



Report for Race City Flight Operations at 14a

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 18 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	Race City Flight Operations goes above and beyond for their students. From taking the time to go over lessons to making sure you as a student feels valued. They don't push you into things without you feeling prepared. The CFIs are also amazing. Always going out of their way to make sure you as a student feel comfortable and ready for each flight. Giving you pointers too on how to improve and where to focus more on.
90.00	Race City Flight Operations has been an incredible plan for me as a student and all the way to my current position as an instructor! They've helped me learn and grow as a pilot each and every day, as well, they take care of their students and make them feel at home and welcomed each day they walk through the door!
85.00	Great instruction and training environment
88.00	This school is always student focused. Whatever is needed is always done
90.00	The school should receive an award.
76.00	Organized, efficient and engaged flight school that promotes aviation learning and education in a effective way.
90.00	It's a great community with a lovely staff who wants to help you.

90.00	RCFO has been a great fit for our son and his flight journey. They are pushing him while keeping their arm around him. What a great fit
90.00	This school absolutely should. I started my aviation training over 25 years ago and have worked with several schools through my journey and this one clearly is the best. I feel so at home here that i stop by the school even when im not in a lesson just to talk and felowship with other aviation minded people.
90.00	This flight school is clearly the superior choice to all other schools in the area. It's like one big aviation family.
90.00	Race city is like a family, always including and uplifting to each other. It really shows how great of a community aviation can be and what it means to be a flight school.
68.00	Great family atmosphere where the instructors actually care.
90.00	Race City Flight Operations should win a Flight Training Experience Award because they have made me feel valued from the beginning. It all started with a call about a discovery flight, and when they picked up the phone, I knew I was going to complete my training there. They emphasized safety, and told me that they had staff available 7 days a week to fit whatever my needs were. Now, as a student pilot with roughly 44 hours logged, I can say that the staff at Race City care about the quality of training. Everyone has always been approachable and so incredibly knowledgeable. Race City has become a place that I thoroughly enjoy and I am fully committed to finishing all of my training with this school.
84.00	Race City flight operations should receive this award because they are a great, well rounded school. It may take a little longer to complete the license than another school but you also get to fully understand everything aspect. You also get the chance to be around so many different instructors and pilots from a range of backgrounds, experiences, and teaching styles. This school provides a lot of really amazing opportunities.
88.00	Student experience is second to none. Value their investment more than any other flight school that I have been around.
83.00	I've had a great experience training at this school, and I believe it deserves recognition for its commitment to students. The ownership and scheduling team are excellent—always reachable, responsive, and willing to work around your needs. They make training accessible and flexible, whether you're a student, a working professional, or balancing other commitments. The instructors here are genuinely invested in your success, going the extra mile to support you in both flight training and ground knowledge. While no school is absolutely perfect, this one consistently demonstrates professionalism, safety, and care for its students. The pricing is very reasonable, yet there is no compromise on the quality of training or the standards of safety, which sets it apart. Overall, it provides an environment that helps students thrive and succeed. That's why I strongly recommend it for a flight training experience award—it truly puts the student experience first.
82.00	I think Race City Flight Operations should win a flight training experience award. They go above and beyond for their students and instructors. Always putting the student first.
88.00	Race City has been a great place to begin my aviation journey. Their instructors are knowledgeable and passionate. Their fleet is well-maintained and provides a consistent experience. They can accommodate students of different levels, helping individuals move at their own pace. And they provide 141 and 61 options. I'm so glad I found them.

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: **86**

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

National Average: **86**

Your national percentile ranking: **47%**

Regional Average: **86**

Your regional percentile ranking: **38%**

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

National Average: **86**

Your national percentile ranking: **48%**

Regional Average: 87

Your regional percentile ranking: 31%

5. SubScore Summary for Race City Flight Operations at 14a

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	96	96
Information Sharing	92	91
NetPromoter Score	100	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: 99

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

National Average: 97

Your national percentile ranking: 60%

Regional Average: 98

Your regional percentile ranking: 55%

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

National Average: 98

Your national percentile ranking: 64%

Regional Average: 98

Your regional percentile ranking: 56%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	18	100%

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

Response Choice	Frequency	%
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Strongly Agree	17	94.44%
Somewhat Agree	1	5.56%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	18	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	14	77.78%
Somewhat Agree	4	22.22%

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: 46%

Regional Average: 97

Your regional percentile ranking: 32%

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

National Average: 96

Your national percentile ranking: 51%

Regional Average: 97

Your regional percentile ranking: 31%

7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	2	11.11%
Strongly Disagree	16	88.89%

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

Response Choice	Frequency	%
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Strongly Agree	17	94.44%
Neither agree nor disagree	1	5.56%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	16	88.89%
Somewhat Agree	1	5.56%
Neither agree nor disagree	1	5.56%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	3	16.67%
Somewhat Disagree	1	5.56%
Strongly Disagree	14	77.78%

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: 96

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

National Average: 96

Your national percentile ranking: 39%

Regional Average: 96

Your regional percentile ranking: 28%

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

National Average: 96

Your national percentile ranking: 39%

Regional Average: 97

Your regional percentile ranking: 27%

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	17	94.44%

Strongly Disagree	1	5.56%
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Sometimes I felt as if I didn't belong at my school.

Response Choice	Frequency	%
Somewhat Agree	1	5.56%
Neither agree nor disagree	1	5.56%
Strongly Disagree	16	88.89%

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

Response Choice	Frequency	%
Strongly Agree	16	88.89%
Neither agree nor disagree	2	11.11%

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	88.89%
Somewhat Agree	2	11.11%

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: 92

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

National Average: 91

Your national percentile ranking: 51%

Regional Average: 92

Your regional percentile ranking: 48%

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

National Average: 92

Your national percentile ranking: 49%

Regional Average: 93

Your regional percentile ranking: 35%

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	13	72.22%
Somewhat Agree	4	22.22%
Neither agree nor disagree	1	5.56%

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

Response Choice	Frequency	%
Somewhat Agree	1	5.56%
Neither agree nor disagree	6	33.33%
Strongly Disagree	11	61.11%

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

Response Choice	Frequency	%
Strongly Agree	13	72.22%
Somewhat Agree	3	16.67%
Neither agree nor disagree	2	11.11%

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	16	88.89%
Somewhat Agree	2	11.11%

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	14	77.78%

9	4	22.22%
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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	18	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%