 2.17% |
| Somewhat Disagree | 1 | 0.54% |
| Strongly Disagree | 2 | 1.09% |

My school promotes a culture of safety.

| Response Choice | Frequency | % |
|----------------------------|-----------|--------|
| Strongly Agree | 169 | 91.85% |
| Somewhat Agree | 11 | 5.98% |
| Neither agree nor disagree | 2 | 1.09% |
| Somewhat Disagree | 1 | 0.54% |
| Strongly Disagree | 1 | 0.54% |

My instructor at my school regularly suggested what I should study before arriving at the airport for a lesson.

| Response Choice | Frequency | % |
|----------------------------|-----------|--------|
| Strongly Agree | 169 | 91.85% |
| Somewhat Agree | 10 | 5.43% |
| Neither agree nor disagree | 2 | 1.09% |
| Somewhat Disagree | 2 | 1.09% |
| Strongly Disagree | 1 | 0.54% |

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: 94

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

National Average: 96

Your national percentile ranking: 20%

Regional Average: 96

Your regional percentile ranking: 26%

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

National Average: 96

Your national percentile ranking: 18%

Regional Average: 95

Your regional percentile ranking: 29%

7.3 Responses per Question

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

| Response Choice | Frequency | % |
|----------------------------|------------------|----------|
| Strongly Agree | 6 | 3.26% |
| Somewhat Agree | 2 | 1.09% |
| Neither agree nor disagree | 5 | 2.72% |
| Somewhat Disagree | 8 | 4.35% |
| Strongly Disagree | 163 | 88.59% |

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

| Response Choice | Frequency | % |
|----------------------------|------------------|----------|
| Strongly Agree | 143 | 77.72% |
| Somewhat Agree | 30 | 16.3% |
| Neither agree nor disagree | 5 | 2.72% |
| Somewhat Disagree | 6 | 3.26% |

Staff at my school always treated me with respect.

| Response Choice | Frequency | % |
|----------------------------|------------------|----------|
| Strongly Agree | 173 | 94.02% |
| Somewhat Agree | 9 | 4.89% |
| Neither agree nor disagree | 1 | 0.54% |
| Strongly Disagree | 1 | 0.54% |

Sometimes I wish I had chosen a different flight school.

| Response Choice | Frequency | % |
|----------------------------|------------------|----------|
| Strongly Agree | 8 | 4.35% |
| Somewhat Agree | 6 | 3.26% |
| Neither agree nor disagree | 15 | 8.15% |

| | | |
|-------------------|-----|--------|
| Somewhat Disagree | 20 | 10.87% |
| Strongly Disagree | 135 | 73.37% |

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: **24%**

Regional Average: **96**

Your regional percentile ranking: **30%**

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

National Average: **96**

Your national percentile ranking: **25%**

Regional Average: **95**

Your regional percentile ranking: **34%**

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 | 160 | 86.96% |
| Somewhat Agree | 16 | 8.7% |
| Neither agree nor disagree | 6 | 3.26% |
| Strongly Disagree | 2 | 1.09% |

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

| Response Choice | Frequency | % |
|----------------------------|-----------|-------|
| Strongly Agree | 5 | 2.72% |
| Somewhat Agree | 2 | 1.09% |
| Neither agree nor disagree | 15 | 8.15% |
| Somewhat Disagree | 23 | 12.5% |

| | | |
|-------------------|-----|--------|
| Strongly Disagree | 139 | 75.54% |
|-------------------|-----|--------|

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

| Response Choice | Frequency | % |
|----------------------------|-----------|--------|
| Strongly Agree | 152 | 82.61% |
| Somewhat Agree | 22 | 11.96% |
| Neither agree nor disagree | 6 | 3.26% |
| Somewhat Disagree | 2 | 1.09% |
| Strongly Disagree | 2 | 1.09% |

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

| Response Choice | Frequency | % |
|----------------------------|-----------|--------|
| Strongly Agree | 160 | 86.96% |
| Somewhat Agree | 19 | 10.33% |
| Neither agree nor disagree | 4 | 2.17% |
| Strongly Disagree | 1 | 0.54% |

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: 89

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

National Average: 91

Your national percentile ranking: 24%

Regional Average: 91

Your regional percentile ranking: 36%

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

National Average: 92

Your national percentile ranking: 19%

Regional Average: 91

Your regional percentile ranking: 32%

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 | 159 | 86.41% |
| Somewhat Agree | 20 | 10.87% |
| Neither agree nor disagree | 3 | 1.63% |
| Somewhat Disagree | 1 | 0.54% |
| Strongly Disagree | 1 | 0.54% |

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

| Response Choice | Frequency | % |
|----------------------------|------------------|----------|
| Strongly Agree | 16 | 8.7% |
| Somewhat Agree | 24 | 13.04% |
| Neither agree nor disagree | 53 | 28.8% |
| Somewhat Disagree | 21 | 11.41% |
| Strongly Disagree | 70 | 38.04% |

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

| Response Choice | Frequency | % |
|----------------------------|------------------|----------|
| Strongly Agree | 140 | 76.09% |
| Somewhat Agree | 19 | 10.33% |
| Neither agree nor disagree | 20 | 10.87% |
| Somewhat Disagree | 2 | 1.09% |
| Strongly Disagree | 3 | 1.63% |

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 | 165 | 89.67% |
| Somewhat Agree | 17 | 9.24% |
| Neither agree nor disagree | 2 | 1.09% |

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 | 154 | 83.7% |
| 9 | 9 | 4.89% |
| 8 | 14 | 7.61% |
| 7 | 2 | 1.09% |
| 6 | 2 | 1.09% |
| 4 | 1 | 0.54% |
| 1 | 2 | 1.09% |

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 | 163 | 88.59% |
| Passive | 16 | 8.7% |
| Detractor | 5 | 2.72% |

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: 86

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

National Average: 92

Your national percentile ranking: 13%

Regional Average: 95

Your regional percentile ranking: 14%

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

National Average: 95

Your national percentile ranking: 10%

Regional Average: 94

Your regional percentile ranking: 18%