



1. Report for Airplanes R Us at FKD

Region: Eastern

Below is a summary of your school's scores, both overall and as they apply to each of the four areas from the Flight Training Experience Research: Educational Quality, Customer Focus, Community, and Information Sharing. You will also find national and regional averages, both overall and as they apply to each of the four subscale areas.

- Survey responses were considered 'usable' if the respondent answered at least 80% of the questions required for scoring.
- A school was considered 'eligible' for an award if it received at least 10 unique, usable responses.
- Average scores are based on all usable responses received, and have been rounded where necessary.
- Your percentile rank was calculated by comparing your scores to scores of all other (nominated/eligible) schools, at both national and regional levels. Percentiles listed in this report are approximated.

1.1. Overall Score (Range: -25 to 25)

This is the overall score you received from your customers in the 2021 AOPA Flight Training Experience Survey.

You received 17 unique nominations (at least 80% complete).

Your score: 22

National average: 16

Regional average: 15

Your National Percentile Rankings

* Percentiles listed here are approximated.

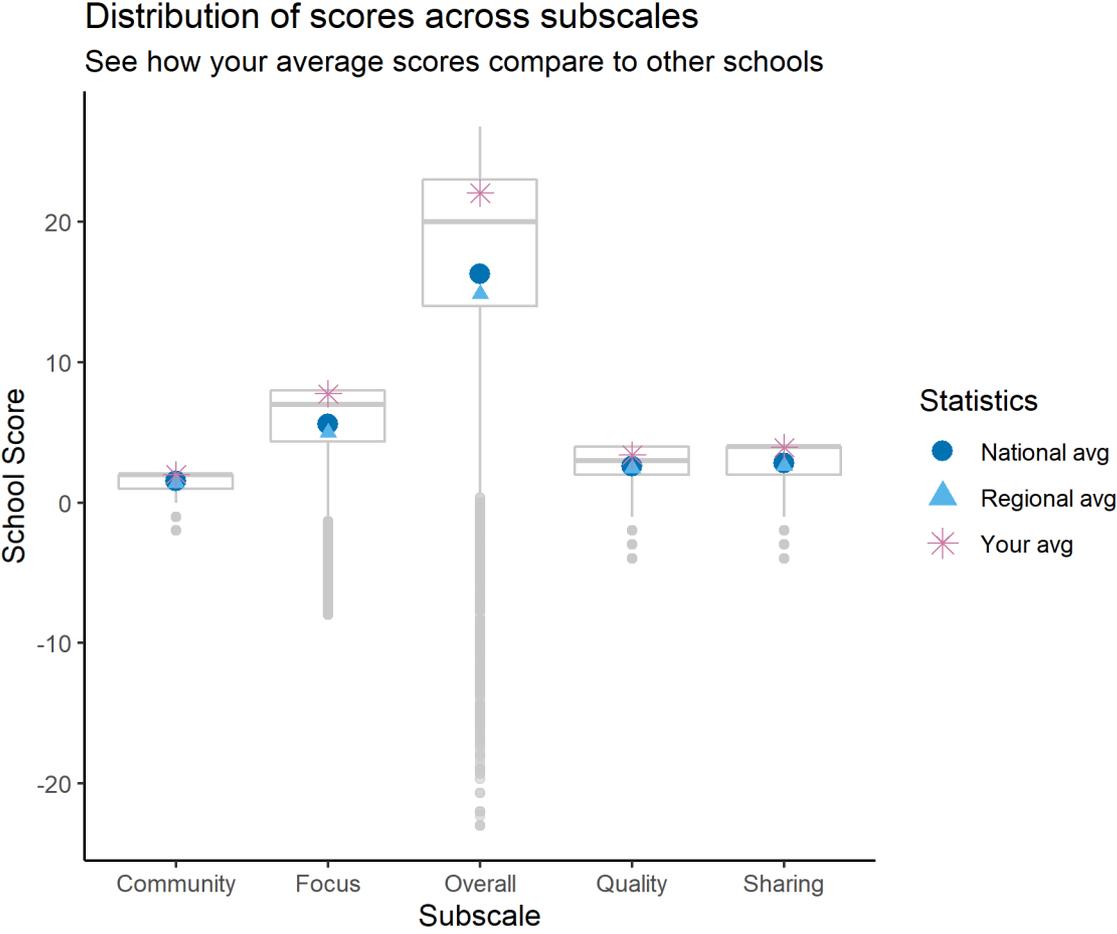
- Out of ALL schools evaluated (those with at least 1 nomination): 85th percentile
- Out of all ELIGIBLE schools (those with at least 10 nominations): 95th percentile

Your Regional Percentile Rankings

* Percentiles listed here are approximated.

- Out of ALL schools evaluated (those with at least 1 nomination): 83rd percentile
- Out of all ELIGIBLE schools (those with at least 10 nominations): 100th percentile

The following graph shows how you compared to other schools. Your average score (across all customers who evaluated you) is marked on the graph, along with the national average (for all responses received). The boxplots reflect the distribution of all responses received, not just your own.



1.2. Educational Quality Scale (Range: -8 to 8)

This is the score you received from your customers, derived solely from the questions related to Educational Quality.

Your score: 3.4

National average: 2.6

Regional average: 2.4

The aircraft were in good condition.

Response	Frequency	Percent
[-2] Strongly disagree	0	0.0%
[-1] Disagree	0	0.0%
[0] Neither agree nor disagree	1	8.3%
[1] Agree	1	8.3%
[2] Strongly agree	10	83.3%

My school continually ensured that my instructor was a good fit for me.

Response	Frequency	Percent
[-2] Strongly disagree	0	0%
[-1] Disagree	0	0%
[0] Neither agree nor disagree	0	0%
[1] Agree	3	23%
[2] Strongly agree	10	77%

1.3. Customer Focus Scale (Range: -6 to 6)

This is the score you received from your customers, derived solely from the questions related to Customer Focus, including questions about the staff at your school.

Your score: 7.7

National average: 5.6

Regional average: 5

I felt like my flight school made efficient use of my time.

Response	Frequency	Percent
[-2] Strongly disagree	0	0.0%
[-1] Disagree	0	0.0%
[0] Neither agree nor disagree	0	0.0%
[1] Agree	1	7.7%
[2] Strongly agree	12	92.3%

I believe I received a good value for the money I paid.

Response	Frequency	Percent
[-2] Strongly disagree	0	0%
[-1] Disagree	0	0%
[0] Neither agree nor disagree	0	0%
[1] Agree	2	15%
[2] Strongly agree	11	85%

My school worked with me to schedule lessons at times that were convenient.

Response	Frequency	Percent
[-2] Strongly disagree	0	0%
[-1] Disagree	0	0%
[0] Neither agree nor disagree	0	0%
[1] Agree	0	0%
[2] Strongly agree	13	100%

Staff at my flight school were... friendly

Response	Frequency	Percent
[-2] Strongly disagree	0	0.0%
[-1] Disagree	0	0.0%
[0] Neither agree nor disagree	0	0.0%
[1] Agree	1	7.7%
[2] Strongly agree	12	92.3%

Staff at my flight school were... supportive

Response	Frequency	Percent
[-2] Strongly disagree	0	0%
[-1] Disagree	0	0%
[0] Neither agree nor disagree	0	0%
[1] Agree	0	0%
[2] Strongly agree	13	100%

Staff at my flight school were... professional

Response	Frequency	Percent
[-2] Strongly disagree	0	0%
[-1] Disagree	0	0%
[0] Neither agree nor disagree	0	0%
[1] Agree	0	0%
[2] Strongly agree	13	100%

Staff at my flight school were... supportive

Response	Frequency	Percent
[-2] Strongly disagree	0	0%
[-1] Disagree	0	0%
[0] Neither agree nor disagree	0	0%
[1] Agree	0	0%
[2] Strongly agree	13	100%

Staff at my flight school were... professional

Response	Frequency	Percent
[-2] Strongly disagree	0	0%
[-1] Disagree	0	0%
[0] Neither agree nor disagree	0	0%
[1] Agree	0	0%
[2] Strongly agree	13	100%

1.4. Aviation Community Scale (Range: -4 to 4)

This is the score you received from your customers, derived solely from the questions related to Aviation Community.

Your score: 2

National average: 1.5

Regional average: 1.4

My school makes me feel welcome in the aviation community.

Response	Frequency	Percent
[-2] Strongly disagree	0	0%
[-1] Disagree	0	0%
[0] Neither agree nor disagree	0	0%
[1] Agree	0	0%
[2] Strongly agree	13	100%

1.5. Information Sharing Scale (Range: -2 to 2)

This is the score you received from your customers, derived solely from the questions related to Information Sharing.

Your score: 3.9

National average: 2.8

Regional average: 2.6

My instructor uses a training syllabus I could consult:

Response	Frequency	Percent
[-2] Strongly disagree	0	0.0%
[-1] Disagree	0	0.0%
[0] Neither agree nor disagree	0	0.0%
[1] Agree	1	7.7%
[2] Strongly agree	12	92.3%

I was introduced to online resources and shown how they can be used to aid my decision making (e.g., flight planning tools, weather sources, etc.)

Response	Frequency	Percent
[-2] No	0	0%
[2] Yes	13	100%

1.6. Net Promoter Score

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 a friend, on an 11-point scale.

On a scale from 0-10, how likely are you to recommend your flight school to a friend?

Responses to this question are then used to sort customers into one of three groups: detractors, passives, or promoters.

Detractors: Detractors are less likely to use your services again, and may not speak highly of your services to others.

Passives: Generally somewhat satisfied, passives 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.

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/>

Overall Net Promoter Score (Range -100 to 100)

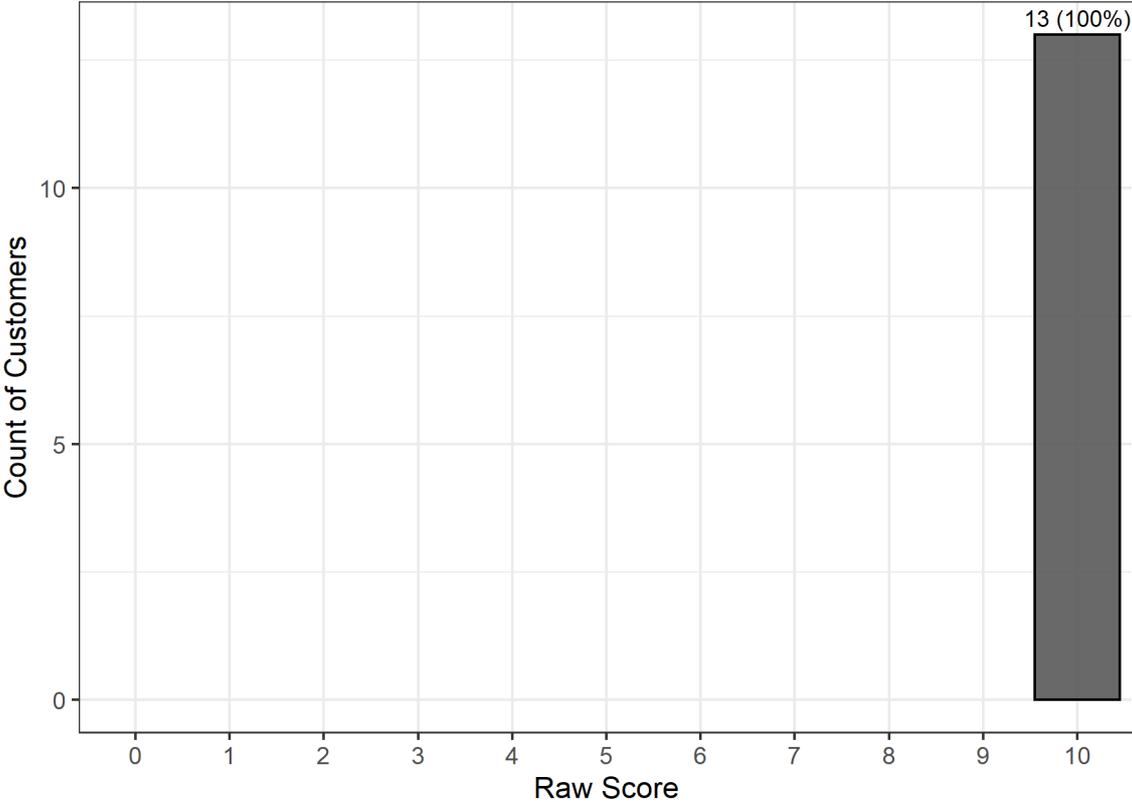
Your score: 100

National average: 55

The following graphs will give you more information on your Net Promoter Score.

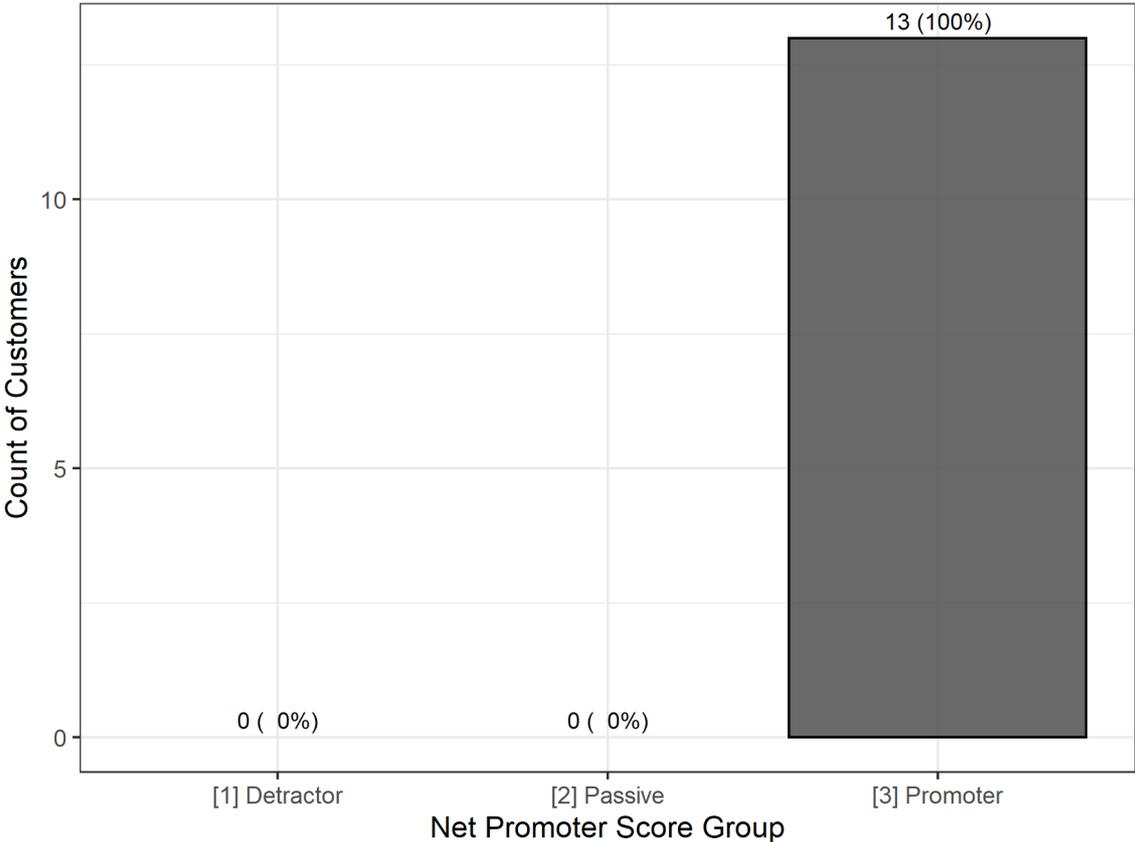
Raw scores: Your customers' likelihood of recommending your services to a friend

Range: 0 (not at all likely) to 10 (extremely likely)

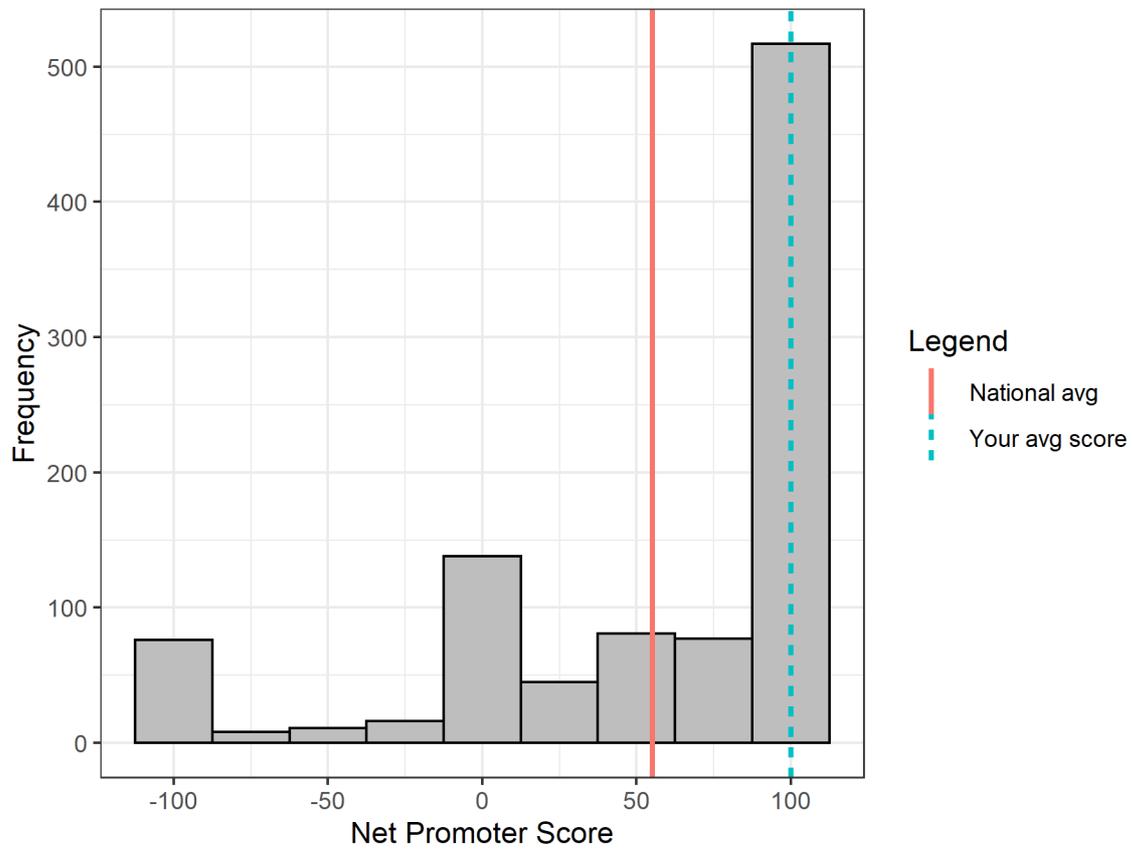


Your customers' Net Promoter Score groups

See if your customers were promoters, passives, or detractors.



Distribution of Net Promoter Scores for all schools
Range: -100 to 100



Compare your average Net Promoter Score (dashed blue line) to scores of all other nominated schools with the above graph. The grey bars represent the Net Promoter Scores for all other schools, and the solid red line is the national average.

1.7. Free-Responses

Here, you can learn more about the free-response text questions. You had 13 response(s) entered for this question. Of those, 11 respondent(s) allowed us to share their unedited comments with you.

*Response is not sharable means that the respondent did not allow us to share their responses with you.

A blank space means the respondent did not leave a comment for this question.

Why should or shouldn't your flight school win a Flight Training Experience Award?

Text Response (if available)	Frequency of Response
	4
*Response is not sharable	2
Airplanes R US offers a great opportunity to train in my aircraft. The syllabus is very comprehensive and easy to follow. The CFI's were all using a cooperative system, which was really great.	1
Airplanes R Us presents training in a wide variety of aircraft types and the instructors are highly experienced and professional pilots.	1
Airplanes R Us should win due to them being Dedicated, Professional, and the very best, a great school. They really made me feel like part of a community.	1
Airplanes R Us was interested in my success. Objectives were made clear to me, and the resources were provided to me before the course began. Aircraft were ready to go with no availability issues during my training sessions. Ground school was conducted in a professional manner with good visual aids and handouts. My flight eval was conducted in a fair and safe manner in accordance with the PTS. No mysteries, no surprises. I feel like I got a great training experience and earned my type rating without a lot of unnecessary complications.	1
Best hands on recurrent training I've received.	1
everything was exactly as expected, a great learning experience	1
Thoroughly professional, experienced, focused. Unsurpassed knowledge of systems and techniques. Superb communication and teaching skills. By far the best flight instruction I could have expected.	1