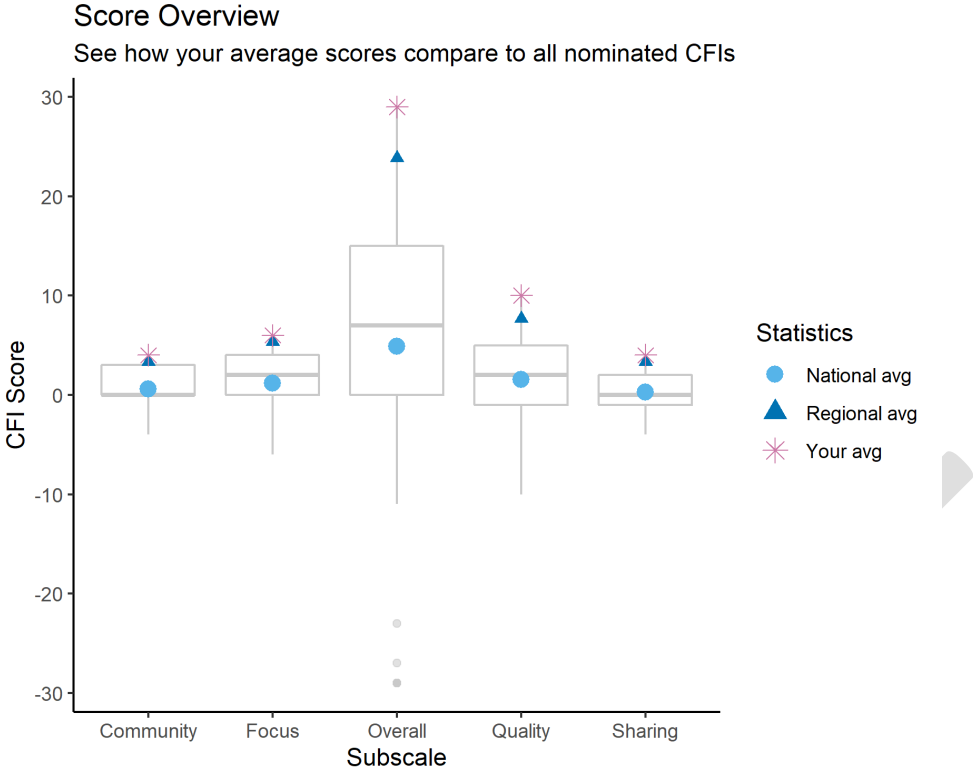




The following graph shows how you compared to other CFIs. Your average score (across all customers who evaluated you) is marked on the graph, along with the national average (for all responses received). The boxplots reflect the distribution of all responses received, not just your own.



**1.3. Educational Quality Scale (Range: -10 to 10)**

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

Your score: 10

***Compare to Eligible Nominees (those with at least 5 evaluations)***

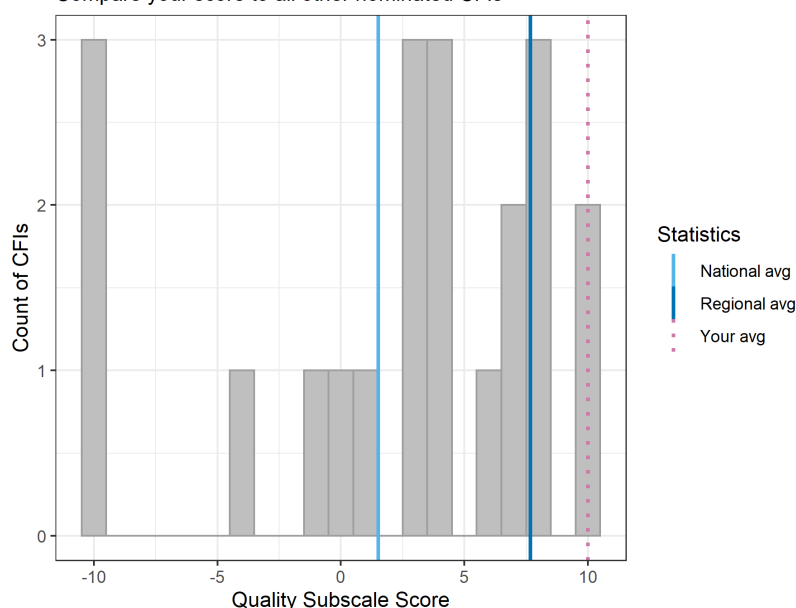
National average: 1  
Regional average: 10

***Compare to All Nominees (those with at least 1 evaluation)***

National average: 1.5  
Regional average: 7.7

## Educational Quality Scores

Compare your score to all other nominated CFIs



***My instructor patiently helped me understand difficult concepts.***

| Response                   | Frequency | Percent |
|----------------------------|-----------|---------|
| Strongly disagree          | 0         | 0%      |
| Disagree                   | 0         | 0%      |
| Neither agree not disagree | 0         | 0%      |
| Agree                      | 0         | 0%      |
| Strongly agree             | 5         | 100%    |

***My instructor helped me feel prepared for unexpected situations in flight.***

| Response                   | Frequency | Percent |
|----------------------------|-----------|---------|
| Strongly disagree          | 0         | 0%      |
| Disagree                   | 0         | 0%      |
| Neither agree not disagree | 0         | 0%      |
| Agree                      | 0         | 0%      |
| Strongly agree             | 5         | 100%    |

***My instructor suggested what I should study before arriving at the airport for a lesson.***

| Response                          | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never                             | 0         | 0%      |
| Rarely (about 25% of the time)    | 0         | 0%      |
| Sometimes (about 50% of the time) | 0         | 0%      |
| Usually (about 75% of the time)   | 0         | 0%      |
| Always                            | 5         | 100%    |

***My instructor made me doubt myself.***

| Response                          | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never                             | 5         | 100%    |
| Rarely (about 25% of the time)    | 0         | 0%      |
| Sometimes (about 50% of the time) | 0         | 0%      |
| Usually (about 75% of the time)   | 0         | 0%      |
| Always                            | 0         | 0%      |

***I hesitated to ask questions because I was afraid my instructor would lose respect for me.***



| Response                          | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Rarely (about 25% of the time)    | 0         | 0%      |
| Sometimes (about 50% of the time) | 0         | 0%      |
| Usually (about 75% of the time)   | 0         | 0%      |
| Always                            | 5         | 100%    |

***I wish I had a different instructor.***

| Response                          | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never                             | 5         | 100%    |
| Rarely (about 25% of the time)    | 0         | 0%      |
| Sometimes (about 50% of the time) | 0         | 0%      |
| Usually (about 75% of the time)   | 0         | 0%      |
| Always                            | 0         | 0%      |

**1.5. 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: 4

***Compare to Eligible Nominees (those with at least 5 evaluations)***

National average: 0.8

Regional average: 4

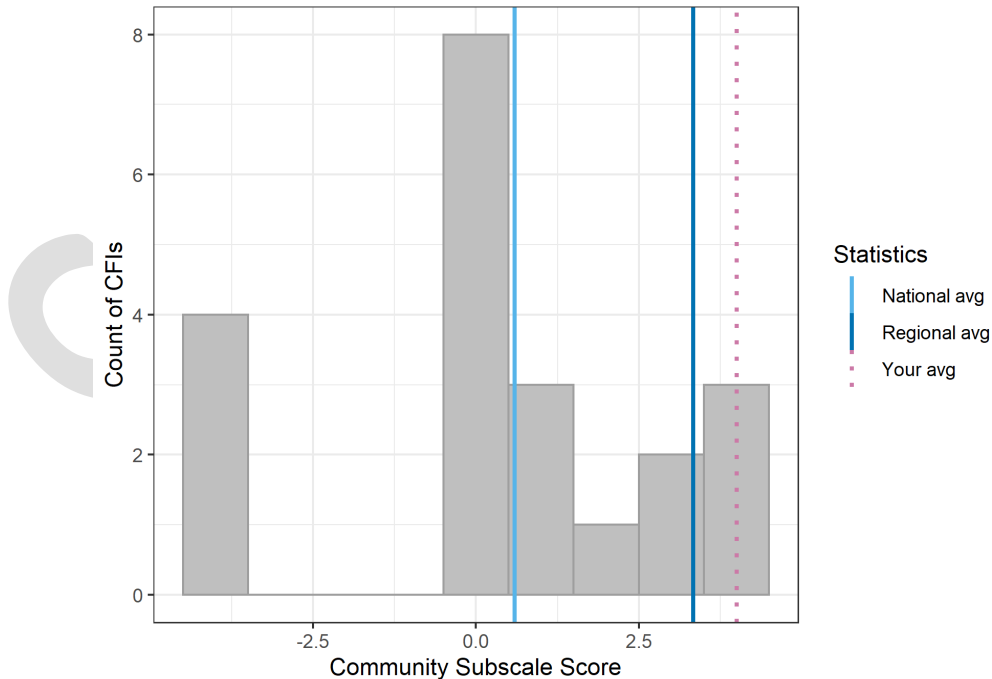
***Compare to All Nominees (those with at least 1 evaluation)***

National average: 0.6

Regional average: 3.3

**Aviation Community Scores**

Compare your score to all other nominated CFIs



***My instructor hosted events for students (e.g., social events, barbecues, educational sessions, etc.).***

| Response                       | Frequency | Percent |
|--------------------------------|-----------|---------|
| Never                          | 0         | 0%      |
| Rarely (about 25% of the time) | 0         | 0%      |



| <b>Response</b> | <b>Frequency</b> | <b>Percent</b> |
|-----------------|------------------|----------------|
| Always          | 5                | 100%           |

*I did not know what my flight lessons would cover.*

| <b>Response</b>                   | <b>Frequency</b> | <b>Percent</b> |
|-----------------------------------|------------------|----------------|
| Never                             | 5                | 100%           |
| Rarely (about 25% of the time)    | 0                | 0%             |
| Sometimes (about 50% of the time) | 0                | 0%             |
| Usually (about 75% of the time)   | 0                | 0%             |
| Always                            | 0                | 0%             |

SAMPLE

## 1.7. 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 instructor 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 (of all nominees): 0.95

National average (all eligible nominees): -10

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







