



Report for Mike Smith Aviation International, Inc. at KAPC

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 55 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 their in person Saturday ground school, great introduction for beginners and review for non beginners. They encourage everyone participate, which I find valuable.
88.00	Mike Smith Aviation is an incredible school. With a real dedication to safety. Also, the best attention to continued education of any flight school I've come across.
90.00	This flight school deserves to win a Flight Training Experience Award because of its exceptional dedication to caring for its students, preparing them for their futures, and developing safe, confident, and professional pilots. From day one, the instructors and staff made me feel supported both in and out of the cockpit. They genuinely care about each student's success, taking the time to tailor training to individual learning styles and helping us overcome any challenges along the way. The school's focus on quality instruction and real-world preparation played a huge role in helping me succeed in my aviation journey. The strong foundation I built here prepared me for the rigorous flight training at Embry-Riddle Aeronautical University. The emphasis on discipline, safety, and professionalism carried over into my collegiate studies and helped me successfully earn my instrument and commercial ratings. This flight school doesn't just teach people how to fly—it teaches them how to become outstanding aviators and responsible members of the aviation community. Their commitment to excellence and their genuine passion for student growth make them truly deserving of this award.

90.00	Mike Smith Aviation provides pilot students an excellent environment for learning to fly and make them feel as part of the aviation community. For this reason it deserves to win the Flight Training Experience Award.
84.00	Mike Smith Aviation changed the trajectory of my aviation career. I was a lost student pilot at another flight school only a year ago, and MSA led me in the right direction to make me a more confident and safer pilot. I am now a CFI candidate and have more opportunities because of Mike Smith Aviation, and I couldn't thank them more. They are a huge blessing to the aviation community, and I would strongly recommend anyone in the Bay Area choose MSA as their preferred flight school. Notably, Austin, Campbell, and Pedro have been excellent mentors and have always been there to answer questions I needed to perform flights at the standard that I should be held to as a pilot. Because of them, I have never been more sure of myself in the cockpit and always look up to them to hopefully make me an excellent instructor one day.
90.00	This flight school deserves to win a Flight Training Experience Award because it feels more like a family than just a school. From the moment you walk in, you can tell that everyone genuinely cares about each other's progress and success. The instructors don't just teach they mentor, support, and celebrate your milestones like family would. They take the time to get to know each student personally, creating a comfortable learning environment where you can grow with confidence.
89.00	Mike Smith Aviation should receive a Flight Training Experience Award because they provide high quality flight instruction in a professional and personable environment. Mike Smith, his wife Kimberly, and their staff of flight instructors not only teach people to fly with great success, but they provide opportunities and welcome everyone into the aviation community. Whether it's their office space or fleet offerings, Mike Smith Aviation is always improving to meet the needs of pilots.
83.00	This school stands out as the Bay Area's best. Their expertise is evident, and the free Saturday ground classes are an amazing bonus. Highly recommended for any aspiring pilot.
89.00	Excellent flight school where everything is transparent. Actually has instructors that want to instruct for a living not just build time to move on to airlines etc.
89.00	Mike Smith Aviation is a professional and properly maintained flight school. They are very knowledgeable in their profession and seeing to it that there students gets the most out of their flight training.
90.00	I've had experiences with several flight schools, and out of all of them Mike Smith Aviation has the most welcoming and professional environment. The owners, CFI's, and front desk people are all friendly, honest, helpful and very knowledgeable. The instructors go very deep with the mechanics behind the information we learn so we can really understand instead of simply memorizing stuff, they also do a great job of making sure if they can't explain something they'll find someone who can because its important to them that we fully grasp all the concepts we talk about. They never push people to spend extra money, they even offer free ground school Saturday mornings for anybody to come and brush up on their knowledge or ask questions because they really want people to be able to access the knowledge they need to safely fly and to pass exams. There are several closer flight schools to me however many students, including myself, make far commutes to come to this extraordinary school because of the great community and quality of teaching Mike Smith Aviation has to offer.
89.00	As my third school since I start as a student pilot, this is the one that was able to help me reach goals and was clear they want my success not my money only. They are always extremely serious about safety and never cut corners in any way. I feel a lot of respect for Kimberly and all the staff that work so hard for us to learn and be safe at the same time
90.00	This school is provided very effective training programs and has excellent staff. Each student is provided with a personal training plan tailored specifically for his/her needs. FAA examiners are scheduled ahead of time to avoid loss of time and waste of resources.
87.00	Mike Smith Aviation has exceptional, affordable rates in the Bay Area. It features a fleet of advanced aircraft, flexible instruction, and inspired my passion for aviation.

88.00	<p>Mike Smith Aviation has set a standard of excellence that goes far beyond typical flight training. As a student training for both my CFI and CFII, I experienced firsthand how their structured, student-centered approach builds not only strong aviators but also future instructors who are confident, capable, and prepared to lead. One of the most impactful aspects of my training was their clear and structured syllabus. Every lesson had purpose, direction, and was tailored to my needs as an aspiring instructor. Unlike other schools where training can feel disorganized or rushed, Mike Smith Aviation made sure I understood not just what to teach—but how to teach it effectively. That structure built both my skills and confidence every step of the way. The support from Mike, Kimberly, Campbell, and Nick Gavitte was truly above and beyond. They stayed in regular contact with me—not just during training, but even after I completed my commercial checkride. Their dedication made me feel like more than just another student; I was part of a team invested in my success. They went a step further by allowing me to sit in on real lessons and even teach other students, giving me hands-on experience that refined my lesson plans and teaching style. That kind of trust and investment in a student's growth is rare and speaks volumes about their commitment to quality instruction. One thing that really stood out to me is that they didn't just train me to pass a checkride—they trained me to be a great instructor. Their philosophy was clear: if you focus on being a strong instructor who truly understands how to teach, the checkride will take care of itself. That mindset took the pressure off "teaching to the test" and instead built real skill, judgment, and confidence. That approach changed how I viewed flight training entirely. On top of that, they provided free resources and guidance—tools that not only helped me prepare more effectively, but also saved me time and money. Their focus wasn't on pushing hours or profit—it was on producing safe, skilled, and confident pilots and instructors who truly understand what quality flight training looks like. What stands out most is the culture they've built. It's a place where students support one another, instructors genuinely care, and you feel like part of a community, not just a number on a schedule. They've created an environment that pushes you to be better, celebrates your wins, and never lets you feel lost along the way. Mike Smith Aviation exemplifies everything a top-tier flight school should be: structured training, personal investment in students, exceptional mentorship, and a genuine passion for aviation. Their impact on my training and career has been incredible, and I have no doubt they've changed the path of countless others as well. For their unmatched dedication to their students, their standard of excellence, and the lasting impact they make, Mike Smith Aviation more than deserves a Training Award.</p>
90.00	<p>Mike Smith Aviation is an energetic, welcoming environment where anyone and everyone is encouraged to fly!!! You are not only a student when you train at MSA, you become family. The instructors are knowledgeable and have a diversity of experience. Their passion is contagious and the mentorship goes well beyond the classroom. There is a reason students flock from neighboring Bay Area flight schools to finish their certifications or ratings at MSA. They've seriously changed my life for the better and I'm forever grateful my introduction into the aviation community was through the entire team at MSA.</p>
90.00	<p>Mike Smith Aviation is a great flight school! I'm very happy I found them and reached out about beginning my flight training. The atmosphere is incredibly positive, and everyone truly wants to see each other succeed. I recently took my discovery flight with my CFI, Nick S, and he was fantastic—knowledgeable, supportive, and encouraging throughout the entire experience. After the flight, he took the time to explain how the school operates and outlined the steps I'll need to take to achieve my goal of becoming an airline pilot. I can't wait to start my training and continue growing both as an individual and as part of this amazing flight school community.</p>
90.00	<p>The Smiths are wonderful people with a real passion for aviation and instructing the next generation of pilots. They are an award winning school and when you train with them you become family. They are highly knowledgeable people but without the egos that often go along with that. I trained with them and they have become great friends. Could not recommend them highly enough.</p>
75.00	<p>They're teaching methods are obviously good due to their high pass percentage rate</p>
90.00	<p>Mike Smith Aviation takes the time to get to know each student and guide them through their success of becoming a pilot. They are very encouraging to study and ask questions even outside of instruction hours. The flight school always puts safety as the top priority and makes sure that the students are receiving a quality education from their instructors. Mike Smith's has a community based approach, and makes sure everyone feels welcomed and ready to soar.</p>
90.00	<p>I hold a commercial, IFR SEL certificate and went to Mike Smith Aviation to pick up my Multi-Engine rating and have been very impressed with the school. I have had a number of differently flight instructors over the last 28 years and 1300+ flight hours experience and Mike Smith has provided the best instruction hands down. I truly believe he has made me a better and safer pilot. have recommended Mike Smith Aviation to a couple of people and will continue to do so.</p>

86.00	I have experience with several flight schools, both as a student and as a CFI/CFII working at one. Mike Smith is the best flight school I have ever been to. The aircraft are the newest and nicest I have flown in a school environment, and I have never had a cancellation due to maintenance. The instructors are fantastic. They really care about you and your needs and aren't just there to build their own hours at your expense. The owners treat everyone like family and go far out of their way and way above and beyond to help their students.
84.00	They have great instructors and the team is totally dedicated to make you succeed.
90.00	The school takes care of their customers, and is able to schedule check rides quickly. Customize training methods to students. Never rush the students or purposely slow them down. Always listen to their needs.
90.00	Mike Smith Aviation works diligently to train pilots, not just to pass FAA Written tests and Checkrides. Additionally they monitor student progress verses money spent by students to learn. If it gets out of balance they use all the resources available to bring the student up to standards, sometimes without additional student expenditure. This includes free Private Pilot Ground School for two hours each Saturday morning. After a student gets their certificate they offer "real world" transitional instruction to prepare the pilot to operate safely and efficiently in their opportunity to become seasoned pilots. Smith Aviation efforts have led to an average of 10 pilots passing their Checkrides every six weeks. It's a wonderful Flight School with great comradery and many students going on to careers in aviation.
90.00	Everyone is super knowledgeable, friendly, and helpful! I've never felt pressured or overwhelmed when pursuing ratings or renting from them. I have earned both my PPL and IR training at Smith Aviation, and they helped me every step of the way, from initial cost estimation to scheduling a checkride. My instructors have always been easily reachable and eager to answer any questions or concerns. They also host free ground school classes on the weekends, which helped me study and review even more, as well as connect with fellow pilots, I feel like they wanted me to succeed, and I did! Go MSA!
90.00	They have first class ownership and top notch CFI's.
69.00	Helpful, insightful team, nice facilities, good aircraft, reasonable cost.
90.00	Mike Smith Aviation really stands out because they truly care about their students and make you feel like part of the family. From my first flight in the Cessna 172S, everything was focused on safety, patience, and building real confidence step by step. The hardest parts for me were power-on stalls, landings in crosswinds, night flying, engine failure simulations, and talking on the radio, but power-on stalls were definitely the toughest. I'll never forget the day I actually entered into a spin. I was ready to quit after that. Austin my instructor stayed completely calm, recovered perfectly, and explained everything in a way that made me understand and feel safe again. Austin was incredible to learn from, calm, patient, very knowledgeable, and always challenging me to do things the right way. Kimberly is always so kind and supportive, making sure we all understood the theory and giving her time every Saturday, without charging, to help all of us understand systems, weather, regulations, etc. She shares real life stories and experiences that I still have in my notes today, and they continue to help me stay safe and confident. From my first landing and preparing for my solo to crosswind landings and checkride prep, they guided me with real care. When I took my checkride, the DPE said I was one of the best prepared he tested. I'm proud to have earned my Private Pilot Certificate here, and I'm continuing my IFR training with Mike Smith. They don't just teach flying, they make you feel like family,
76.00	Great service - Very capable instructors - Impeccable maintenance - Modern fleet
90.00	Mike Smith Aviation is one of the best flight schools in the country. I highly recommend that anyone looking to learn how to fly in the Bay Area go to Mike and Kim. They meticulously care for their aircraft and students. The Smith's want every pilot to succeed and will go above and beyond to do it.
90.00	Mike Smith Aviation works carefully to follow a published and proven commercial training syllabus. Their instructors have developed effective methods to achieve the objectives of the syllabus in a manner that minimizes expense, and accelerates the training through quantitative evaluation and goal setting. The school is also known for having a strong social conscience and commitment to the success of aviation in the community.

90.00	<p>Mike Smith Aviation is a general aviation flight school that sets itself apart through its student-centered approach and dedication to helping every pilot succeed. From the first discovery flight to the final checkride, the team's focus on keeping students on track, both in progress and in budget, is exceptional. Unlike many flight schools where students can feel lost in the process, Mike Smith Aviation maintains consistent communication and guidance. The administration regularly checks in with each student to ensure they feel confident about their training timeline, financial goals, and overall experience. What really sets this school apart is the genuine personal interest they take in every student's journey. The instructors are professional, patient, and invested in each student's success. This is not just as pilots, but as members of the broader aviation community. The school actively encourages participation in local aviation events, safety seminars, and even offers free in-person ground schools helping students build valuable connections and a lifelong passion for flight. The combination of structured training, financial transparency, and a truly caring staff creates an environment where students can focus on learning without unnecessary stress or surprises. Mike Smith Aviation is a rare find. It is a school that delivers quality instruction while keeping training efficient, enjoyable, and within reach. Whether you're pursuing your Private Pilot Certificate or advancing to an instrument or commercial rating, I've found Mike Smith Aviation is a supportive, goal-driven, and community-minded school ready to help you achieve your aviation dreams.</p>
83.00	<p>1. Exceptional and dedicated staff who are truly result-oriented and committed to every student's success. 2. Always-available DPEs – this was one of the main reasons I chose this school, and it makes a huge difference in training efficiency. 3. Excellent availability of training aircraft, including both 6-pack and G1000-equipped planes, as well as an FAA-approved simulator. 4. High-quality ground school that provides clear, thorough, and practical instruction for all students.</p>
80.00	<p>Mike Smith Aviation truly is one of the best flight schools out there. With an extremely friendly and knowledgeable staff and management that goes beyond the call of duty and makes you feel like you are part of the family. As a member of a local flight club, before I was even a client, they went out of their way to help get me an instrument airplane checkride. I immediately went back to them for my commercial certificate and again, they went above and beyond to help get me through my next phase of training.</p>
90.00	<p>This isn't a flight school it's a family! The owners and instructors are amazing. I started my flight training at a different school and was extremely disappointed.. but when I started at Mike Smith Aviation they immediately made me feel like family and helped me get back on track to becoming a commercial pilot. Everyone truly cares about your goals and success.</p>
90.00	<p>The AOPA Flight Training Experience Award is a prestigious award given to flight schools across the nation that reflects the highest quality of training and sets the standard for what flight schools should be. Mike Smith Aviation is just that. The caliber of training for students just beginning to those seeking the highest altitudes can trust the quality and thoroughness in every step of their aviation endeavors. Goals are discussed, heard and delivered through consistency and adaption to the needs of each student. They take in all factors when developing future aviators and customize a plan for the needs of each pilot. Flight schools are more than just tach time and check rides; it's about the people and MSA makes a positive impact on every person that comes into their school. Their love of aviation and creating quality pilots permeates the culture at MSA from the owners to the flight instructors; MSA is an asset to aviation and aviation is an asset to all. They are the most worthwhile contenders to be the recipient of this award.</p>
90.00	<p>Mike Smith Aviation is amazing. I actually started my flight training with a different school and I was not making much progress. I finally got frustrated and went around interviewing other schools. When I met Kimberly Sanders at Mike Smith Aviation I decided to proceed with them, and I couldn't have been happier with my decision. They assigned me an instructor and we got started. They were very focused and organized and help progress me through the training so I could pass my exams and check ride. Everyone I met there was positive, helpful, and really seemed happy to be working there. I recommend them to anyone wanting to learn to fly.</p>
82.00	<p>They have a deep appreciation for each student</p>
85.00	<p>I earned my private pilot at Mike Smith Aviation and have since returned to instruct as a flight instructor. Mike and Kim really care about each student, and tailor individual pathways based on each particular student and their end goal. Safety is the highest priority and is always the main focus. I recommend Mike Smith because they are safety-focused, truly care about you, and will meet you wherever you're at in order to help you achieve your goals!</p>
90.00	<p>This flight school, is amazing, from the Instructors, to the aircraft, the airplanes are maintained to perfection, and the instructors are not only your teachers, but your friends, and truly want to see you succeed and move forward with your career. Everyone there truly wants too see you move onwards and upwards, and achieve all of your aviation goals.</p>

83.00	Outside of their amazing instructors, the owners offer free ground school which extremely helpful and beneficial in a classroom setting.
89.00	Mike Smith Aviation are not only very knowledgeable about aviation and great teachers, they truly care about their students. I came from another flight school and was immediately welcomed at MSA with open arms and they have not only made my training worthwhile, but they have also made it stress-free and extremely enjoyable. I would recommend this flight school to someone over every other school and it is simply not even close. MSA is the best!!!
83.00	Mike Smith Aviation is a great flight school to attend. The owners are very experienced, helpful, and professional. All of their CFIs are passionate about their work and have a helpful attitude toward the students. Combined, the owners and CFIs have a great deal of experience and know how to help students overcome the many challenges involved in flight training. This school should win a Flight Training Experience Award because their experience is strong and is at the core of everything they do.
90.00	They are involved with their students & passionate about what they do. They are very knowledgeable & teaching the why is important to them, they are not about memorizing answers. They got to know me before they paired me with a flight instructor to make sure I would get them most from my experience. They also offer Saturday ground school for free so students of all ages & phases can come together to learn & share knowledge. Many students here have transferred from other flight schools to find a better fit, including myself. I have an airport 10min from my house & choose to travel 45min to study & fly here.
87.00	I have never felt unwelcomed at Mike Smith Aviation. The staff unlike many flight schools I've seen, work in conjunction to instruct their students providing multifaceted viewpoints. When a student struggles, another instructor with a different teaching style comes in and instantly clarifies before the student returns to their primary instructor; picking up immediately and moving on.
90.00	Flying at Mike Smith Aviation, you become family. They care so deeply about your continued success as a student and that also carries into being an employee. Mike and Kim were instrumental in my career as an airline pilot. I would not be doing what I'm doing without their care and mentorship. I have sent countless friends and colleagues to Mike Smith Aviation for the simple reason that you will be successful if you put the time in. They will see to it!
90.00	Great school! Professional environment with spacey classrooms at the school itself and a well serviced fleet of various types of aircraft. Friendly staff that go the extra mile to help you progress and have fun! Free ground school on Saturdays.
86.00	I believe Mike Smith Aviation deserves to win the Flight Training Experience Award for several reasons. I have been training with Smith Aviation since earning my Private Pilot Certificate, continued through my Instrument Rating, and am now working toward my Commercial Certificate. What truly sets Mike Smith Aviation apart is their integrity, passion, and unwavering commitment to student success. From the very first phone call to stepping into their facility, students immediately feel supported, valued, and encouraged. The team goes above and beyond to ensure every stage of training is handled with exceptional care, consistency, and professionalism. Mike and Kimberly's passion for aviation is unmistakable. As owners, they provide unprecedented consistency in instruction, and their approach focuses not on the bottom line, but on developing competent, confident, and reliable pilots through high standards and genuine mentorship. At Mike Smith Aviation, you're not just a number, you're part of a family. They have even opened up their own home so that I could finish up training and save time on my commute, a testament to their generosity and commitment. Their environment fosters both excellence and belonging, creating an atmosphere where students can thrive. I cannot commend them enough for their dedication, integrity, and the quality of training they provide. A rare gem in the world of flight training. They deserve this award 1000 times over.
90.00	Mike Smith Aviation isn't just a flight school — it's a place where people fall in love with flying. The instructors don't just teach you to pass a checkride; they teach you to be a pilot. They take the time to explain things, share real-world tips, and make sure you actually understand what's happening in the cockpit. Everyone there is friendly and supportive. Whether you're brand-new to flying or working on your next rating, they make you feel like part of the family. They celebrate your milestones, push you to do your best, and genuinely care about your success. The planes are well-maintained, the lessons are organized, and the training feels safe and professional without being intimidating. You always feel like you're learning in a comfortable, encouraging environment. What really sets Mike Smith Aviation apart is the passion. You can tell the instructors love what they do, and that energy rubs off on the students. People leave there not just as pilots, but as confident, capable aviators who can't wait to keep learning and flying. Simply put, Mike Smith Aviation makes flight training an unforgettable experience — and that's why they deserve this award.
88.00	The staff are informative and helpful. The aircraft are well equipped.

90.00	<p>I never thought I could have a career in aviation until I found Mike Smith Aviation. What they don't tell you in flight school brochures is that life continues to happen while you are training. I experienced a few of the hardest years yet while pursuing my ratings, and Mike and Kim were there every step of the way. Their level of care and personal investment kept my dream of becoming a professional pilot afloat and my "why" in arm's reach. Rooted in compassion, Mike and Kim set the standard for excellence in flight training. The school's curriculum is carefully designed to provide world-class instruction through structured syllabi and personalized mentorship. Their pilots go on to join a community of aviators committed to safety, professionalism, and precision. My training at Mike Smith Aviation continues to be a distinct differentiator, and a determining factor of success for my future in the aviation industry.</p>
82.00	<p>I had an outstanding experience training at this flight school. The fleet of technically advanced aircraft are maintained to the highest standard, making learning both comfortable and confidence-inspiring. Flying in Napa's perfect training climate was ideal – the weather conditions and immediate proximity of the training area to the airport allowed us to maximize productive flight time. What truly sets this school apart are the instructors. They're not only friendly and enthusiastic, but genuinely invested in their students' success. You can tell they embody the school's values and truly care about each student's progress and outcomes. Their dedication and positive attitude made the learning environment both professional and enjoyable. This is a traditional flight school in the best sense – not a "sausage factory" churning out pilots. Safety and airmanship are woven throughout the curriculum, not just treated as boxes to check. The emphasis on developing ADM (Aeronautical Decision Making) and proper technique, rather than simply rushing through ratings, creates pilots who are truly prepared. I highly recommend this flight school to anyone looking to begin or advance their aviation training. The combination of technically advanced, impeccably maintained aircraft, ideal location, passionate instruction, and commitment to developing safe, skilled pilots creates the perfect foundation for a successful aviation career or hobby.</p>
90.00	<p>Mike Smith isn't just an amazing flight school they also are pillars of the local general aviation community. The school leads a free ground school every Saturday to help people get their certificates whether they are customers or not. Mike and Kimberly Smith have matched scholarships to help people achieve their dreams of flight. All of the instructor are dedicated to making sure that their customers have an amazing experience.</p>
86.00	<p>Mike Smith Aviation has integrity. They identify the student's goals. Lay out a plan of action including the investment in time and dollars so that the student will be prepared. The checkride is planned at an early stage and when the pilot applicant is ready, the checkride experience is a good one. The pass rate is high. And even the rare occasion that applicants that have to retest on a maneuver or two, feel like they learned even more from the experience. Overall, this flight school facilitates the student's success through careful planning, teaching, evaluating, and testing. Value and efficiency are part of the picture, but so is community, sharing a passion, and the great feeling of completing one's goal.</p>

#### 4. Aggregate Overall Score (Range: 0 to 100)

This is the overall score you received from your customers in the 2026 Flight Training Experience Award application period:

Your Score: **87**

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

National Average: **86**

Your national percentile ranking: **71%**

Regional Average: **82**

Your regional percentile ranking: **83%**

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

National Average: **86**

Your national percentile ranking: **73%**

Regional Average: **85**

Your regional percentile ranking: **90%**

#### 5. SubScore Summary for Mike Smith Aviation International, Inc. at KAPC

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	96	96
Community	98	96
Information Sharing	94	91
NetPromoter Score	98	92
Overall Total	97	94

## 6. Educational Quality Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Educational Quality; offering effective training from professional instructors who are dedicated to students' success

Your Score: 98

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

National Average: 97

Your national percentile ranking: 51%

Regional Average: 92

Your regional percentile ranking: 72%

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

National Average: 98

Your national percentile ranking: 52%

Regional Average: 97

Your regional percentile ranking: 70%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	49	89.09%
Somewhat Agree	4	7.27%
Neither agree nor disagree	2	3.64%

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

Response Choice	Frequency	%
Strongly Agree	50	90.91%
Somewhat Agree	5	9.09%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	54	98.18%
Somewhat Agree	1	1.82%

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

Response Choice	Frequency	%
Strongly Agree	50	90.91%
Somewhat Agree	5	9.09%

## 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: 96

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

National Average: 96

Your national percentile ranking: 44%

Regional Average: 93

Your regional percentile ranking: 61%

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

National Average: 96

Your national percentile ranking: 49%

Regional Average: 94

Your regional percentile ranking: 90%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	3	5.45%
Somewhat Agree	1	1.82%
Neither agree nor disagree	1	1.82%
Somewhat Disagree	4	7.27%
Strongly Disagree	46	83.64%

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

Response Choice	Frequency	%
Strongly Agree	49	89.09%
Somewhat Agree	5	9.09%
Neither agree nor disagree	1	1.82%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	54	98.18%
Somewhat Agree	1	1.82%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	1.82%
Neither agree nor disagree	2	3.64%
Somewhat Disagree	7	12.73%
Strongly Disagree	45	81.82%

## 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: 75%

Regional Average: 91

Your regional percentile ranking: 83%

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

National Average: 96

Your national percentile ranking: 81%

Regional Average: 96

Your regional percentile ranking: 90%

### 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	50	90.91%
Somewhat Agree	5	9.09%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	3.64%
Somewhat Disagree	2	3.64%
Strongly Disagree	51	92.73%

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

Response Choice	Frequency	%
Strongly Agree	48	87.27%
Somewhat Agree	6	10.91%
Neither agree nor disagree	1	1.82%

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

Response Choice	Frequency	%
Strongly Agree	55	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: 94

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

National Average: 91

Your national percentile ranking: 73%

Regional Average: 89

Your regional percentile ranking: 83%

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

National Average: 92

Your national percentile ranking: 73%

Regional Average: 91

Your regional percentile ranking: 90%

### 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	47	85.45%
Somewhat Agree	5	9.09%
Neither agree nor disagree	3	5.45%

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

Response Choice	Frequency	%
Somewhat Agree	5	9.09%
Neither agree nor disagree	10	18.18%
Somewhat Disagree	7	12.73%
Strongly Disagree	33	60%

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

Response Choice	Frequency	%
Strongly Agree	48	87.27%
Somewhat Agree	3	5.45%
Neither agree nor disagree	4	7.27%

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	52	94.55%
Somewhat Agree	3	5.45%

### 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	50	90.91%
9	4	7.27%
8	1	1.82%

### 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	54	98.18%
Passive	1	1.82%

### 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: 98

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

National Average: 92

Your national percentile ranking: 42%

Regional Average: 72

Your regional percentile ranking: 50%

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

National Average: 95

Your national percentile ranking: 48%

Regional Average: 90

Your regional percentile ranking: 70%