



Report for Velocity Flight School at 17N

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 10 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	Great school with great staff and instructors
82.00	Significantly better replacement for establishments in the location's past.
90.00	They are an amazing school with many amazing flight instructors. They are super easy and reliable to work with. Overall the best communication and staff you could ask for!
82.00	Velocity Flight School at 17N is a promising new entrant to the South Jersey aviation community, bringing fresh energy and a clear intent to foster connection among pilots. I recently completed a C172 rental checkout and attended their open house, and it's evident the team is enthusiastic and committed to building something meaningful. Their emphasis on community is a welcome addition to the local GA landscape. Although not new to aviation, this new venture is in startup status. Overall, I'd give them an 8 out of 10—strong marks for energy, accessibility, and community-building, with room to grow in fleet modernization. I look forward to seeing how Velocity evolves and contributes to the region's aviation ecosystem.
88.00	This school should win a flight training award because of the amazing staff and instructors. My instructor Harry is super helpful and an amazing teacher.

87.00	Everyone at the school is absolutely outstanding. The instructors are knowledgeable and interested in seeing their students succeed and the support staff is beyond helpful. You really feel like part of a community at Velocity. You matter as a person, not just as a client.
90.00	The people running it treat it like a family. They put community first, along with maintenance and happiness of their staff.
90.00	They are great with customers, very friendly, care about your progress and success, and are always available if I have any questions or need help. I am treated very well here.
90.00	Velocity is a brand new flight school but the vibe around it is very positive. They care about their students and about their airplanes very much.
90.00	I started at a different flight school and I am enjoying my time at Velocity so much more. The instructors genuinely enjoy teaching and they always give good advice even beyond the lesson. They always point me towards the right resources and are there to answer any questions I have.

#### 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: **82%**

Regional Average: **86**

Your regional percentile ranking: **85%**

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

National Average: **86**

Your national percentile ranking: **86%**

Regional Average: **87**

Your regional percentile ranking: **85%**

#### 5. SubScore Summary for Velocity Flight School at 17N

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	98	96
Community	99	96
Information Sharing	94	91
NetPromoter Score	90	92
Overall Total	96	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: 71%

Regional Average: 98

Your regional percentile ranking: 72%

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

National Average: 98

Your national percentile ranking: 77%

Regional Average: 98

Your regional percentile ranking: 77%

#### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	80%
Somewhat Agree	2	20%

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

Response Choice	Frequency	%
Strongly Agree	10	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	10	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	10	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: 81%

Regional Average: 97

Your regional percentile ranking: 78%

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

National Average: 96

Your national percentile ranking: 86%

Regional Average: 97

Your regional percentile ranking: 81%

### 7.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Disagree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	9	90%
Somewhat Agree	1	10%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	10	100%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Neither agree nor disagree	1	10%
Strongly Disagree	9	90%

## 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: 99

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

National Average: 96

Your national percentile ranking: 84%

Regional Average: 96

Your regional percentile ranking: 92%

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

National Average: 96

Your national percentile ranking: 91%

Regional Average: 97

Your regional percentile ranking: 98%

### 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	90%
Somewhat Agree	1	10%

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

Response Choice	Frequency	%
Strongly Disagree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	9	90%
Somewhat Agree	1	10%

## 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: 68%

Regional Average: 92

Your regional percentile ranking: 65%

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

National Average: 92

Your national percentile ranking: 68%

Regional Average: 93

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	10	100%

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

Response Choice	Frequency	%
Strongly Agree	1	10%
Somewhat Agree	1	10%
Somewhat Disagree	2	20%
Strongly Disagree	6	60%

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

Response Choice	Frequency	%
Strongly Agree	7	70%
Somewhat Agree	2	20%
Neither agree nor disagree	1	10%

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	10	100%

## 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	9	90%
8	1	10%

### 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	9	90%
Passive	1	10%

### 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: 90

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

National Average: 92

Your national percentile ranking: 22%

Regional Average: 93

Your regional percentile ranking: 13%

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

National Average: 95

Your national percentile ranking: 22%

Regional Average: 97

Your regional percentile ranking: 8%