Report for Sun City Aviation Academy at HWO

Region: Southern

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 12 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
89.00	Sun City should win this Flight Training Experience award because, they’re simply the best flight school. From the moment I’ve came to sun city I’ve felt at home, the instructors and everyone surrounding sun city overwhelms you with laughter and joy. My training experience so far has been nothing short of amazing, this school is very thorough and very helpful, whether you’re training for PPL, IRA, or even CPL. Sun City is the best option, so I believe that Sun City deserves this award.
90.00	My Name is Abdullah from Kuwait, i did CPL SEL , CFI & CFII in 2025 September, It been Pleasant Experience since i started in 2022 , All Instructors & Chief Instructor Joe was very helpful & Kind , for Every Certificate or Rating i had different instructor, very professional passionate and knowledgeable,Fleet very well Maintained, i will definitely Come back for MEI & would Recommend it to other .
87.00	Sun city has been a breath of fresh air since returning to south Florida for flight training. The staff here are professional and being that I am a flight attendant, they are very accommodating with my ever changing schedule. The airplanes are well maintained and they continuously host various social events which helps students to feel like they are apart of a family.

90.00	Sun City is an excellent flight school. The aircraft are well maintained, the instructors are all incredibly friendly, and their methods of teaching are great. They teach very strong safety procedures, and are truly passionate about what they do. The schools building itself is rivaled by very few.
88.00	As someone who attended a previous flight school prior to attending Sun City Aviation, I have to say the experience is night and day. No pun intended! Every aspect of the training model has been meticulously designed to ensure a well rounded learning experience. And that should come as no surprise considering one of the owners “Luke” is a professional Pilot actively working for the major airlines. But it certainly isn’t a one man show, his wife Georgette makes the school feel like home. This is a genuine family run business, but make no mistake, it is a well oiled machine. The staff are very knowledgeable, polite, and always willing to help. The Aircraft are top notch and run well. All in all Sun City is a great place to learn, I would recommend them to anyone who wants to learn to cruise the friendly skies!
84.00	I have been working with Sun City Aviation Academy for over 2 years and I can tell you it has been the best experience ever, I really like the way we treat students and staff members. I feel we are all family. As soon as you go inside the school you sense this warm welcoming feeling as you have been part of it your whole life. I am part of the team that provides the first contact with potential students and when they come from other places they say they feel the same way. I feel Sun City deserves to win the award because of its unwavering commitment to providing high-quality, safe, and personalized flight training. What sets Sun City apart is the heart and passion behind everything they do, supporting the students through every milestone, celebrating their successes, and helping them grow both as pilots and as individuals. The instructors go above and beyond to ensure students receive the best training experience possible, while our operations and admin teams work tirelessly to make everything run smoothly. Sun City is a community built on passion, safety, and dedication to education and aviation.
90.00	I would highly recommend Sun-City academy for anyone who wants to experience flight training at its best form. The first thing is about culture it provides to the students & everyone associated with the flight school is unique to none. I have been around multiple flight schools & I can concur about it. They like to develop a personal-professional relation with each student, which helps students to be more open, confident & interested to grow in the field of aviation. Sun City is also working with young students who aspire to be pilots in the near future. They organize Aero camp in regards to this where the young kids are introduced to be a safe and a good pilot. The planes they have at Sun City are well maintained and even the slightest discrepancies is taken very seriously. They also have good way to record students progress using FSP, which helps the academy to constantly be aware of student progress, and helps valuable input from more senior instructors and chief. Lastly, all the members of Suncity are very welcoming and always ready to help anyone who aspires to be a part of this wonderful community of aviation.
90.00	This flight school makes you feel safe and makes you feel like a part of the family. I was treated very respectfully and professional by all staff members. I used this school for my Airplane Instrument Rating and successfully passed my checkride. Their aircraft are very well maintained. They devote time to the community for things like Rusty Pilots Seminar and other aviation related community events. They are always posting on social media when students pass their checkrides.
81.00	This flight school should absolutely win a Flight Training Experience Award. The experience was top-notch, leading to the successful achievement of my Private Pilot License. The instructional quality is outstanding; my instructor was genuinely one of the best I’ve ever had, demonstrating exceptional teaching skills and professionalism. Beyond the instruction, the school excels in its operational efficiency. It was easy to schedule lessons and handle payments, which eliminated common training frustrations. Furthermore, their commitment to supporting new pilots is evident in the fact that they offer plane rentals after a simple check-out flight, provided the pilot has insurance. This seamless transition from student to renter demonstrates a complete, supportive, and all-around great experience.
90.00	I completed both my Commercial and CFI training at Sun City Aviation, and I couldn’t be happier with the experience. The entire team is kind, professional, and easy to work with. The instructors are knowledgeable, patient, and genuinely invested in each student’s success. The training environment is well-organized and supportive, making it an excellent place to advance your aviation career. Highly recommend Sun City Aviation to anyone pursuing flight training!
90.00	This school has amazing staff and instructors that really put in the effort to make you feel like you matter. They have flexible hours and help each student progress at their own pace. My instructor Chase B. helped me obtain my Private pilot certificate and encouraged me when I doubted my abilities. Amber at the front desk is always welcoming and helps with any questions I might have. I always look forward to class at Sun City!

90.00	Sun City delivers an outstanding flight training experience. The staffs professionalism, attention to safety and authentic love for aviation make this school a special place to learn. Instructors are knowledgeable and professional and take the time to ensure students fully understand each phase of training. Lessons are structured, thorough, and tailored to the students individual progress. The fleet is immaculately maintained, clean and reliable. A big advantage of this school is that their fleet shares the same avionics setup, which creates a smooth and consistent learning environment. Not having to constantly adjust to different cockpit layouts or systems allows students to focus entirely on skill building, procedures, and confidence in the aircraft.The scheduling process is seamless and flexible and the office staff goes above and beyond to accommodate training goals and availability.The combination of high training standards, well maintained aircrafts, knowledgeable instructors, and a positive learning environment sets the school apart. I would highly recommend Sun City to anyone looking to begin or advance their aviation journey.

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: 88%

Regional Average: 86
Your regional percentile ranking: 90%

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

National Average: 86
Your national percentile ranking: 90%

Regional Average: 85
Your regional percentile ranking: 92%

5. SubScore Summary for Sun City Aviation Academy at HWO

Region: Southern

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	97
Customer Focus	98	96
Community	100	96
Information Sharing	94	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: 100

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

National Average: 97
Your national percentile ranking: 92%

Regional Average: 96
Your regional percentile ranking: 90%

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

National Average: 98
Your national percentile ranking: 96%

Regional Average: 97
Your regional percentile ranking: 92%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	12	100%

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

Response Choice	Frequency	%
Strongly Agree	12	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	12	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	12	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: 98

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

National Average: 96
Your national percentile ranking: 67%

Regional Average: 96
Your regional percentile ranking: 70%

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

National Average: 96

Your national percentile ranking: 73%

Regional Average: 95
Your regional percentile ranking: 87%

7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	1	8.33%
Strongly Disagree	11	91.67%

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

Response Choice	Frequency	%
Strongly Agree	11	91.67%
Somewhat Agree	1	8.33%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	12	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Disagree	12	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: 96
Your national percentile ranking: 90%

Regional Average: 96
Your regional percentile ranking: 86%

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

National Average: 96
Your national percentile ranking: 96%

Regional Average: 95
Your regional percentile ranking: 92%

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	12	100%

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

Response Choice	Frequency	%
Strongly Disagree	12	100%

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

Response Choice	Frequency	%
Strongly Agree	11	91.67%
Somewhat Agree	1	8.33%

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

Response Choice	Frequency	%
Strongly Agree	12	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: 70%

Regional Average: 91
Your regional percentile ranking: 82%

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

National Average: 92
Your national percentile ranking: 70%

Regional Average: 91
Your regional percentile ranking: 82%

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	11	91.67%
Somewhat Agree	1	8.33%

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

Response Choice	Frequency	%
Somewhat Agree	1	8.33%
Neither agree nor disagree	2	16.67%
Somewhat Disagree	1	8.33%
Strongly Disagree	8	66.67%

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

Response Choice	Frequency	%
Strongly Agree	10	83.33%
Neither agree nor disagree	1	8.33%
Strongly Disagree	1	8.33%

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	12	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	12	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	12	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: 95
Your regional percentile ranking: 72%

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

National Average: 95
Your national percentile ranking: 77%

Regional Average: 94
Your regional percentile ranking: 79%