Report for Tulsa Aviation Group, LLC (TAG) at KGCM

Region: Central 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 16 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 enrolled in their ground school class as a good review for me. I have my PPL but have been out of flying for 11 years and thought ground school would be a good place to start. Our CFI is very thorough and knows his material. Has made it easy to learn and to catch up with all the changes in regs etc.
89.00	TAG is an extremely professional team on a nice personal level.
89.00	Very thorough, professional, and knowledgeable. Patient and friendly instructor who has a gift for teaching. Highly recommend.
83.00	They are easy going, understandable, and helpful with everything. Their teaching is easy to understand and helpful with any of your questions.
66.00	I believe that they aren't the best but are well trained and know how to train student's. Their prefect for the small town that surrond clarmore and the amount of reacouses they have.
90.00	Great instructors, very friendly and supportive staff,

90.00	TAG should win flight training experience award. Tag is a smaller aviation train school that deserves the recognition of being one of the top Aviation training organizations in Oklahoma. They are a smaller school that Strives on Excellence. They give all the students the resources and training to be the best pilot.
84.00	Awesome personnel. Great service. Easy to work with. Very thorough.
90.00	They truly care about sharing the gift of flight and making safe well rounded aviators. They go above and beyond to ensure their students are set for success.
90.00	Excellent flight training!
74.00	My son has really enjoyed learning how to fly. The instructions are very knowledgeable and very safe. We will continue using this facility the planes as well as the facilities are top notch and well taken care of.
88.00	I started my flight training with TAG at the beginning of this year and it has been an incredible experience! Micah, my instructor, is super patient and a great teacher. The flexibility of times and dates have worked well with my schedule. I started in a Cherokee and have now transitioned to a Cessna. I am hoping to solo soon!!!! Can't say enough good things about TAG.
86.00	My Husband and I started our flight training this past winter and it has been a great experience. Micah (Our Flight Instructor) is super patient. Unfortunately I have a knee injury that has delayed my training but husband is still going strong, I would highly recommend TAG for flight training if you live in the area.
84.00	They should win the award because of the people and learning materials amazing
88.00	They provide great resources and informations. They are very patient, efficient, and effective.
90.00	I did my private pilot training and my ground school with Tulsa Aviation Group. My flight instructor, Micah, was very thorough and patient throughout the entire process. In addition to my in flight training, he also took many hours helping me with ground lessons. He didn't hold me back when I was ready, but he didn't push me or get impatient with me when I wasn't ready. If you're anywhere in NE Oklahoma, NW Arkansas or SW Missouri, I would definitely recommend making the drive and using TAG for flight instruction.

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: 38%

Regional Average: 86
Your regional percentile ranking: 44%

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

National Average: 86
Your national percentile ranking: 38%

Regional Average: 86
Your regional percentile ranking: 44%

5. SubScore Summary for Tulsa Aviation Group, LLC (TAG) at KGCM

Region: Central 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	97	97
Customer Focus	94	96
Community	95	96
Information Sharing	94	91
NetPromoter Score	88	92
Overall Total	94	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: 97

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

National Average: 97
Your national percentile ranking: 33%

Regional Average: 98
Your regional percentile ranking: 32%

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

National Average: 98
Your national percentile ranking: 30%

Regional Average: 98
Your regional percentile ranking: 32%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	13	81.25%
Somewhat Agree	2	12.5%
Neither agree nor disagree	1	6.25%

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

Response Choice	Frequency	%
Strongly Agree	13	81.25%
Somewhat Agree	2	12.5%
Neither agree nor disagree	1	6.25%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	15	93.75%
Somewhat Agree	1	6.25%

My instructor at my school regularly suggested what I should study before arriving at the airport for a lesson.

Response Choice	Frequency	%
Strongly Agree	16	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: 94

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

National Average: 96
Your national percentile ranking: 23%

Regional Average: 96
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: 22%

Regional Average: 96
Your regional percentile ranking: 32%

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	6.25%
Somewhat Disagree	2	12.5%
Strongly Disagree	13	81.25%

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

Response Choice	Frequency	%
Strongly Agree	14	87.5%
Somewhat Agree	1	6.25%

Neither agree nor disagree	1	6.25%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	15	93.75%
Somewhat Agree	1	6.25%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	6.25%
Neither agree nor disagree	2	12.5%
Strongly Disagree	13	81.25%

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: 95

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

National Average: 96
Your national percentile ranking: 23%

Regional Average: 95
Your regional percentile ranking: 32%

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

National Average: 96
Your national percentile ranking: 24%

Regional Average: 95
Your regional percentile ranking: 32%

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	14	87.5%
Somewhat Agree	1	6.25%
Neither agree nor disagree	1	6.25%

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

Response Choice	Frequency	%
Strongly Agree	1	6.25%
Neither agree nor disagree	1	6.25%
Strongly Disagree	14	87.5%

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

Response Choice	Frequency	%
Strongly Agree	11	68.75%
Somewhat Agree	4	25%
Neither agree nor disagree	1	6.25%

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

Response Choice	Frequency	%
Strongly Agree	15	93.75%
Neither agree nor disagree	1	6.25%

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: 68%

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: 68%

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	93.75%
Somewhat Agree	1	6.25%

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

Response Choice	Frequency	%
Strongly Agree	1	6.25%
Neither agree nor disagree	3	18.75%
Somewhat Disagree	2	12.5%
Strongly Disagree	10	62.5%

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

Response Choice	Frequency	%
Strongly Agree	11	68.75%
Somewhat Agree	3	18.75%
Neither agree nor disagree	2	12.5%

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	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	13	81.25%
9	1	6.25%
8	2	12.5%

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	14	87.5%
Passive	2	12.5%

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: 88

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

National Average: 92
Your national percentile ranking: 16%

Regional Average: 92
Your regional percentile ranking: 26%

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

National Average: 95
Your national percentile ranking: 14%

Regional Average: 92
Your regional percentile ranking: 26%