Report for Michigan Helicopters at KPTK

Region: Great Lakes

Below is a summary of scores and feedback from all the usable evaluations which were submitted for you during the 2026 Flight Training Experience Award application period. Many flight training providers receive exceptionally high scores so we also share with you the distribution of the overall aggregate scores for comparison.

1. Eligibility

To be eligible for an award, you needed to receive at least 10 unique evaluations, each at least 80% complete.

A survey response was considered 'usable' if the respondent answered at least 80% of the questions required for scoring.
A Flight School was considered 'eligible' for an award if they received at least 10 unique, usable responses.
Average scores were based on all usable responses received and have been rounded where necessary
Your percentile rank was calculated by comparing your score to scores of all other(nominated/eligible) Flight Schools
Percentile ranks were calculated at both national and regional levels and may have been rounded.
Your performance (percentile rank) compared to all other eligible Flight Schools in your region was one of many factors that informed award decisions.

You received 6 evaluations.

2. Free Responses

At the end of each evaluation, we ask the following open-ended question:

Why should or shouldn't your school win a Flight Training Experience Award?

3. Individual Overall Scores & Responses

Total Score	Student Review
90.00	I have had the pleasure of experiencing Michigan Helicopters as both a student and staff member. The flight training program is second to none and produces exceptional students who are taught a safety first mindset along with finely tuned skills that mimic real helicopter career missions. Students are taught to fly at high standards from the start and not just to simply "meet the requirements". It is also worth noting that the school goes to great lengths to maintain their aircraft far beyond the required maintenance. I have never seen another flight school take such pride in the quality of their aircraft and the training they provide and I am extremely proud to be a part of the Michigan Helicopters Flight School.
90.00	Michigan Helicopters is a fantastic school with every type of training for all levels of pilots. From new student pilots to experienced professional pilots, Michigan Helicopters has it all. Their teaching style is a perfect combination of stretching your limits for maximum learning, and also student encouragement and above all, safety.
88.00	Michigan Helicopters goes above and beyond the standard when it comes to flight training. Safety is always #1, as shown with the course of action and state of equipment. Instructor is very detail oriented, and provides the teaching I believe is best with learning. Pushing you to excel with a personal approach, making sure you understand every concept yourself.

90.00	This flight school SHOULD win an award due to the professionalism and dedication that they give to each student. The curriculum may be the same but each student will get a hand tailored flight training experience to best fit their needs. Not only are the instructors very well trained and proficient but the maintenance in each helicopter gives you the piece of mind to focus on flight training and not problems. This flight school can and will do whatever it takes to make the best pilots possible.
84.00	This flight school should recive an award because the train is top notch. The CFI takes everything that has to do with helicopters very serious. He is the most knowledgeable person I have ever meet when it comes to not just helicopters but weather, air space, and flight rules. He is very good at teaching his knowledge in a way that anyone can learn from him.
88.00	Michigan Helicopters is by and large the best flight school in the Midwest, possibly the country to train with. The instructors there have decades of flight training experience, contrary to the vast majority of CFI's in the industry. Michigan Helicopters provides training with cutting edge avionics and FTD's, notably the Icarus device, of which Michigan Helicopters was the first flight school in the country to graduate an instrument student with. I began my initial instruction with Ben Tong in 2019. Not only did he provide me the tools necessary to become a successful commercial pilot in today's industry, he also became my biggest role model in terms of safety. Unlike many of my colleagues from larger flight schools with their instructors, I have always been able to call Ben day or night to bounce questions or ideas off of him and his over 10,000 hours of rotorcraft helicopter experience. Furthermore, he has been instrumental to the progression of my career. Ben has always been willing to provide a fair reference to potential employers. He has also provided numerous critical networking opportunities that have been hugely beneficial with job prospects that have strongly progressed my career. I have since maintained a working relationship with Michigan Helicopters as a Line Pilot, providing service in Sightseeing tours, Contract Law Enforcement flying, Dropping operations, and VIP Charter across multiple different types of aircraft. Never once (from my first day as a student pilot, to today as a SPIFR HEMS pilot) did I feel as if I couldn't rely on Ben to have my best interests in mind. I simply could not recommend Michigan Helicopters enough. I believe my own experience to be largely unique in this industry, as almost all of the flight schools my fellow colleagues in my age range have graduated from seem to only offer employment in the form of instruction, which here in the US creates a debatably dangerous cycle of low time pilots teaching no time pilots. Michigan Helicopters gave me the opportunity to gain valuable experience in multiple different fields that heavily contributed to the multi-faceted experience that I have today. I one day hope to become an accomplished CFI like my instructor Ben so that I can pass on the knowledge and experience that I was so lucky and blessed to have bestowed upon me.

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: 88

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

National Average: 86
Your national percentile ranking: 89%

Regional Average: 87
Your regional percentile ranking: 68%

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

National Average: 86
Your national percentile ranking: 90%

Regional Average: 87
Your regional percentile ranking: 67%

5. SubScore Summary for Michigan Helicopters at KPTK

Region: Great Lakes

The remaining sections summarize your individual subscores (range: 0 to 100) as they apply to each of the four areas from our Flight Training Experience Research: Educational Quality, Customer Focus, Community, and Information Sharing. You will also find national and regional averages, for benchmarking.

Subscore Summary:

	Your Score	National Avg
Educational Quality	100	97
Customer Focus	98	96
Community	98	96
Information Sharing	96	91
NetPromoter Score	100	92
Overall Total	98	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: 100

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

National Average: 97
Your national percentile ranking: 92%

Regional Average: 99
Your regional percentile ranking: 82%

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

National Average: 98
Your national percentile ranking: 96%

Regional Average: 98
Your regional percentile ranking: 100%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	6	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	6	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	6	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: 98

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

National Average: 96
Your national percentile ranking: 76%

Regional Average: 97
Your regional percentile ranking: 64%

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

National Average: 96
Your national percentile ranking: 81%

Regional Average: 97
Your regional percentile ranking: 67%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	6	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	6	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	16.67%
Strongly Disagree	5	83.33%

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: 65%

Regional Average: 98
Your regional percentile ranking: 45%

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

National Average: 96
Your national percentile ranking: 68%

Regional Average: 98
Your regional percentile ranking: 42%

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	6	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	16.67%
Strongly Disagree	5	83.33%

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

Response Choice	Frequency	%
Strongly Agree	5	83.33%
Somewhat Agree	1	16.67%

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

Response Choice	Frequency	%
Strongly Agree	6	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: 96

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

National Average: 91
Your national percentile ranking: 87%

Regional Average: 94
Your regional percentile ranking: 59%

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

National Average: 92
Your national percentile ranking: 90%

Regional Average: 93
Your regional percentile ranking: 67%

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	6	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	33.33%
Somewhat Disagree	1	16.67%
Strongly Disagree	3	50%

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

Response Choice	Frequency	%
Strongly Agree	6	100%

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	6	100%

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	6	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	6	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: 92
Your regional percentile ranking: 73%

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

National Average: 95
Your national percentile ranking: 77%

Regional Average: 96
Your regional percentile ranking: 75%