Report for Nova Pilots at KJYO

Region: Eastern

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 17 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 earned my private pilots license over 49 years ago. I went on to earn my commercial license, with instrument, multi-engine, and seaplane ratings. I have flown with a lot of flight schools and instructors over the years. Nova Pilots Bob Garity is one of the very best flight instructors I have flown with. What makes Bob so good is he is a natural communicator, patient, and knowledgeable – he instills confidence through his instruction. Bob focuses on details and precision, from his preflight briefing, flight execution, and flight debrief. He stresses input and what the outcome expectations should be. He is safety focused, always following the check list. Each year I do an instrument proficiency check (IPC) with Bob, and each year I walk away from my IPC a better pilot owing to something new he taught me, either in the avionics or how to be a more precise pilot. There may be flight schools and instructors out there that are as good as Nova Pilots and Bob, you will be hard pressed to find one better.

90.00	As a student at Nova Pilots, I can say with confidence that this school goes above and beyond in every way. What stood out to me right away was how price-friendly the program is compared to other options. Flight training is a big investment, and Nova makes it achievable without sacrificing quality. Another strength is the consistency across instructors. No matter which CFI you fly with, the training is aligned and professional. The structure of the lessons is clear, expectations are consistent, and the standards are high — which makes it easy to progress even if you occasionally fly with different instructors. For me, Nova Pilots has been the perfect combination of affordability, consistency, and community. They've given me the tools, confidence, and support to succeed as a pilot
88.00	Nova Pilots has the newest and best maintained fleet of aircraft in Maryland or Virginia. Bob Garity has assembled an awesome group of instructors that aren't building hours towards an airline job. They are there to help you get your desired licenses or ratings. I've flown with Bob since 2015 and, not only is he a great instructor, but he is a proper human being that genuinely cares about his students. Be prepared to work if you fly with Nova - they produce qualified, capable pilots of which I'm proud to be called one.
90.00	Nova pilots brings top notch training and new technologically advanced aircraft to students at the lowest cost. The school is budget friendly for anyone wanting to fly a Cirrus and has instructors who fit any schedule.
90.00	Nova Pilots is an exceptional flight school because the leadership and instructors put an emphasis on safety. They provide highly experienced instructors. And they meticulously maintain a fleet of the latest aircraft - with advanced safety technologies.
90.00	I write this review as a long term student first (I earned my CFII last year and have been training with Bob Garity and Nova Pilots since 2018) and also as one of the part time instructors with the school. There are a few things about Nova Pilots that makes the school stand out and want to give back to the Aviation Community. First and most important is the leadership. Bob Garity, the Chief Flight Instructor started this school with passing on the joy of flight to everyone. That mission is shared by every instructor at the school. All instructors at Nova Pilots fall into one of two categories. They are either retired and teach full time, or they otherwise have stellar careers in their "other lives" and teach part time. The one thread all the instructors share is that every instructor teaches purely for the joy of sharing their knowledge of aviation. The instructor panel includes retired ranking Air Force pilots with real combat experience, active airline captains, folks who work with the government (and are ex Navy / Air Force) and an experienced AME who also is a very experienced instructor and A&P / IA with a passion for flying war birds, IT Executives and Business Owners. The school has 8 Cirrus SR series aircraft (mostly new) and aircraft rates that are amongst the lowest in the country. The instructor rates are very reasonable. The school puts its customers first and does the very best and then some more. As an Instructor, I am the youngest and the least experienced of the 9 instructors at the school (and I'm in my late 40s). The amount of knowledge on offer, people taking time to answer questions, sometimes late at night over text, discussing flights and debriefs is a testament to how Bob Garity has built a community through Nova Pilots. As a school, Nova Pilots has ~30 certificates just in the last 12 months. We have pilots progressing through their private, instrument and continuing on to get their commercial and even instructor certificates. Pilots reach out to each other creating a very vibrant atmosphere. The focus on safety is an integral part of training. Instructors take time to brief, fly and debrief. No one is in a rush to get through one lesson only to go fly the next. Training is standardized and all the instructors have a bunch of time and experience in the airplanes. Several instructors own Cirrus aircraft and are also able to pass on incredible amounts of know how and help pilots build their network. Every milestone is celebrated, be it a first solo or a new certificate / rating. There is literally a "wall of fame" in the office with a write up from the latest certificate / rating. Airplanes are in a hangar and they have electric tugs to help students get the airplanes in and out of the hangars easily. This is really helpful for youth and women pilots. The school does has operated mostly on word-of-mouth referrals from existing clientele and continues to grow this super special aviation community at the airport. In conclusion, if any school deserves the award and recognition, Nova Pilots in my humble opinion would be at the top of that list. The school really puts customers first, instructors teach for the joy of aviation and the sense of community is what we only dream all of aviation will be.
76.00	very good
88.00	NoVA Pilots is very thorough and have instructors with a passion for instructing, not just there because they are building hours. They genuinely care about their students and not just achieving a rating but knowing that they are adept at their mission.

88.00	The flight instruction at NOVA Pilots is superior in the content, delivery, and ability to build resilience with instructors that have the sole focus on the student in building them up to be capable in any situation. Their instructors do not harbor selfish "time-building" motives to make their next career move. Instead, their well seasoned instructors in many cases have been there/done that already and are in it for the love of aviation and teaching students how to fly. The instructors are excellent in developing a solid curriculum and syllabus so students are not simply being cycled into the air without a solid plan in advance for each lesson. The value for the money is also excellent; beating local competitors by a solid margin with up-to-date and immaculately maintained aircraft that more often than not is available for student use. NOVA Pilots has my highest recommendations.
90.00	NOVA Pilots truly deserves the highest recognition and honors. First, the instructors: they are all very friendly and approachable, highly skilled teachers and communicators that inspire a love of aviation. They hold a very high standard while motivating students to excel. Second, the aircraft: each aircraft is expertly maintained to the highest standards with full monitoring systems to ensure safety. Discrepancies are quickly and fully resolved, and they are kept absolutley spotless. Finally, the entire NOVA Pilots environment exudes professionalism and attention to detail. New students and customers are quickly made to feel part of the entire NOVA team with instructors publically praising their accomplishments and milestones. NOVA Pilots is truly a world class flight school and I am proud to have been a student and now a current customer.
90.00	I highly recommend NoVA Pilots to anyone looking to pursue flight training. From day one, the entire team has been incredibly welcoming and supportive, creating a great learning environment. As an international student unfamiliar with PPL requirements in the U.S., NoVA Pilots have helped me navigate administrative processes and supported me every step of the way. The instructors are very knowledgeable and genuinely invested in students' progress. They take the time to explain concepts thoroughly and answer every question, no matter how basic. The flexibility they offer with scheduling and training pace has been invaluable, allowing me to balance my aviation goals with other commitments. Throughout my training, I've consistently felt supported and encouraged, which has made all the difference. NoVA Pilots provides an outstanding flight training experience with instructors who truly care about your success and make you feel part of the aviation community.
90.00	NoVA Pilots flight school has been a very consequential part of my life. The connections I've built, the valuable lessons (flying and otherwise life related) I've learnt, the cohort of people I've associated with - has just been nothing short of spectacular. I don't have enough praise for the school, its a very well oiled machine. 3 instructors in the school are trained by the chief flight instructor (and owner) Bob Garity - this makes it super easy to cross train as there is less learning curve to pick up instructions style. The planes in the school fly constantly and are in regular demand, and they constantly keep adding latest Cirrus planes to the fleet. I've noticed that the school is on top of the plane's maintenance, and avionics chart updates. They maintain meticulous logs and Bob Garity runs a streamlined school. Its my honor to be a part of the school, and cannot recommend the school enough to win the AOPA award.
87.00	Top flight instructor core with tons of experience and dedication. Planes are all top notch and better priced than similar aircraft at the same airport. Great club!
90.00	Nova Pilots' CFIs are highly experienced professionals dedicated to providing an exceptional and enjoyable training experience. They are consistently available to address inquiries and offer guidance. Their aircraft fleet is meticulously maintained, clean, and readily available for flight. A portion of their fleet is also housed in hangars. You feel that you are always welcomed there. They will cheer you with a nice email and a Wall-Of-Fame picture once you finish a training milestone. As a client, I have consistently found aircraft and instructors to be available when needed. Nova Pilots School offers a comprehensive range of training programs. Their airport and DC SFRA procedures are of the highest standard. I wholeheartedly wish them to win a Flight Training Experience Award

87.00	I changed to this Part 61 school (NOVA Pilots) on the recommendation of a friend - I had been at a neighboring big, established Part 141 flight school having logged already about 25 PIC hrs. Once changed, NOVA provided me with several highly experienced CFIs and I got to pick based upon my interests to match my learning style. From there, the CFIs worked as a team, filling in and cross-teaching, which exposed me to different approaches to teach the same content - this rotating faculty exposure was very surprising and VERY informative. From that, I actually changed instructors (within the school) after one swap experience and it was really rewarding. I got the chance to move forward with another of the school's CFI that more matched my learning style - all without missing a beat. And without school resistance or guilt. Thats the definition of a great school - one that's there to figure out how to best teach you flying to match YOUR optimum style of learning. The CFIs bend over backwards with outstanding pre-flight briefs, excellent bedside manners while in flight, and comprehensive post-flight analysis - followed by clear directions on homework and next lesson prep. NOVA takes the best of Part 141 and connects that with the flexibility of Part 61. Even better, their fleet of trainer planes are all newer (2022 or later) and I never worry about cancelled flights over maintenance issues (so many of my flights in the old 141 school were cancelled last minute due to old planes, down for repairs and airworthiness issues. I am so happy to be away from that!
90.00	Everyone at the school has the best interest of the students in mind. Most of the instructor are prior/current military pilots and want to share their love and knowledge to those who wish to become pilots themselves. Any time I have had a question or concern, the instructors are always available to answer my question and to give me guidance to be a better pilot. I always feel comfortable with the instructors on the ground and in the air. I recommend this school to anyone who wants to become a pilot whether it be for general aviation or to go the professional route.
90.00	I began work with NOVA Pilots in the summer of '24 after a poor initial interaction with another school at the same airport at the initial school, it turned out that all of the pilots had full schedules and were not interested in a new student. I reached out to a friend who recommended NOVA Pilots . I called and left a message that night, and the owner, Bob Garity, called me back early the next morning. It turned out that he, too, had a full calendar for weeks. However, he made room for a discovery ride the next day, and I knew that I wanted to be a pilot. Bob worked with me on off hours and off days until we could get me in his regular rotation as his students graduated. He is a patient and kind teacher, which was critical for working with me and my busy schedule. He also has an infectious love for flying- it's a passion for him to get highly skilled pilots flying in general and commercial aviation. Another thing I love about NOVA Pilots are their high standards- Bob would continually drill not only hard flying skills, but we'd also sit down and discuss exactly what ATC does and doesn't want to hear from me. I have received multiple compliments from random airport controllers on my radio comms, asking me if I served in the military, or as a commercial pilot. In addition to being a passionate aviator and skilled teacher, Bob also has coaching qualities which cannot be trained. Over the course of my earning my Private Pilot certification, there were times where other obligations with family and work would take my eye off the ball. Bob has a skill to stay in touch with his students and keep them motivated for progression and skill mastery. Two weeks before my check ride, I began to get a bit stressed out about the unknowns of the orals. I didn't want to discuss my concerns with anyone, but Bob could read that something was on my mind,, and he sat down with me to talk through it, not letting me leave the conversation until I faced my concerns, He had earned that trust from me as a teacher over the course of the year. Another bar-raising qualities of NOVA pilots are that their teachers are all highly experienced pilots, most of them with military experience. I never felt unsafe for a single moment as I pushed my skillset from the first dual lesson to my check ride. Their skillsets and their training standards as I continue on my education with them will keep me, and now my family, as safe as possible in the sky. Lastly, NOVA pilots keeps a fastidiously maintained fleet of modern GA aircraft, They have invested in a strong stable of Teachers, planes, and owners. Graduating from NOVA Pilots has opened my flying world to a community of continuing learners and accountable co-renters. Bob has introduced me to multiple groups (Friends of Leesburg, Smokehouse Pilots). He's also made personal introductions to the Airport Manager and the owner of the Kuhn FBO and also the FBO head of mechanic operations at KJYO. Airport personnel know NOVA Pilot students and give us the respect that our training and personal time investments deserve.

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: 90%

Regional Average: 86

Your regional percentile ranking: 95%

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

National Average: 86
Your national percentile ranking: 91%

Regional Average: 87
Your regional percentile ranking: 94%

5. SubScore Summary for Nova Pilots at KJYO

Region: Eastern

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	99	97
Customer Focus	99	96
Community	99	96
Information Sharing	97	91
NetPromoter Score	100	92
Overall Total	99	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: 99

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

National Average: 97
Your national percentile ranking: 65%

Regional Average: 98
Your regional percentile ranking: 62%

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

National Average: 98
Your national percentile ranking: 70%

Regional Average: 98
Your regional percentile ranking: 65%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%

Somewhat Agree	1	5.88%
Neither agree nor disagree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	17	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	17	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: 99

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

National Average: 96
Your national percentile ranking: 83%

Regional Average: 97
Your regional percentile ranking: 83%

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

National Average: 96
Your national percentile ranking: 88%

Regional Average: 97
Your regional percentile ranking: 88%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%
Somewhat Agree	1	5.88%
Neither agree nor disagree	1	5.88%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	17	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	5.88%
Strongly Disagree	16	94.12%

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: 99

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

National Average: 96
Your national percentile ranking: 80%

Regional Average: 96
Your regional percentile ranking: 82%

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

National Average: 96
Your national percentile ranking: 86%

Regional Average: 97
Your regional percentile ranking: 85%

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	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Somewhat Disagree	1	5.88%
Strongly Disagree	16	94.12%

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%
Somewhat Agree	2	11.76%

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

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: 97

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

National Average: 91
Your national percentile ranking: 90%

Regional Average: 92
Your regional percentile ranking: 93%

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

National Average: 92
Your national percentile ranking: 94%

Regional Average: 93
Your regional percentile ranking: 92%

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	15	88.24%

Somewhat Agree	2	11.76%

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

Response Choice	Frequency	%
Somewhat Agree	1	5.88%
Neither agree nor disagree	2	11.76%
Somewhat Disagree	2	11.76%
Strongly Disagree	12	70.59%

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

Response Choice	Frequency	%
Strongly Agree	17	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	17	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	16	94.12%
9	1	5.88%

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	17	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: 93
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: 97
Your regional percentile ranking: 75%