

Illinois Aviation Academy, Inc. is proud to provide a premium product at an affordable price. This can only be accomplished by: strict adherence to budgets, adherence to training programs, a pro-active staff and consistent communication with our valued customers. Often great ideas and important information come from outside our staff so we try to solicit for suggestions by providing surveys. We would appreciate feedback on your recent experiences and the changes that we have made this winter (GPS, Digital dispatch board, monthly news letters). Please select the number that you feel best applies on a scale from one to five; five is complete agreement with the statement and one completely disagreeing. Thank you again for flying at Illinois Aviation Academy, Inc.

Flight Training

- 1 2 3 4 5 My flight instructor is knowledgeable.
- 1 2 3 4 5 My flight instructor can answer all my questions or find someone who can.
- 1 2 3 4 5 My flight instructor is prepared for each lesson.
- 1 2 3 4 5 My flight instructor is on time for the lesson.
- 1 2 3 4 5 My instructor works well with me and with my schedule.
- 1 2 3 4 5 My flight instructor is available when not at I.A.A.
- 1 2 3 4 5 I can still meet with my flight instructor even when I can not fly.
- 1 2 3 4 5 I would prefer to have an electronic training regimen.
- 1 2 3 4 5 My flight instructor presents information well.
- 1 2 3 4 5 Ground lessons are conducted in a timely and cost efficient way.
- 1 2 3 4 5 I believe my flight instructor is overall a good teacher for my flying goals.
- 1 2 3 4 5 The contents of my lessons are well documented.
- 1 2 3 4 5 Course is presented in a constructive manner.
- 1 2 3 4 5 I have gotten a good value from the flight instruction I have received.

Ground Schools

- 1 2 3 4 5 Handouts and notes are informative and constructive.
- 1 2 3 4 5 My ground instructor uses slides and videos in a very effective manner.
- 1 2 3 4 5 Class goals and outlines are met.
- 1 2 3 4 5 I have learned or am learning usable information in my ground school.
- 1 2 3 4 5 I am aware that I can sit in on any other ground schools after I have completed my current course for no extra charge.
- 1 2 3 4 5 I found the recommended books were important in my learning process.
- 1 2 3 4 5 I enjoyed my overall ground school experience.

Aircraft

- 1 2 3 4 5 I.A.A.'s aircraft suit my flying needs.
- 1 2 3 4 5 I.A.A.'s aircraft are reliable.
- 1 2 3 4 5 I.A.A.'s aircraft are reasonably priced.
- 1 2 3 4 5 I.A.A.'s aircraft are clean when I use them.
- 1 2 3 4 5 I do not have a problem cleaning up after I use the aircraft.
- 1 2 3 4 5 If there is a maintenance problem with the aircraft, alternatives are available.
- 1 2 3 4 5 If there is a maintenance problem with the aircraft it gets fixed in a timely fashion.
- 1 2 3 4 5 I will fly aircraft equipped with the Garmin 430 WAS more often than the other aircraft.
- 1 2 3 4 5 The aircraft are ready for my lessons.

Customer Service

- 1 2 3 4 5 Staff personnel are available to address any problems.
- 1 2 3 4 5 I find the "digital data board" convenient and effective
- 1 2 3 4 5 The staff at I.A.A. is helpful and informed.
- 1 2 3 4 5 My overall experience at I.A.A. is pleasant am greeted with a pleasant atmosphere.
- 1 2 3 4 5 I read and enjoy the monthly newsletters provided to me electronically.
- 1 2 3 4 5 I enjoy the conveniences of online scheduling.

Facilities

- 1 2 3 4 5 Front, Back office space and hangar are in a clean and organized manner.
- 1 2 3 4 5 There are ample pilot supplies available for me
- 1 2 3 4 5 I find the seminars and open houses informative and helpful
- 1 2 3 4 5 Does IAA offer a wide range of amenities to assist you
- 1 2 3 4 5 What is your opinion of IAA's overall appearance

We are glad you have taken the time to answer this survey and we would like for you to write down any additional comments that you may have on the opposite side of this paper. Since your answers and comments are extremely valuable, IAA would like to provide a five dollar discount off your next rental for a returned survey. We would also like for you to include your name, phone number, mailing address, current medical date, last BFR and email so we can check and update our records.