



Report for U.S. Flight Co. at KDSM

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 21 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
86.00	I had a great experience going from a zero hour pilot (October 2024) to a CFII with US Flight Co in Des Moines. My instructor was phenomenal and encouraged me to learn and grow as a pilot and instructor.
41.00	I went to their school for a tour. I was pressured to take out a high-interest loan. When I passed, I was called back a month later and pressured again. I repeatedly told them that I had no interest in flying for a major airline. I did want to get licensed for smaller commercial planes. They said they would check into it. I never heard back from them.
88.00	US Flight Co. absolutely deserves the Flight Training Experience Award because it's all about making flying dreams come true in a way that's approachable, effective, and downright fun. With a great team of over a dozen top-notch instructors—many with CFII and Gold Seal creds—they offer super personalized training that fits around real life, like evenings and weekends, and they've the attitude where everyone pitches in to help you succeed, no matter who's your main CFI. Their setup is spot-on too: training right in Class C airspace means you're diving into real ATC chatter from the get-go, and the fleet of six planes—from sleek new Pipistrel Trainers to reliable Cessna 172s—is kept in tip-top shape by in-house mechanics. Students rave about passing checkrides fast and feeling truly prepared, plus the school's all about celebrating wins on social media, making it feel like a community—not just a school. In a world short on pilots, places like this that innovate and inspire are exactly what the award should honor.

90.00	US Flight Co should win this award for their commitment to their students, safety, and instructor development. They do an amazing job working with and getting students ready for their aviation goals. Us Flight Co has a very high standard of safety when it comes to their airplanes and training requirements for all students and instructors. When it comes to instructing here it's not just a job. It's a continuation of learning and growing in the aviation world.
87.00	At US Flight Co., students have the option to pay as they go, or enroll in a fast rack program. We offer a blend of online and in-person ground school giving students the ability to get the ground knowledge portion of their training done at their own pace. Once ready to fly, students can fly either the Cessna 172 or the Pipistrel Alpha Trainer, which doubles as a Technically Advanced Aircraft. Nearly all the maintenance is done in house meaning the planes are typically never down more than a day or two for the Annual or 100hr Inspections. Lastly, we have plenty of instructors to accommodate our students, and we train out of a Class Charlie airport (KDSM) giving students vital exposure to the ATC system.
87.00	The facility is top notch, organized and clean. The instructors are knowledgeable, skilled, patient and enthusiastic.
90.00	This flight school continues to amaze me as I go through their program. The instructors are exceptionally knowledgeable and encouraging. The aircraft they use for training have amazing avionics to learn IFR with the glass cockpits. Coming from another flight school to eventually finishing my training at US Flight Co was the best decision I could have made. I would strongly recommend.
90.00	I've never had a bad experience with any of their instructors, and I've worked with several. They're knowledgeable, professional, and helpful. The school is incredibly accommodating of different schedules and proactive with checkride scheduling, which allowed me to progress through my commercial and instrument licenses from 0 hours in about 9 months at near the minimum required hours for each. Additionally, their aircraft are clean and well maintained, and are available at reasonable rates for the area. Any squawk reported is taken seriously and actioned. This is the only school in the area I recommend, and I recommend them consistently.
83.00	They provide quality instruction at a very competitive price. They are located at Des Moines class C airport which is a perfect airport for flight training because it's busy enough to give students experience with busy airport operations while still being relaxed enough to always be able to do whatever we need to do for training including touch and gos. Also since it is a towered airport it gets students comfortable with ATC right of the bat which sets them up for success. They have a fleet of 6 planes and plan to keep expanding so schedule availability isn't a huge worry. They have 2 full time A&P IAs so when a plane is due for a maintenance inspection they are able to knock it out in a timely manner. The office staff is amazing and will help with whatever you need in the onboarding process or if you ever need to change your flight schedule. The instructors make you feel very comfortable and safe while you are learning to fly and are very fair with expectations. They are also not afraid to sit down and have a hard talk about progress if you are not progressing how you said you want to. They don't waste your time or money. They won't send you to a checkride unless they know you are ready and will keep working with you until you are.
87.00	This flight school since ive started are very personable, and between all the flight instructors have thousands of hours between them. They work from sun up to sundown to work with the people with stricter schedules. Like all places they have flaws, but have a love for aviation and connect with with anyone who walks in the door typically igniting a love for flying in anyone who is interested.
90.00	Us flight co is an excellent school no matter if its inflight training or on the ground training, the owners the instructor and the faculty are always very friendly and willing to help in anyway possible, I would recommend anyone interested in aviation to check out flight co!
90.00	So far my experience flying with this school has been exemplary! They are knowledgeable, flexible, and have been understanding of my personal knowledge and capabilities. The training has been structured but form fitted for my situation. US Flight Co has been a great fit for me and I will continue to train with them!
90.00	USFlightCo should win a flight training experience award because they have the best friendliest staff and it is a great place to learn. I have never had a problem with any of my instructors and they are very good at teaching. The owners are also very friendly and present within day to day operations. I also enjoy that everyday you walk in you are greeted with a warm welcome by the front desk.
90.00	U.S. Flight Co. has a friendly, family like staff. Everyone works together for the success of each student, and that was very noticeable during training. Would 100% recommend U.S. Flight Co. for training!

86.00	This school provides exceptional instruction with a focus on safety, including many checks along the way to ensure student competence and safety. The school also has well equipped aircraft and exceptional maintenance with relatively low cost to the student
85.00	The instructors provide top-tier instruction and they genuinely care about your success. The instructors are all very knowledgeable and are able to answer any questions you have.
87.00	I was a student that got transferred to multiple different instructors and switched between 3 different schools before receiving my PPL. USFlightCO was my 3rd school and my 7th instructor and they did more with me in a month and got me my PPL than the other schools I went to.. Their instructors are top of the line and will help you learn in whatever way makes it easiest.
83.00	They should win a flight training experience award due to their schedule flexibility & wide variety of aircraft and instructors.
86.00	They should win an award because they are dedicated to helping their students succeed. They are also willing to work around any type of work schedule that students may or may not have.
86.00	As somebody who started at this school with 0 flight hours and now has achieved CFII, I have only positive things to say about US Flight Co. As I went through training, they had an amazing staff from the cfis, the GM, the owners, maintenance, and more who were always there when I needed it. Very supportive, kind, and caring group of people that made the mountain of flight training a lot easier on me. They deserve this award not only because of the amazing staff, but also the amazing structured program they send their students through and the variety of highly maintained planes, ensuring that you will often have a slot in the day to fly! I would go back to US Flight Co 10 times out of 10!
86.00	This is an amazing flight school that prioritizes the student experience, equipping them with the knowledge and skills to feel comfortable in their pilot 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: **85**

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

National Average: **86**

Your national percentile ranking: **28%**

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: **27%**

Regional Average: **86**

Your regional percentile ranking: **38%**

#### 5. SubScore Summary for U.S. Flight Co. at KDSM

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	96	97

Customer Focus	96	96
Community	95	96
Information Sharing	92	91
NetPromoter Score	86	92
Overall Total	93	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: 96

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

National Average: 97

Your national percentile ranking: 15%

Regional Average: 98

Your regional percentile ranking: 15%

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

National Average: 98

Your national percentile ranking: 12%

Regional Average: 98

Your regional percentile ranking: 15%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	17	80.95%
Somewhat Agree	3	14.29%
Neither agree nor disagree	1	4.76%

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

Response Choice	Frequency	%
Strongly Agree	16	76.19%
Somewhat Agree	4	19.05%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	20	95.24%

Neither agree nor disagree	1	4.76%
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My instructor at my school regularly suggested what I should study before arriving at the airport for a lesson.

Response Choice	Frequency	%
Strongly Agree	17	80.95%
Somewhat Agree	3	14.29%
Neither agree nor disagree	1	4.76%

## 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: 38%

Regional Average: 96

Your regional percentile ranking: 44%

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

National Average: 96

Your national percentile ranking: 41%

Regional Average: 96

Your regional percentile ranking: 44%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Neither agree nor disagree	1	4.76%
Strongly Disagree	20	95.24%

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

Response Choice	Frequency	%
Strongly Agree	16	76.19%
Somewhat Agree	4	19.05%

Neither agree nor disagree	1	4.76%
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Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	20	95.24%
Strongly Disagree	1	4.76%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	2	9.52%
Somewhat Disagree	2	9.52%
Strongly Disagree	17	80.95%

## 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: 25%

Regional Average: 95

Your regional percentile ranking: 38%

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

National Average: 96

Your national percentile ranking: 27%

Regional Average: 95

Your regional percentile ranking: 38%

### 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	80.95%
Somewhat Agree	3	14.29%

Neither agree nor disagree	1	4.76%
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Sometimes I felt as if I didn't belong at my school.

Response Choice	Frequency	%
Strongly Agree	1	4.76%
Strongly Disagree	20	95.24%

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

Response Choice	Frequency	%
Strongly Agree	13	61.9%
Somewhat Agree	7	33.33%
Strongly Disagree	1	4.76%

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

Response Choice	Frequency	%
Strongly Agree	20	95.24%
Neither agree nor disagree	1	4.76%

## 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: 60%

Regional Average: 91

Your regional percentile ranking: 56%

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

National Average: 92

Your national percentile ranking: 59%

Regional Average: 91

Your regional percentile ranking: 56%

## 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	19	90.48%
Somewhat Agree	1	4.76%
Strongly Disagree	1	4.76%

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

Response Choice	Frequency	%
Neither agree nor disagree	4	19.05%
Somewhat Disagree	9	42.86%
Strongly Disagree	8	38.1%

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

Response Choice	Frequency	%
Strongly Agree	15	71.43%
Somewhat Agree	4	19.05%
Neither agree nor disagree	2	9.52%

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	20	95.24%
Neither agree nor disagree	1	4.76%

## 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	18	85.71%

9	1	4.76%
8	1	4.76%
1	1	4.76%

## 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	19	90.48%
Passive	1	4.76%
Detractor	1	4.76%

## 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: 86

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

National Average: 92

Your national percentile ranking: 12%

Regional Average: 92

Your regional percentile ranking: 15%

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

National Average: 95

Your national percentile ranking: 9%

Regional Average: 92

Your regional percentile ranking: 15%