Report for PILOT IN TRAINING FLIGHT ACADEMY at KGAI

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 43 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	PIT Flight Academy should definitely win this award. The school prioritizes safety like no other, and really prioritizes their students' efficient progress during training. All of the instructors as well as owner are incredible as well.
90.00	This flight school is highly customer and safety focused. The owner goes out of his way to insure the highest standards are adhered to by the staff.
87.00	They are incredibly supportive throughout your time there. They prioritize efficiency, comparability between student and CFI, and above all that, safety and transparency.
90.00	Excellent service and instructions
90.00	I was a very nervous student who was put at ease by my flight instructor, Brandon Stone, which made it possible for me to go up multiple times. The plane I flew in always looked like it was in a solid, flyable condition. I had good interaction with the owner who is very approachable. I think given who considerate their instructors are, with all flights having been good learning experiences and pleasant, this school deserves a Flight Training Experience Award.

90.00	This is a great flight school that's run really well. My first interaction with Slava(chief instructor) was a few years ago as I was looking around for work to get involved in the aviation industry, and, out of all the people I talked to, he was really the only one who saw my passion and willingly took time out of his work schedule to help train me and introduce me to the field. After a while of working, I decided that I wanted to start my flight training. I started and finished my PPL training with Pilot in Training Flight Academy, while flying with Brandon Stone, and was very pleased by the whole process. All of the flight instructors prioritized safety and professionalism over everything. Going into my check ride, I felt very confident in my knowledge and practical skills after completion of the program. Even after I finished my official PPL training, Slava and his team helped me continue my aviation education career at Auburn University's professional flight program.
90.00	Pilot in Training Flight Academy absolutely deserves this award. I earned both my Private Pilot License (PPL) and Instrument Rating (IFR) with them, and looking back, I couldn't have asked for a better experience. From the very first discovery flight to my checkride, the training was professional, safety-focused, and deeply personal. The instructors I worked with were all outstanding: knowledgeable, patient, and dedicated to helping me succeed. The owner, Slava, genuinely cares about every student's progress and ensures a supportive learning environment where you feel like part of the aviation community. The academy's emphasis on safety, precision, and real-world readiness gave me the skills and confidence to fly comfortably and safely in busy airspaces. Since moving to San Diego, I now fly almost daily-including to airports like Las Vegas and Phoenix Sky Harbor, and even over the Grand Canyon-and I credit the quality of my training at Pilot in Training for making that possible. They don't just train pilots-they build confident, capable aviators. I wholeheartedly recommend them and believe they represent everything a great flight school should be.
87.00	One of the best school on East cost, small but cozy))) The school with proper attention to learning process and safety. I did commercial and cfi wit that school.
86.00	This is a small flight school that has three airplanes and a staff less than 10 but provides excellent student training with well maintained aircraft. Their instructors are energetic and willing to help their students achieve their personal goals in aviation. Their classroom environment is well equipped and maintained with visual aids and a Redbird training simulator for acquiring additional skills.
74.00	The staff was professional, knowledgeable, courteous and patient!
89.00	Super professional staff
85.00	Pilot in Training stands out as an exceptional flight school, distinguished by its unwavering commitment to safety, high-quality instruction, and a remarkably student-focused environment. At the core of the school's success is the owner, Slava, whose active and personal involvement in daily operations sets the tone for a profound safety culture. Safety is not just a policy but the highest priority. This is evident in their meticulous approach to maintenance, where aircraft issues and engine replacements are addressed with urgency and diligence. The school goes above and beyond industry standards, particularly by extending the post-replacement engine burn-in period—a critical time statistically—to ensure every aircraft is not just airworthy, but demonstrably safe for its students and instructors. The quality of instruction at Pilot in Training is superb. The certified flight instructors are genuinely passionate about teaching and mentorship, focusing on developing skilled, confident pilots rather than simply accumulating flight hours. Their dedication creates a supportive and effective learning atmosphere. Furthermore, the school fosters a collaborative and efficient environment by empowering its students. Direct access to the scheduling system allows students to book their own lessons, cutting down on administrative delays and giving them greater control over their training journey. This modern, streamlined approach makes the entire process more accessible and user-friendly. Finally, Pilot in Training offers excellent value. The costs are reasonable for the high level of service and safety provided, and the school offers attractive discounts for students who deposit funds in advance, making quality flight training more affordable.
90.00	This Flight School should win the Flight Training Experience Award because this flight school stands out not only for the quality of its training, but for the culture it creates around aviation. The instructors go far beyond teaching students how to fly, they inspire confidence, discipline, and a deep love for aviation. Every lesson is structured to balance safety, precision, and enjoyment, ensuring that students leave each flight more skilled and more motivated than before. What truly sets this school apart is its personal approach. Instructors treat every student as an individual, taking the time to adapt lessons to each person's learning style and goals. The environment is supportive, professional, and empowering, students aren't just taught to pass checkrides, they're trained to become capable, thoughtful pilots who embody aviation excellence. From the well-maintained aircraft to the positive energy of the staff, everything about this school reflects its commitment to excellence. The sense of community here is rare, students, instructors, and staff all share a genuine passion for flying and for helping one another succeed. This flight school doesn't just teach aviation, it builds aviators. Its dedication, professionalism, and heart make it more than deserving of the Flight Training Experience Award.

90.00	The professionalism of the instructors and the customer service of the office personnel have always been pleasing and kept at a high standard
90.00	The school has great instructors and are extremely flexible to accommodate your schedule. They ensure you learn at your pace and move you along till you are ready for your check ride. The check ride is a breeze because they have prepared you for everything.
87.00	Pilot in Training Flight Academy truly stands out as one of the most dedicated and student-focused flight schools, making it highly deserving of a Flight Training Experience Award. The academy's foundation is built on true aviation passion, led by its founder who holds a commercial pilot license and serves as a senior flight instructor. This ensures that students receive top-quality instruction and mentorship from someone who has firsthand experience in both flying and teaching. Their team of licensed instructors is another strength worth highlighting. Each instructor brings a wealth of experience and professionalism, yet remains approachable and supportive. This balance creates a comfortable training environment where students can confidently ask questions and grow their aeronautical knowledge. Beyond instruction, Pilot in Training Flight Academy fosters an excellent learning community. The team consistently guides students through every step of the process—clearly explaining the necessary requirements, sharing valuable insights, and helping each aspiring pilot feel prepared and motivated to start their flying journey. With experienced mentors, personalized instruction, and a welcoming learning culture, Pilot in Training Flight Academy embodies the qualities that define exceptional flight training. They don't just teach students how to fly—they inspire them to soar.
90.00	My name is Saidajan Aithbar and I am currently working on my CFI license. I think of Pilot in Training Flight Academy ad a small, tight-knit community that truly cares about its students. The instructors and staff are highly professional and genuinely dedicated to helping every student succeed in their aviation career. I highly recommend this flight school for anyone pursuing their Private Pilot, Instrument, Commercial, CFI, or CFII training. The owner, Slava, is a kind and professional individual who goes above and beyond to support his students. The team consistently puts in the effort to ensure you have the knowledge, skills, and confidence to achieve your aviation goals. If you're looking for a flight school that values professionalism, personalized attention, and student success, Pilot in Training Flight Academy is an excellent choice.
89.00	Pilot in Training Flight Academy deserves to win a Flight Training Experience Award because of the high quality service they consistently provide. The entire team works cohesively, creating an environment where students can thrive and reach their full potential.
87.00	This Flight School absolutely deserves to win a Flight Training Experience Award. From my very first interaction, I was deeply impressed by their professionalism, dedication, and genuine passion for aviation. Every instructor I've worked with has demonstrated not only exceptional technical knowledge but also a remarkable ability to teach, motivate, and build confidence in their students. The training environment is both structured and supportive — safety and precision are always top priorities, yet the atmosphere remains welcoming and encouraging. The staff goes above and beyond to ensure every student receives personal attention and clear, constructive feedback, which truly accelerates learning. The school's facilities, aircraft maintenance standards, and training materials are all of the highest quality, reflecting their commitment to excellence. Beyond the technical training, they also cultivate a strong sense of community and professionalism, preparing students not just to pass checkrides but to become skilled and responsible aviators. My overall experience has been outstanding, and I consistently leave each session feeling more capable and inspired. This school sets a benchmark for what modern flight training should be — safe, student-focused, and delivered with true passion for aviation.
86.00	The staff members are great, especially the instructors. I enjoyed the learning process
90.00	Pilot In Training flight school truly deserves recognition for the heart it puts into every lesson. It's a place where students feel supported, understood, and inspired from their very first flight. Under caring and dedicated leadership, the school fosters an environment that feels more like family than business where safety, patience, and a genuine love for aviation guide every decision. What truly sets this school apart is its strong sense of community. Students aren't just clients; they become part of a family united by a shared passion for flying and growth.
88.00	Pilot in training should win this award due to the constant professionalism shown by company. As an instructor here, this has been one of the only places i have worked that everyone enjoys working here. The maintenace staff is great and very attentive. We have a great standardized training process that meets the needs of all students with various aviation goals
89.00	This flight school should win this award because everyone on the staff emphasizes safety and promotes effective ADM. The company also is great with customer service and is the reason the company has such a great reputation in the sky's and on the ground.

90.00	I did all my training at this school before becoming a CFI. Seeing both sides of this company as customer and employee, i am proud to work here and believe it has a strong company culture
88.00	Pilot in Training Flight Academy should win a Flight Training Experience Award because of this school’s ability to help students achieve their aviation dreams through forward-looking encouragement, helpful staff members, and a positive environment.
89.00	Pilot in training flight academy helped me to go from zero experience to flight instructor in only 1 year. I now work as an instructor there as well. The training is great, the people are kind and understanding and the planes are maintained at a high level that gives me confidence for safe flights.
90.00	Pilot in Training should win a flight training experience award because the school is very well run with good instructors that make flying both fun and productive. There is a good safety standard at this school, and the planes are maintained well.
90.00	I recommend Pilot in Training because the flight instructors and interns are very knowledgeable and smart.
90.00	I recommend Pilot In Training Flight Academy because the flight instructors are very knowledgeable and effective. The regular maintenance makes the airplanes feel safe and clean.
90.00	I recommend Pilot in Training to win the flight training experience award because the instructors are knowledgeable, as well as the interns and mechanics.
87.00	Pilot in Training Flight Academy thinks of the student first and makes every decision to maintain a high level of safety and to put the needs of the customer first. The flight school has a high overall pass rate for initial checkrides which is a testament to the instructors and high standards of this company.
90.00	Pilot in Training SHOULD win a Flight Training Experience Award because it's different from other flight schools out there. The environment created by Slava ensures that the students feel welcome and comfortable, while also being provided top-notch education and training, making flying fun with a complete experience. Even working as a Graphic Designer and a Social Media Manager, I can see how hands-on and detail-oriented Slava is, and they don't make compromises in the quality of their education--or in everything (design, mechanics). Every instructor is experienced and friendly. They know how to teach and also treat students well. This company is small, but really well-managed, and they care about everyone, not just the students, but the staff and the interns too. There's a good relationship and dynamic between the team, everyone is an expert in their own right, everyone is treated well, and positive thinking and a positive attitude is encouraged. Flying safe is emphasized--they ensure that you are secure and it's safe to fly. They are all grounded and responsible, and have a passion for aviation. As one of the staff, this company checks everything I like about a company. It's not just about the profit. There's just a level of satisfaction about how everything is managed. It's a good environment. And they want to make flying fun for students. Also, they also offer PPL to Commercial License, and Ground School. You have everything you need to become a commercial pilot here. They also have a Summer Camp. Students are in good hands. I think it has everything.
86.00	Pilot in training Academy has been a great choice and I'm proud of being a part of the team! The management is approachable, the facilities are top-notch and deliver high-quality, comprehensive and well-structured training program. The environment is collaborative and supportive allowing students to grow into confident and skilled pilots. It's a fantastic place to work and I highly recommend for anyone serious about becoming a professional pilot!
90.00	Everyone in the school is responsible and amicable. Trying to help students success.
74.00	I have really appreciated the effort the school puts into ensuring there is demonstration of cultural, gender and racial diversity. As a foreign learner, it warms my heart to see others of my culture and descent pursuing aviation. It goes a long way to keep me grounded (no pun intended) whenever I go through frustrating moment - and we all know there are a lot of those moments. I noticed the school is intentional about their approach, with the way they offer training, support and schedules to accommodate as many profiles as possible.
74.00	Unwavering commitment to safety, excellence, and student success. Its instructors go beyond basic requirements to deliver structured, engaging, and scenario-based training that prepares students for real-world flying. The school maintains a well maintained fleet and fosters a culture of professionalism, mentorship, and continuous improvement. Pilot In Training Flight Academy sets a high standard for flight training excellence and embodies the spirit of aviation advancement.
86.00	PIT puts safety over everything since I was a student to now being a CFI. They have one of the best training practices and instructors..and most of all I cant say it anymore they take maintenance amd safety very seriously

90.00	From the beginning the staff and all others that are instructing or preparing to start a career in aviation have been professional and pleasant. I'm able to always reach someone whether through phone, text, or email. The flexibility of being able to work and go to school is a blessing and I could not be more proud of the school and those who are helpful no me obtain a new goal and career path!
90.00	My 13-year-old son has been training for the last two years at Pilot-In-Training flight school. The instructors are extremely friendly and knowledgeable. Since my son is young, the instructors and the owner have shown him nothing but respect, patience, and kindness. Everything is thoroughly explained. If there is an issue with a plane, the owner keeps everyone informed about the repair and the expected duration of the repair. The flight lessons have taught my son problem-solving skills and boosted his confidence. After each lesson, my son is happy and smiling from ear to ear. These experiences made him want to consider an aviation career. Possibly, being a pilot in the Air Force. Both my son and I recommend that Pilot-In-Training receive the Flight Training Experience Award.
86.00	This flight school should win a flight training experience award because they provide excellent flight training opportunities to every aspiring pilot. The instructors and staff are experienced, friendly, and very careful when it comes to safety. They also have a very smart and welcoming community to those who are interested in entering the world of aviation!!
89.00	Everyone in the company truly cares about their students/clients. The training is quality and brings the best out of the students
90.00	This flight school provides personalized, structured, and professional training and support to all its students and workers. As a student pursuing my private pilots license and intern working in the hanger, I get first person perspective on their daily operations and am so proud to be apart of such a great team that cares for my success as a team member and as an individual.
90.00	Very thorough, safe, and encouraging.

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: 79%

Regional Average: 86
Your regional percentile ranking: 80%

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

National Average: 86
Your national percentile ranking: 83%

Regional Average: 87
Your regional percentile ranking: 79%

5. SubScore Summary for PILOT IN TRAINING FLIGHT ACADEMY at KGAI

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	96	96
Community	98	96
Information Sharing	95	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: 99

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

National Average: 97
Your national percentile ranking: 80%

Regional Average: 98
Your regional percentile ranking: 85%

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

National Average: 98
Your national percentile ranking: 87%

Regional Average: 98
Your regional percentile ranking: 94%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	40	93.02%
Somewhat Agree	3	6.98%

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

Response Choice	Frequency	%
Strongly Agree	42	97.67%
Somewhat Agree	1	2.33%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	43	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	42	97.67%
Somewhat Agree	1	2.33%

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: 45%

Regional Average: 97
Your regional percentile ranking: 28%

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

National Average: 96
Your national percentile ranking: 50%

Regional Average: 97
Your regional percentile ranking: 27%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	4	9.3%
Neither agree nor disagree	1	2.33%
Somewhat Disagree	1	2.33%
Strongly Disagree	37	86.05%

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

Response Choice	Frequency	%
Strongly Agree	42	97.67%
Somewhat Agree	1	2.33%

Staff at my school always treated me with respect.

Response Choice	Frequency	%

Strongly Agree	43	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	3	6.98%
Neither agree nor disagree	1	2.33%
Strongly Disagree	39	90.7%

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: 78%

Regional Average: 96
Your regional percentile ranking: 75%

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

National Average: 96
Your national percentile ranking: 83%

Regional Average: 97
Your regional percentile ranking: 77%

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	42	97.67%
Somewhat Agree	1	2.33%

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

Response Choice	Frequency	%
Strongly Agree	3	6.98%
Strongly Disagree	40	93.02%

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

Response Choice	Frequency	%

Strongly Agree	42	97.67%
Somewhat Agree	1	2.33%

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

Response Choice	Frequency	%
Strongly Agree	43	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: 95

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

National Average: 91
Your national percentile ranking: 81%

Regional Average: 92
Your regional percentile ranking: 78%

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

National Average: 92
Your national percentile ranking: 83%

Regional Average: 93
Your regional percentile ranking: 73%

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	42	97.67%
Somewhat Agree	1	2.33%

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

Response Choice	Frequency	%
Strongly Agree	3	6.98%
Neither agree nor disagree	6	13.95%
Somewhat Disagree	4	9.3%
Strongly Disagree	30	69.77%

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

Response Choice	Frequency	%
Strongly Agree	37	86.05%
Somewhat Agree	3	6.98%
Neither agree nor disagree	2	4.65%
Strongly Disagree	1	2.33%

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	41	95.35%
Somewhat Agree	1	2.33%
Somewhat Disagree	1	2.33%

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	43	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	43	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%