YOU CAN FLY
AOPA FOUNDATION

FLIGHT TRAINING
EXPERIENCE
AWARDS
2026

Report for Peg (Margaret HL) Ballou at 17G

Region: Great Lakes

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

1. Eligibility

To be eligible for an award, you needed to receive at least 5 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 CFI was considered 'eligible' for an award if they received at least 5 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) CFIs. Percentile ranks were calculated at both national and regional levels and may have been rounded.

Your performance (percentile rank) compared to all other eligible CFIs in your region was one of many factors that informed award decisions.

You received 6 evaluations.

2. Free Responses

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

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

3. Individual Overall Scores & Responses

Total Score	Student Review
90.00	My instructor Peg is a great candidate for this award as she has been an amazing instructor. Not only has she given me a great education in aviation and an awesome job of showing me the ropes to flying, but she has an awesome program that makes new really feel like there apart of the aviation community. She makes scheduling very easy and always does an amazing job working around everyone's schedule while still finding time to host fun events like hanger hang outs, helping or taking new students to fly in events, and taking new students to control tower visits. She does so much to pack in all the information it takes to become a pilot and makes it fun and able to go at the individual pilots own pace. I think Peg Ballou is the best candidate for this award.

90.00	Peg Ballou is an incredible flight instructor and an even better mentor. From the very first flight, it was clear that Peg is deeply committed to her students' success—not only as pilots, but as confident and capable individuals. She has an amazing ability to make complex topics easy to understand, and she connects every lesson to real-world flying in a way that makes learning both fun and meaningful. Peg's professionalism, patience, and enthusiasm create the perfect balance of challenge and support. She continuously pushes me to become the best pilot I can be while always encouraging me and believing in my potential. As a young female pilot, I couldn't ask for a better role model. Peg inspires me every day to grow not just in aviation, but personally as well. She's helped me find new opportunities, introduced me to an incredible aviation community, and has been there to guide me every step of the way. I feel truly grateful to have the privilege of learning from Peg Ballou. She has become a great friend, mentor, and lifelong inspiration. Peg embodies everything this award represents—dedication, knowledge, passion, and a genuine love for helping others take flight. There is truly no one more deserving of this recognition than Peg Ballou.
88.00	Peg should win this award not only because she is an excellent instructor who cares about her students, but she furthers interest and comraderie amongst the aviation community.
90.00	Peg has not only been an outstanding instructor for me, but also taken my son on a discovery flight. She has the patience of a SAINT! She's caters to my strengths with regards to learning style, and is consistently asking what I feel my weaknesses are, or areas that I feel unclear. She then tends to focus more on those specific skills and topics. She is always very clear with flight briefing and communicating to me what to expect for the specific day of the lesson, as well as the weeks and lessons that lie ahead. I really appreciate that she is always ready to pause, and address side questions when they arise during training. She is VERY thorough!
88.00	I have not known peg for very long yet, however, for the short amount of time I have known her, she has connected with me, and learned me as a student individually versus treating all of her students, the same. She makes everyone's experience unique and different.
90.00	Peg has been very dedicated to the complete understanding of what it is to be a pilot for myself since Day 1, emphasizing the importance of training the pilot as a whole. When I first began this journey, I was on a very determined mission to pursue a lifelong goal that I had to put off due to personal circumstances and while I was certain of what I "wanted" to do, I was lacking the complete confidence that it was truly attainable for myself. Thanks to the encouragement, patience, thorough instruction, and honest feedback from Peg, I can now say that I while I am still a "work in progress" as a current student, I couldn't ask for a better instructor to guide me.

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

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

Your Score: 89

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

National Average: 86
Your national percentile ranking: 94%

Regional Average: 85
Your regional percentile ranking: 97%

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

National Average: 87
Your national percentile ranking: 99%

Regional Average: 87
Your regional percentile ranking: 100%

5. SubScore Summary for at 17G

Region: Great Lakes

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

Subscore Summary:

	Your Score	National Avg
Educational Quality	100	98
Customer Focus	100	97
Community	100	92
Information Sharing	97	94
NetPromoter Score	100	95
Overall Total	99	95

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

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

Your Score: 100

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

National Average: 98
Your national percentile ranking: 83%

Regional Average: 99
Your regional percentile ranking: 87%

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

National Average: 99
Your national percentile ranking: 90%

Regional Average: 99
Your regional percentile ranking: 93%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	6	100%

My CFI tailored their lessons plans to accommodate my personal strengths and weaknesses.

Response Choice	Frequency	%
Strongly Agree	6	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	6	100%

My CFI helped me feel prepared for unexpected situations in flight.

Response Choice	Frequency	%
Strongly Agree	6	100%

7. Customer Focus Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Customer Focus; adding value by demonstrating professionalism and engagement with students

Your Score: 100

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

National Average: 97
Your national percentile ranking: 83%

Regional Average: 95
Your regional percentile ranking: 90%

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

National Average: 98
Your national percentile ranking: 89%

Regional Average: 98
Your regional percentile ranking: 86%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	6	100%

I feel like my CFI made efficient use of my time.

Response Choice	Frequency	%
Strongly Agree	6	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	6	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	6	100%

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: 100

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

National Average: 92
Your national percentile ranking: 98%

Regional Average: 91
Your regional percentile ranking: 97%

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

National Average: 94
Your national percentile ranking: 100%

Regional Average: 94
Your regional percentile ranking: 100%

8.3 Responses per Question

After training with my CFI,I feel like amember of the general aviation community.

Response Choice	Frequency	%
Strongly Agree	6	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Disagree	6	100%

My CFI introduced me to students, new pilots, and members of the local aviation community.

Response Choice	Frequency	%
Strongly Agree	6	100%

My CFI shared relevant information to help me continue flying after training (e.g. how to find flying clubs, purchase an aircraft, or start an aviation career)

Response Choice	Frequency	%
Strongly Agree	6	100%

9. Information Sharing Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Information Sharing; educating and empowering students to make informed decisions about flight training investments.

Your Score: 97

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

National Average: 94
Your national percentile ranking: 61%

Regional Average: 92
Your regional percentile ranking: 70%

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

National Average: 95
Your national percentile ranking: 68%

Regional Average: 95
Your regional percentile ranking: 57%

9.3 Responses per Question

I always understood the steps required to reach my flight training goals with my CFI.

Response Choice	Frequency	%
Strongly Agree	6	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	33.33%
Strongly Disagree	4	66.67%

Sometimes I did not know what my flight lessons would cover.

Response Choice	Frequency	%
Strongly Disagree	6	100%

My CFI introduced me to online resources (like flight planning tools or weather sources) and showed how they can be used to aid my decision making.

Response Choice	Frequency	%
Strongly Agree	6	100%

10. Net Promoter Score

10.1 Questionaire Responses

The Net Promoter Score is generated by asking customers how likely they would be to recommend a given product or service - in this case, your services as a flight instructor to another potential customer, on an 11 point scale.

How likely are you to recommend your CFI to someone interested in flight training?		
Response Choice	Frequency	%
10	6	100%

10.2 NPS Grouping

Responses to this question are then used to sort customers into one of three groups:

Detractor: Less likely to use your services again and may not speak highly of your services to others.

Passive: Generally somewhat satisfied, passive respondents likely won't help or hurt your business in talking to other people.

Promoters: Ideally, all of your customers would be promoters. Promoters would fly with you again in the future and would tell others how great they think you are.

Response Choice	Frequency	%
Promoter	6	100%

10.3 Standardized Score Calculation

The overall Net Promoter Score is calculated by subtracting the percentage of your customers who are 'detractors' from the percentage of your customers you are 'promoters.' Thus, the overall Net Promoter Score can range from - 100 to 100.

For more information on the Net Promoter Score and how to interpret it, check out: https://www.medallia.com/net-promoter-score

Your Score: 100

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

National Average: 95
Your national percentile ranking: 60%

Regional Average: 84
Your regional percentile ranking: 63%

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

National Average: 97
Your national percentile ranking: 62%

Regional Average: 97
Your regional percentile ranking: 57%