Report for {firstName} {lastName} at {primaryAirportid}
Region: {mailingAddress.state}

Below is a summary of scores and feedback from all the usable evaluations which were submitted for you during the 2024 Flight Training Experience Survey. 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 5 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 CFI was considered 'eligible' for an award if they received at least 5 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) CFIs. Percentile ranks were calculated at both national and regional levels and may have been rounded.
- Your performance (percentile rank) compared to all other eligible CFIs in your region was one of many factors that informed award decisions.

You received 11 evaluations.

2. Free Responses

At the end of each evaluation, we ask the following open-ended question:

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

3. Individual Overall Scores & Responses

Total Score	Student Review {EvaluationForm.whyShouldOrShouldnTYourInstructorWinAFlightTrainingExperienceAward.Score}
59.75	I have no problem with this Obi-Wan guy, but he let one of his friends shoot me in the middle of the cantina. Plus I saw them chop a guy up with a laser sword. I'd hate to be in the cockpit with this guy when I make an honest mistake, am I right?
81.00	Obi-Wan initially told me that I was too young to become a jedi – despite a legitimate prophecy supporting my education. think that he needs to be more open to training people of all ages. Also he left me to die in a volcano.
88.00	No Comments
88.75	Obi-Wan told me that my father was dead 'from a certain point of view' so I wasn't surprised when my training also took a lot longer than expected. Plus, I ended up having to switch instructors halfway through my training.
93.75	As a pilot who has made the Kessel Run in under 12 parsecs, I can tell you that the old man really knew his stuff. I'd follow him into battle literally and metaphorically.
95.00	General Kenobi was a friend of my father and a trusted ally of the Rebel Alliance. His main area for improvement would be scheduling. In my opinion, his rescue attempt arrived later than ideal - if only he had arrived at the Death Star before Grand Moff Tarkin ordered the destruction of Aldreaan!
96.00	Private Comments
97.50	Rrrruuuurrr
98.00	No Comments
100.00	No Comments
100.00	The best star pilot in the galaxy and a cunning warrior.

4. Aggregate Overall Score (Range: 0 to 100)

This is the overall score you received from your customers in the 2024 AOPA Flight Training Experience Survey:

Your Score: **91**

This section will be generated by pulling the total average score from all judges then compared to the Average scores of the National level round and the Regional Finalist round

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

National Average: **87**

Your national percentile ranking: **80%**

Regional Average: **81**

Your regional percentile ranking: **75%**

4.2 Compared to All Eligible Nominees (those with at least 5 evaluations)

National Average: **89**

Your national percentile ranking: **75%**

Regional Average: **83**

Your regional percentile ranking: **74%**

5. SubScore Summary for {businessOrganizationName} at {airportId}
Region: {mailingAddress.state}

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	90	85
Customer Focus	96	90
Community	99	87
Information Sharing	80	95
Net Promoter Score	88	80
Overall Total	91	87

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: **90**

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

National Average: **85**
Your national percentile ranking: **45%**

Regional Average: **79**
Your regional percentile ranking: **65%**

6.2 Compared to All Eligible Nominees (those with at least 5 evaluations)

National Average: **87**
Your national percentile ranking: **43%**

Regional Average: **81**
Your regional percentile ranking: **50%**

6.3 Responses per Question

My CFI consistently used a training syllabus that I could consult.
{EvaluationForm.myInstructorConsistentlyUsedATrainingSyllabusThatICouldConsult.Score}
{EvaluationForm.myInstructorConsistentlyUsedATrainingSyllabusThatICouldConsult.Text}

Response Choice	Frequency	%
Strongly Agree	7	64%
Somewhat Agree	3	27%
Neither agree nor disagree	1	9%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
No Response	0	0%

My CFI tailored their lessons plans to accommodate my personal strengths and weaknesses.
{EvaluationForm.myInstructorTailoredTheirLessonsPlansToAccommodateMyPersonalStrengthsAndWeaknesses.Score}
{EvaluationForm.myInstructorTailoredTheirLessonsPlansToAccommodateMyPersonalStrengthsAndWeaknesses.Text}

Response Choice	Frequency	%
Strongly Agree	8	73%
Somewhat Agree	2	18%
Neither agree nor disagree	1	9%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
No Response	0	0%

I felt safe flying with my CFI.
{EvaluationForm.iFeltSafeFlyingWithMyInstructor.Score}
{EvaluationForm.iFeltSafeFlyingWithMyInstructor.Text}

Response Choice	Frequency	%
Strongly Agree	9	82%
Somewhat Agree	1	9%
Neither agree nor disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	1	9%
No Response	0	0%

My CFI helped me feel prepared for unexpected situations in flight.
{EvaluationForm.myInstructorHelpedMeFeelPreparedForUnexpectedSituationsInFlight.Score}
{EvaluationForm.myInstructorHelpedMeFeelPreparedForUnexpectedSituationsInFlight.Text}

Response Choice	Frequency	%
Strongly Agree	9	82%
Somewhat Agree	1	9%
Neither agree nor disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
No Response	1	9%

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: 96

7.1 Compared to All Nominees (those with at least 1 evaluation)
National Average: 90
Your national percentile ranking: 81%

Regional Average: 86
Your regional percentile ranking: 82%

7.2 Compared to All Eligible Nominees (those with at least 10 evaluations)
National Average: 90
Your national percentile ranking: 74%

Regional Average: 86
Your regional percentile ranking: 76%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.
{EvaluationForm.myInstructorPatientlyHelpedMeUnderstandDifficultConcepts.Score}
{EvaluationForm.myInstructorPatientlyHelpedMeUnderstandDifficultConcepts.Text}

Response Choice	Frequency	%
Strongly Agree	*10*	91%
Somewhat Agree	*0*	0%
Neither agree nor disagree	*1*	9%
Somewhat Disagree	*0*	0%
Strongly Disagree	*0*	0%
No Response	*0*	0%

I feel like my CFI made efficient use of my time.
{EvaluationForm.iFeelLikeMyInstructorMadeEfficientUseOfMyTime.Score}
{EvaluationForm.iFeelLikeMyInstructorMadeEfficientUseOfMyTime.Text}

Response Choice	Frequency	%
Strongly Agree	*10*	91%
Somewhat Agree	*1*	9%
Neither agree nor disagree	*0*	0%
Somewhat Disagree	*0*	0%
Strongly Disagree	*0*	0%
No Response	*0*	0%

My CFI was not invested in my success.
{EvaluationForm.myInstructorWasNotInvestedInMySuccess.Score}
{EvaluationForm.myInstructorWasNotInvestedInMySuccess.Text}

Response Choice	Frequency	%
Strongly Agree	*0*	0%
Somewhat Agree	*0*	0%
Neither agree nor disagree	*0*	0%
Somewhat Disagree	*0*	0%
Strongly Disagree	*11*	100%
No Response	*0*	0%

My CFI was reliable and on-time for scheduled lessons.
{EvaluationForm.myInstructorWasReliableAndOnTimeForScheduledLessons.Score}
{EvaluationForm.myInstructorWasReliableAndOnTimeForScheduledLessons.Text}

Response Choice	Frequency	%
Strongly Agree	*10*	91%
Somewhat Agree	*0*	0%
Neither agree nor disagree	*0*	0%
Somewhat Disagree	*0*	0%
Strongly Disagree	*1*	9%
No Response	*0*	0%

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: **87**
Your national percentile ranking: **81%**

Regional Average: **61**
Your regional percentile ranking: **79%**

8.2 Compared to All Eligible Nominees (those with at least 10 evaluations)
National Average: **90**
Your national percentile ranking: **79%**

Regional Average: **63**
Your regional percentile ranking: **78%**

8.3 Responses per Question

After training with my CFI, I feel like a member of the general aviation community.
{EvaluationForm.afterTrainingWithMyInstructorIFeelLikeAMemberOfTheGeneralAviationCommunity.Score}
{EvaluationForm.afterTrainingWithMyInstructorIFeelLikeAMemberOfTheGeneralAviationCommunity.Text}

Response Choice	Frequency	%
Strongly Agree	10	91%
Somewhat Agree	1	9%
Neither agree nor disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
No Response	0	0%

My instructor expressed that people like me should not fly.
{EvaluationForm.myInstructorExpressedThatPeopleLikeMeShouldNotFly.Score}
{EvaluationForm.myInstructorExpressedThatPeopleLikeMeShouldNotFly.Text}

Response Choice	Frequency	%
Strongly Agree	0	0%
Somewhat Agree	0	0%
Neither agree nor disagree	0	0%
Somewhat Disagree	1	9%
Strongly Disagree	10	91%
No Response	0	0%

My CFI introduced me to students, new pilots, and members of the local aviation community.
{EvaluationForm.myInstructorIntroducedMeToStudentsNewPilotsAndMembersOfTheLocalAviationComm unity.Score}
{EvaluationForm.myInstructorIntroducedMeToStudentsNewPilotsAndMembersOfTheLocalAviationComm unity.Text}

Response Choice	Frequency	%
Strongly Agree	*11*	100%
Somewhat Agree	*0*	0%
Neither agree nor disagree	*0*	0%
Somewhat Disagree	*0*	0%
Strongly Disagree	*0*	0%
No Response	*0*	0%

My CFI shared relevant information to help me continue flying after training (e.g. how to find flying clubs, purchase an aircraft, or start an aviation career)

{EvaluationForm.myInstructorSharedRelevantInformation.Score}
{EvaluationForm.myInstructorSharedRelevantInformation.Text}

Response Choice	Frequency	%
Strongly Agree	*11*	100%
Somewhat Agree	*0*	0%
Neither agree nor disagree	*0*	0%
Somewhat Disagree	*0*	0%
Strongly Disagree	*0*	0%
No Response	*0*	0%

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: **80**

9.1 Compared to All Nominees (those with at least 1 evaluation)
National Average: **95**
Your national percentile ranking: **25%**

Regional Average: **90**
Your regional percentile ranking: **30%**

9.2 Compared to All Eligible Nominees (those with at least 10 evaluations)
National Average: **97**
Your national percentile ranking: **15%**

Regional Average: **92**
Your regional percentile ranking: **10%**

9.3 Responses per Question

I always understood the steps required to reach my flight training goals with my CFI
{EvaluationForm.iAlwaysUnderstoodTheStepsRequiredToReachMyFlightTrainingGoalsWithMyInstructor.Score}
{EvaluationForm.iAlwaysUnderstoodTheStepsRequiredToReachMyFlightTrainingGoalsWithMyInstructor.Text}

Response Choice	Frequency	%
Strongly Agree	7	64%
Somewhat Agree	3	27%
Neither agree nor disagree	1	9%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
No Response	0	0%

My flight training with my CFI has required more time and/or money than I expected.
{EvaluationForm.myFlightTrainingWithMyInstructorHasRequiredMoreTimeAndOrMoneyThanIExpected.Score}
{EvaluationForm.myFlightTrainingWithMyInstructorHasRequiredMoreTimeAndOrMoneyThanIExpected.Text}

Response Choice	Frequency	%
Strongly Agree	2	18%
Somewhat Agree	1	9%
Neither agree nor disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	7	64%
No Response	1	9%

Sometimes I did not know what my flight lessons would cover.
{EvaluationForm.sometimesIDidNotKnowWhatMyFlightTrainingLessonsWouldCover.Score}
{EvaluationForm.sometimesIDidNotKnowWhatMyFlightTrainingLessonsWouldCover.Text}

Response Choice	Frequency	%
Strongly Agree	1	9%
Somewhat Agree	2	18%
Neither agree nor disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	7	64%
No Response	0	0%

My CFI introduced me to online resources (like flight planning tools or weather sources) and showed how they can be used to aid my decision making.

{EvaluationForm.myInstructorIntroducedMeToOnlineResources.Score}
{EvaluationForm.myInstructorIntroducedMeToOnlineResources.Text}

Response Choice	Frequency	%
Strongly Agree	*9*	82%
Somewhat Agree	*0*	0%
Neither agree nor disagree	*0*	0%
Somewhat Disagree	*1*	9%
Strongly Disagree	*0*	0%
No Response	*1*	9%

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.

{EvaluationForm.howLikelyAreYouToRecommendYourInstructorToSomeoneInterestedInFlightTraining.Score}

How likely are you to recommend your CFI to someone interested in flight training?

Response Choice	Frequency	%
10	*6*	55%
9	*2*	18%
8	*2*	18%
7	*0*	0%
6	*0*	0%
5	*0*	0%
4	*0*	0%
3	*1*	9%
2	*0*	0%
1	*0*	0%
0	*0*	0%
Null	*0*	0%

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	8	73%
Passive	2	18%
Detractor	1	9%
Null	0	0%

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 -1 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: 64

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

National Average: 91

Your national percentile ranking: 55%

Regional Average: 87

Your regional percentile ranking: 56%

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

National Average: 96

Your national percentile ranking: 61%

Regional Average: 95

Your regional percentile ranking: 63%