Report for USAeroFlight LLC at KGMU

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 11 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

87.00	Us Aeroflight should be selected for this award due to their impeccable professionalism, incredible community and amazing training environment. Regarding professionalism, they always strive to teach to the highest level and instill the highest level of proficiency and knowledge regardless of rating or type of training(141/61). At US Aeroflight, I feel that they care about my success and my safety as a pilot. The community at US Aeroflight is second to none. They put their students first and place value on each person there and the quality of their training and experience. I feel that I can go and talk to anyone about anything including our chief pilot, manager and all of our instructors. I, as a student, have become great friends with the instructors and management; Everything is open door and questions are always encouraged. One of the principals Us Aeroflight was founded on was a community where everyone felt welcomed and where everyone felt they belonged. That is still at the forefront of their operation and I feel very grateful to have found such an environment to learn in. Lastly, the training environment is the best I have experienced. The aircraft are very well up kept and clean and the maintenance is top level. The facility is always very clean and everything is always so organized. Our syllabus lays out the pathway through different ratings providing clarity on the tasks and hours that are required making the training process much more stress free. As pilots we are goal oriented and when we can see those goals laid out on a roadmap in front of us it makes it much more enjoyable to work out way through knowing exactly what is expected of us to complete our training. Having an in house DPE is also incredible and he makes the chekride experience a fun one and certainly something to remember. I have learned so much from everyone there this making the environment amazing. In conclusion, US Aeroflight should receive this award due to their impeccable professionalism, incredible community and amazing training environment. They made my dream of flight attainable when it seemed impossible to overcome and I know that they will continue to do that with so many others going forward.
71.00	The aircraft are always well maintained and available. Instructors are very knowledgeable and always willing to help. The school seems genuinely interested in making you a better, safer pilot and not just looking for a payday.
87.00	USAeroFlight should win a Flight Training Experience reward as a result of the professional learning environment the ownership and staff have been able to cultivate. I visited a number of other flight schools before deciding where to do my flight training and none came close to the level of professionalism and excellence that I have experience at USAeroFlight. My flight instructor has made sure that my aeronautical knowledge isn't just cursory, but is comprehensive and well integrated. The fleet of C172M aircraft is well maintained and quite standardized, helping to easily switch between trainers. I am blessed to have found the flight school that I did, I am doubtful I would have received close to the level of education that I have elsewhere.
73.00	US AeroFlight surpasses the standard for aviation training. Excellence is expected and taught to students. Preparation not only to pass but also to be proficient in all areas of aeronautical knowledge and technique starts on day one. Going above and beyond, they create numerous pamphlets to address common struggles for student pilots and resources on specific subjects. My training at US AeroFlight has been exemplary and I would highly recommend everyone in the area to consider them for their training needs!
88.00	This school has a great history of flight training to high competency level. It was formerly a university program but as the school shed the program the teachers and managers at the school took over and continue to provide a high level aviation education. The owners are all pilots and mechanics which means that they know both how to fly well and how to keep the planes flying. They also know how to buy the right planes, which keeps students flying and avoids long maintenance delays. The instructors are both personable and knowledgeable and enjoy seeing their students progress and succeed. There is more focus on student knowledge and competency than their is flying for the sake of building time. All around it is full of well experienced pilots who care about the quality of education they are providing.
88.00	I moved from Charleston, SC to finish my training at this school. I got my private pilot license at CHS Flight school and two of my instructors actually went to USAeroFlight. They said amazing things so I moved to Greenville to finish my instrument, commercial and CFI/CFII. It has been the BEST experience so far, I just completed my instrument training and passed my check ride. The syllabus is well thought out and the instructors/owners/staff all really care about you as a student. The flexibility and understanding if you need to make changes to your schedule is wonderful and they are so well organized. The fleet of airplanes as well are SO well maintained, best 172's I've flown.

89.00	My training experience at USAeroFlight has been nothing short of outstanding. From day one I have been impressed by the professionalism, knowledge and dedication of the instructors. Especially Seth Severson and Cecil Tune. I have had the pleasure of learning from both of them. Seth is exceptional instructor but also the mind behind the school's custom syllabus. He personally wrote it from the ground up and you can tell how much time and effort he has put into it. Compared to standard off the shelf syllabi that I have trained under before, his is far better tailored to the success of the students, not to mention becoming safe pilots. Seth has also built a custom simulator with the exact avionics that are in our training aircraft, which is extremely beneficial for learning procedures, instrument approaches and becoming a master of the plane's avionics all while being a fraction of the cost to learn these in an airplane. Seth is incredibly smart, always learning, and his ability to explain complex concepts clearly has made my training both efficient and enjoyable. Cecil brings an unmatched depth of experience as a retired Navy pilot. His years of flying and teaching give him an abundance of knowledge that is nothing short of a goldmine for students. Every lesson with him is filled with insight that goes far beyond the basics, and his steady presence makes him a role model for professionalism, discipline, and safety. This school has created an environment where students are not only trained to pass checkrides but also to become safe, competent, and confident pilots. Their passion for aviation is contagious, and their personalized instruction makes you feel like more than just another student. After completing CFI training, USAeroFlight is committed to ensuring that their graduating students can find jobs from the connections that they have made as well as the connections that the instructors hold. From the time I have trained here, I have never heard of a graduate who could not find a job in the local area if not at USAeroflight. I am proud to nominate USAeroFlight for the Flight Training Experience Award and grateful for the outstanding instruction I've received here.
88.00	This school should continue to be recognized as a top flight training school because all the staff strive above and beyond what is expected to help students succeed. The USAeroflight community, from the flight school owners, instructors, office managers, the head of maintenance, and right down to fellow students who were ahead of me in the program all were welcoming and encouraging to me as a new student. The flight school owners and manager are invested in the students and get to know each student and his or her goals. They make themselves available any time for a student to get a meeting for advice, or a special flight lesson to straighten out a technique, or whatever is needed. The instructors I have flown with were all professional and positive. My regular instructor has six other students and still brings so much preparation and energy into our lessons. One of the school's co-owners is the DPE, and he sat down with me just the other day to ask how my training was going and answer my questions. The community at USAeroFlight is highly conducive to learning and absorbing so much more than just the bare skills to meet certification requirements. The school is run efficiently and there has always been a plane available to me when my flight was scheduled. The planes are well-maintained and clean. Learning to fly at the busy Greenville downtown airport provides an excellent experience with towered airport communications and procedures from day one. In the ups and downs of training, the USAeroFlight instructors always have my back and patiently build me up as a pilot. The school's personal training syllabus and clear and informative; a student can easily plan ahead for lessons and know what is coming up next and understand their training timeline. With the USAeroflight team behind me, I feel confident that I am receiving excellent training to meet each stage check and checkride, while thoroughly enjoying the student pilot stage because of the amazing instructors and staff here.
82.00	This flight school should win an award because they are determined to train pilots who are trained and proficient for the level of training they are achieving. They are not merely training to the extent that the student can pass a test but are safe and competent pilots.
85.00	Having attended a different flight school in the Pacific Northwest, I gained a basis of comparison. In my observation, the main difference is professionalism. An attribute I never imagined would have such a measurable impact on my training. Through working with USAero, I've worked with experienced instructors, many of whom having substantial airman experience, which can explain an individual aeronautical concept from many angles. The curriculums are backed up on digital and paper copies, which every student has, so that we're never in question about the days' objective. Through my attendance here at USAero, there is no shortage of horror stories from other students who have transferred in from other schools, myself being one of them. The stories all have common factors with the school names being the difference. As time goes on, I'm finding that these transfer students all appreciate USAero for different reasons. Though mainly, it's because USAero is their final stop in training.
89.00	This flight school truly deserves to win because it stands out for the exceptional quality of its training programs across all certificates. There's a unique atmosphere here that allows every student to reach their goals through hard work and the dedicated support of instructors who guide them every step of the way. The aircraft fleet is also exceptionally well maintained thanks to our on-site mechanics. The working environment is fantastic — everyone here is supportive and genuinely kind.

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: 84

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

National Average: 86
Your national percentile ranking: 14%

Regional Average: 86
Your regional percentile ranking: 22%

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

National Average: 86
Your national percentile ranking: 10%

Regional Average: 85
Your regional percentile ranking: 18%

5. SubScore Summary for USAeroFlight LLC at KGMU

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	96	97
Customer Focus	96	96
Community	93	96
Information Sharing	87	91
NetPromoter Score	91	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: 21%

Regional Average: 96
Your regional percentile ranking: 38%

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

National Average: 98
Your national percentile ranking: 18%

Regional Average: 97
Your regional percentile ranking: 34%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Strongly Disagree	1	9.09%

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

Response Choice	Frequency	%
Strongly Agree	9	81.82%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	11	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	11	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: 96

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

National Average: 96
Your national percentile ranking: 43%

Regional Average: 96
Your regional percentile ranking: 56%

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

National Average: 96
Your national percentile ranking: 47%

Regional Average: 95
Your regional percentile ranking: 68%

7.3 Responses per Question

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

Response Choice	Frequency	%
Somewhat Disagree	1	9.09%
Strongly Disagree	10	90.91%

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

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Somewhat Agree	1	9.09%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Somewhat Agree	1	9.09%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	3	27.27%
Strongly Disagree	8	72.73%

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: 93

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

National Average: 96
Your national percentile ranking: 11%

Regional Average: 96
Your regional percentile ranking: 18%

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

National Average: 96
Your national percentile ranking: 10%

Regional Average: 95
Your regional percentile ranking: 18%

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	9	81.82%
Somewhat Agree	1	9.09%
Neither agree nor disagree	1	9.09%

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

Response Choice	Frequency	%
Neither agree nor disagree	3	27.27%
Strongly Disagree	8	72.73%

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

Response Choice	Frequency	%
Strongly Agree	9	81.82%
Neither agree nor disagree	1	9.09%
Strongly Disagree	1	9.09%

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

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Somewhat Agree	1	9.09%

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: 87

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

National Average: 91
Your national percentile ranking: 14%

Regional Average: 91
Your regional percentile ranking: 22%

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

National Average: 92
Your national percentile ranking: 9%

Regional Average: 91
Your regional percentile ranking: 13%

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	9	81.82%
Somewhat Agree	2	18.18%

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

Response Choice	Frequency	%
Somewhat Agree	2	18.18%
Neither agree nor disagree	4	36.36%
Somewhat Disagree	4	36.36%
Strongly Disagree	1	9.09%

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

Response Choice	Frequency	%
Strongly Agree	6	54.55%
Somewhat Agree	2	18.18%
Neither agree nor disagree	3	27.27%

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	11	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	10	90.91%
8	1	9.09%

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	10	90.91%
Passive	1	9.09%

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: 91

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

National Average: 92
Your national percentile ranking: 25%

Regional Average: 95
Your regional percentile ranking: 20%

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

National Average: 95
Your national percentile ranking: 25%

Regional Average: 94
Your regional percentile ranking: 26%