Report for Wayman College of Aeronautics at KHWO

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 6 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 | Wayman should win the flight training experience award due to the fact of how connected they are to each and every one of their students, the tremendous positive learning environment they have achieved is amazing. |
| 88.00 | Amazing student experience!! Lots of engagement for both students and instructors. Very active student support staff to aid with issues in regards to or beyond training. |
| 84.00 | Good experience, nice CFI, and very reliable maintains department. |
| 90.00 | WAYMAN COLLEGE is a superior flight school because safety is paramount, not to mention its very experienced and supportive staff. |
| 85.00 | This is the best flight school in South Florida. I am giving my opinion from both a parent and staff perspective. This flight school focusses on safety and student satisfaction. It's primary goal is to help students achieve their career goal through professional and intentional training. They have trained thousands of students around the world who now have fulfilling airline careers. They also have an FAA approved aircraft maintenance department on site and a very nicely stocked Pilot Shop. Their Alumni group is quite massive and stretched across the globe. |

| | |
|---|---|
| 86.00 | The flight school Wayman College Of Aeronautics should win because they consistently demonstrate excellence in both flight training and student support. The instructors are not only highly skilled but also patient, professional, and genuinely invested in every student's success. Our staff goes above and beyond to create a welcoming and motivating environment, making sure each student feels confident and prepared at every stage of training. The school maintains high safety standards, well-maintained aircraft, and a structured yet flexible curriculum that fits each student's individual learning pace. Communication is always clear, scheduling is efficient, and the overall experience is organized and encouraging. Most importantly, the school's culture reflects true passion for aviation they don't just train pilots they inspire future aviators. Their dedication, professionalism, and commitment to excellence make them truly deserving of the Flight Training Experience Award. |

## 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: 51%

Regional Average: 86
Your regional percentile ranking: 76%

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

National Average: 86
Your national percentile ranking: 52%

Regional Average: 85
Your regional percentile ranking: 79%

## 5. SubScore Summary for Wayman College of Aeronautics at KHWO

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 | 93 | 96 |
| Community | 99 | 96 |
| Information Sharing | 90 | 91 |
| NetPromoter Score | 100 | 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: 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 | 6 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 100% |

My school promotes a culture of safety.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 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 | 6 | 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: 93

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

National Average: 96
Your national percentile ranking: 13%

Regional Average: 96
Your regional percentile ranking: 10%

7.2 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: 11%

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 | 16.67% |
| Strongly Disagree | 5 | 83.33% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 5 | 83.33% |
| Strongly Disagree | 1 | 16.67% |

Staff at my school always treated me with respect.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 5 | 83.33% |
| Somewhat Agree | 1 | 16.67% |

Sometimes I wish I had chosen a different flight school.

| Response Choice | Frequency | % |
|---|---|---|
| Somewhat Disagree | 2 | 33.33% |
| Strongly Disagree | 4 | 66.67% |

## 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: 86%

Regional Average: 96
Your regional percentile ranking: 82%

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

National Average: 96
Your national percentile ranking: 91%

Regional Average: 95
Your regional percentile ranking: 89%

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 | 6 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Somewhat Disagree | 1 | 16.67% |
| Strongly Disagree | 5 | 83.33% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 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 | 6 | 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: 90

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

National Average: 91
Your national percentile ranking: 32%

Regional Average: 91
Your regional percentile ranking: 42%

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

National Average: 92
Your national percentile ranking: 27%

Regional Average: 91
Your regional percentile ranking: 37%

## 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 | 6 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Somewhat Agree | 1 | 16.67% |
| Neither agree nor disagree | 2 | 33.33% |
| Strongly Disagree | 3 | 50% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 4 | 66.67% |
| Somewhat Agree | 1 | 16.67% |
| Strongly Disagree | 1 | 16.67% |

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 | 6 | 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 | 6 | 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 | 6 | 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%