



Report for Dawn Cook at KBJI

Region: Awards Consideration (includes report card)

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 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 26 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**

---

---

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | I would like to provide some additional information that is not captured in the AOPA's Flight Training survey about Dawn Cook's flight instruction activities. As a FAA designated pilot examiner, I am familiar with the product (pilot applicants) that Dawn produces. Dawn is a professional, full time, flight instructor and flight school owner. As owner and lead flight instructor of Barnstormers flight school, Dawn personally takes an interest in every student who enrolls in the school. Even while managing a full schedule of her own students, she is the quality control for all the other instructors as well. No student from the school is endorsed for a practical test until they fly a mock checkride with Dawn and their deficiencies are corrected. In the last twelve months Dawn has personally endorsed approximately 30 applicants for practical tests, with at least six CFI candidates. Her personal student's practical test pass rate is excess of ninety percent. When one of her students does have a hiccup on an exam, she personally accepts responsibility for the failure. What is more interesting, if the failure was caused by any deficiency in instruction, it is corrected and incorporated into the school and shared with all the other instructors. Dawn is licensed as a schoolteacher in Minnesota. She uses this educational background to improve and encourage all the instructors at the school as well as other instructors throughout northern Minnesota. As a FAA Gold Seal instructor and FAASafety team representative, she does enroll all students in FAASafety.gov. She also completes the application for AOPA student pilot membership program for all initial students. What is not captured by the survey is that Dawn Cook has quietly became northern Minnesota's go-to flight instructor. She has zero desire to see her name in lights on the marquee and is extremely humble about her efforts as a flight instructor. She will never admit to this, but because of her efforts, Bemidji MN has become a regional destination for flight instruction. Dawn teaches flight instruction because she loves flying, teaching and sharing this passion with students. It is this passion that has created her reputation as northern Minnesota's flight instructor. This is why I believe Dawn deserves recognition for her flight training activities. Mark Cook FAA Designated Pilot Examiner |
| 90.00 | She is patient, knowledgeable, and very flexible with her schedule.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 82.00 | Extremely easy to work with and learn from, she is a corporate pilot and instructor, but still managed to make time for me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 90.00 | This instructor knows how to teach. She has a way of teaching in the cockpit that makes you learn while still feeling comfortable and PIC. She will learn your weaknesses and get you through any troubles. She even helps with pointers on small things that will help you as a pilot beyond the trainings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 90.00 | Dawn was able to take a rusty pilot and empower me to not only become current, but to pursue instrument and even commercial ratings. She has high expectations, yet is patient. She is obviously a teacher at heart, and teaching flying came later and naturally to her.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 90.00 | I acquired 2 ratings with Dawn. She was extremely helpful in both knowledge of the ratings and the process for finishing them. With her help, I was able to complete both ratings on my schedule and with minimal delays. The skills she taught me have also proven extremely useful in my work as a flight instructor. She has also been a world class manager and leader in her role at the flight school.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 82.00 | This Instructor should definitely win this Flight Training Experience Award. Dawn was my instructor for about a year, and she is the best instructor I have ever had. She sends me all of the new information she finds to help me study, learned how I study best to suit my needs, and does amazing teaching flying. She put me in new different situations I was not used to that helped me to be a better pilot. Dawn prioritized safety and taught me how I can be a safer pilot. Dawn took a lot of time out of all of her days to teach and show me how to be a smart pilot. I cannot think of a more well-suited instructor to get this award.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 90.00 | I want to recognize Dawn Cook for her commitment to both safety and mentorship. She models excellent aeronautical decision-making and ensures that students understand the "why" behind every maneuver. Her steady guidance helped me develop confidence not just as a pilot, but as a responsible aviator who values precision, situational awareness, and continuous learning. Dawn is an incredible flight instructor, she is patient, knowledgeable, and always focused on helping students succeed. She creates a positive learning environment that makes every flight a great experience. I couldn't have asked for a better mentor in aviation!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

---

---

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | I am an instrument rated private pilot with 42 years and 4,100 hours of experience. That amounts to 20+ BFRs, multiple Wings Program completions and many IPCs. It is with this background I say Dawn is the finest Flight Training TEACHER I have ever had. Please note, I call her a teacher, not an instructor. There is a big difference. As a formally educated teacher she has the skills to lead the student through the learning process not just pass on information. During flight reviews, Dawn has demonstrated the ability to assess my strengths and weaknesses. She then utilizes our time together to not just demonstrate minimum review standards but to help take me to the next level of being a better pilot. On a side note, I serve as the Chairman of the Bemidji Regional Airport Authority. Dawn teaches and demonstrates what it means to be a good steward of airport facilities. She has happily served on airport advisory committees when asked. I 100% without reservation recommend Dawn Cook to receive the AOPA Flight Training Experience Award.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 90.00 | I started my flight training in Canada getting my CPL in Helicopters (at another great flight school). Once I came back to the US, I was floundering a bit while working at the airport but eventually started working with Dawn on my CPL followed by IFR Airplane license. I was a terrible student when it came to consistency. After 5 years with Dawn on and off I completed my IFR (had received my CPL earlier). Through that time I worked at Delta Airlines, Bemidji Aviation, and now the Airport Authority and throughout all that time Dawn always accommodated my crazy student schedule to help me out. Dawn continuously offered further flight opportunities that is way above and beyond what is required of any instructor or flight school. But that experience was so important for my flight schooling. Dawn has always been super kind and willing to help. She was able to work with many different personalities (in students) to make their flight experience a success. Dawn is always willing and able to make things happen on your schedule. She has cultivated a team of flight instructors that are all very professional and friendly in no small part to Dawn and her standards for Barnstormers, Dawns instructors and even the students. Both flight schools I've attended have been very top notch with standards that are through the roof, and I'm a better pilot for it. I'm sure there are other great instructors and flight schools but Dawn Cook and her flight school Barnstormers is by far one of the best, most organized, friendliest and accommodating places to receive flight instruction. I believe as a student of Dawns and working with Dawn as an airport administrator that she fully deserves this award for the amount of time, energy and enthusiasm Dawn puts in her flight instruction and her students. |
| 88.00 | Dawn Cook is an excellent role model for Barnstormer students. Her additional work as commercial pilot flying a TBM turboprop adds a great deal of advanced knowledge, experience and motivation for students at every level. She provided a flight review in my Cessna 182 aircraft about a year ago, and I found the ground school, homework, questions, explanations and flight maneuvers to be very thorough and useful. Her calm demeanor and detailed instructions relieved my anxiety arising from a lack of regular flying. I look forward to refreshing my instrument flying skills with Barnstormers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 87.00 | Dawn is easily one of the most outgoing and personal-able instructors I have ever met. When I would do any type of training or even communication with her it felt more like talking to a friend then an instructor. She was always thinking what was best for me and how to accomplish tasks efficiently and effectively.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 90.00 | Dawn is an exceptional flight instructor, she covers all the necessary information for instruction, She is patient and insure that you understands what she is teaching. Dawn is very thorough and does a great job of explaining what she is teaching                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 84.00 | Very invested in getting you prepared for checkride and teaches in a very effective and efficient way to ensure you understand the material above and beyond just being able to pass the test                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 90.00 | Dawn is a very friendly and engaging instructor. She is able to work around my schedule and always makes a flight review fun and removes any stress from that process. She never rushes through the flight reviews I've had with her and always is making sure that we are on the same page. When we are back on the ground and done flying she asks questions and answers my questions about anything that came to mind from the flight. It's always a great time brushing up on changes that have happened and make sure that it's clearly understood.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 90.00 | As a former teacher, Dawn understands that every student has different experiences & abilities when they start flight training. I found that she tailored her instruction to meet my needs. Never compromised the core flight safety instruction. She instilled confidence in me!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 90.00 | Dawn made my flight school experience amazing! She was very accommodating to me being a long ways away from bemidji. She would fly over 70 miles just to meet me to give me lessons. There was not one point in my training where I felt discouraged with her. She was an amazing teacher that could explain things in a way that made sense, and was always willing to help me out whenever she could. She is also amazing at knowing laws and regulations and always made sure I knew to always do things the right way. It's always a joy to get to fly with Dawn!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

---

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 86.00 | Dawn is an instructor who has the patience, knowledge, & dedication to teach at all levels of pilots. Her teaching degree, teaching style, & ability to identify the needs of each student makes her a top instructor in her field. She has conducted safety seminars & aviation safety education topics to groups which are well attended & received. Her personality & professionalism is a credit to all instructors. She is highly recommended for this award!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 90.00 | Dawn made a point of ensuring a positive experience at the flight school. She always thinks about the students and their individual strengths, needs, and areas of improvement. She exposes weaknesses in kind and professional manner, and she maintains positivity and encouragement. She is highly dedicated and expects her students to study and to work hard. She prepares her students for a lifetime of learning and how to be successful and safe. Her mock check ride prep was invaluable. She also helped me overcome airsickness, and without that, I would have not been able to complete my training and accomplish my goal of becoming a private pilot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 81.00 | Very accommodating, used varied ground instruction techniques to facilitate the training ahead of our flights. After the check ride for a follow up discussion on how to improve herself and training.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 88.00 | Knowledgeable, hardworking, dedicated to learning, caring, understanding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 88.00 | Dawn is a natural flight instructor. Her ability to adapt to different types of students and tailor her teaching style is impressive. She is professional, helpful, friendly, and honest. She will let you know if you're lacking skills by identifying what is wrong and how to fix it, and then gladly help you through the process to rectify it. She has a classic "Minnesota Nice" style of hospitality, which makes it feel like you're flying with a great friend who's there to help you and support you. I feel that Dawn is the perfect candidate for the Flight Training Experience Award and undoubtedly deserves the distinguished recognition!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 90.00 | Dawn Cook should win a Flight Training Experience Award. Dawn is an excellent CFI, and she has done excellent work in assisting me toward earning my Instrument Rating. Dawn is very accessible and adapts her schedule to enable students to meet with her for ground school or flight training. Dawn is very knowledgeable on every topic for which I am studying for my instrument rating. She is very willing to pass on real world experience from her extensive aviation career. Dawn has been very quick to share reference material, sending it to me by email or other means. Also, she is careful to follow an excellent syllabus for IFR training. I truly appreciate Dawn's attitude toward those she is instructing. She is very encouraging, very thorough, and very safety conscious. I highly recommend Dawn as a CFI as well as for receiving this award.!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 74.00 | I administered this instructors commercial multi-engine land check ride a while back. Throughout the check ride she was teaching the material as if she was on a multi-engine instructor check ride. And, she was doing so with complete accuracy of information and excellent delivery. After the check ride my only debrief item to her was I strongly suggested she continue on and obtain an MEI rating.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 88.00 | Having had Dawn Cook as a flight instructor throughout all of my flight training - Private Pilot through CFII - I have had the firsthand privilege to experience and see her dedication to the success of myself and all of her students. Dawn's impact on my success and career in aviation has been profound. Throughout each phase of my flight training she has been there to support and guide me through the challenges with her patience and expertise. Dawn has helped me gain the knowledge and develop the skills to become a well-rounded pilot with good decision making skills. Now that I am a flight instructor myself - I am able to pass along the knowledge and skills that I have learned from Dawn throughout my training to my own students. Dawn Cook continues to be an invaluable part of my growth in the aviation industry as both an instructor and pilot by providing support and resources for continued learning and pilot development. Dawn consistently goes above and beyond for her students and fellow aviators by providing personalized instruction and mentoring to help them develop the skills to be knowledgeable and safe pilots. Dawn is and will undoubtedly continue to be an excellent flight instructor and mentor for many in the aviation community for years to come. It is a privilege to have her as the foundation of my aviation journey, and I am grateful for her continued guidance. Dawn Cook is a deserving candidate to win a Flight Training Experience Award. |
| 90.00 | I spent my instruction time with Dawn getting my Commercial Single-Engine Sea Plane rating. She did a fantastic job of helping me understand what it took to achieve this rating. Through every maneuver we practiced, she was very clear about what the airplane was doing and she taught in a manner that I very clearly understood. This was hands down, one of the most enjoyable ratings I have ever achieved, and, having Dawn as my instructor was the icing on the cake. I can't say enough good, or refer her to enough people. Everyone needs to experience this type of flying with this quality of an instructor!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

#### 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: 88

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

National Average: 87

Your national percentile ranking: 38%

Regional Average: 87

Your regional percentile ranking: 38%

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

National Average: 88

Your national percentile ranking: 40%

Regional Average: 88

Your regional percentile ranking: 40%

### 5. SubScore Summary for at

Region: Awards Consideration (includes report card)

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 | 84         | 86           |
| Customer Focus      | 83         | 86           |
| Community           | 79         | 82           |
| Information Sharing | 81         | 83           |
| NetPromoter Score   | 100        | 96           |
| Overall Total       | 74         | 76           |

### 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: 84

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

National Average: 86

Your national percentile ranking: 33%

Regional Average: 86

Your regional percentile ranking: 33%

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

National Average: 86

Your national percentile ranking: 33%

Regional Average: 86

Your regional percentile ranking: 33%

### 6.3 Responses per Question

My CFI consistently used a training syllabus that I could consult.

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 24        | 92.31% |
| Neither agree nor disagree | 2         | 7.69%  |

My CFI tailored their lessons plans to accommodate my personal strengths and weaknesses.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 26        | 100% |

I felt safe flying with my CFI.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 26        | 100% |

My CFI helped me feel prepared for unexpected situations in flight.

| Response Choice | Frequency | %      |
|-----------------|-----------|--------|
| Strongly Agree  | 25        | 96.15% |
| Somewhat Agree  | 1         | 3.85%  |

## 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: 83

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

National Average: 86

Your national percentile ranking: 33%

Regional Average: 86

Your regional percentile ranking: 33%

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

National Average: 85

Your national percentile ranking: 32%

Regional Average: 85

Your regional percentile ranking: 32%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

| Response Choice | Frequency | %      |
|-----------------|-----------|--------|
| Strongly Agree  | 25        | 96.15% |
| Somewhat Agree  | 1         | 3.85%  |

I feel like my CFI made efficient use of my time.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 26        | 100% |

My CFI was not invested in my success.

| Response Choice   | Frequency | %      |
|-------------------|-----------|--------|
| Strongly Agree    | 1         | 3.85%  |
| Strongly Disagree | 25        | 96.15% |

My CFI was reliable and on-time for scheduled lessons

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 25        | 96.15% |
| Neither agree nor disagree | 1         | 3.85%  |

## 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: 79

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

National Average: 82

Your national percentile ranking: 38%

Regional Average: 82

Your regional percentile ranking: 38%

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

National Average: 82

Your national percentile ranking: 39%

Regional Average: 82

Your regional percentile ranking: 39%

### 8.3 Responses per Question

After training with my CFI, I feel like a member of the general aviation community.

| Response<br>Choice            | Frequency | %      |
|-------------------------------|-----------|--------|
| Strongly Agree                | 25        | 96.15% |
| Neither agree<br>nor disagree | 1         | 3.85%  |

My instructor expressed that people like me should not fly.

| Response<br>Choice            | Frequency | %      |
|-------------------------------|-----------|--------|
| Strongly Agree                | 3         | 11.54% |
| Neither agree<br>nor disagree | 4         | 15.38% |
| Strongly<br>Disagree          | 19        | 73.08% |

My CFI introduced me to students, new pilots, and members of the local aviation community.

| Response<br>Choice            | Frequency | %      |
|-------------------------------|-----------|--------|
| Strongly Agree                | 20        | 76.92% |
| Somewhat<br>Agree             | 4         | 15.38% |
| Neither agree<br>nor disagree | 2         | 7.69%  |

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)

| Response<br>Choice            | Frequency | %      |
|-------------------------------|-----------|--------|
| Strongly Agree                | 24        | 92.31% |
| Somewhat<br>Agree             | 1         | 3.85%  |
| Neither agree<br>nor disagree | 1         | 3.85%  |

## 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: 81

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

National Average: 83

Your national percentile ranking: 38%

Regional Average: 83

Your regional percentile ranking: 38%

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

National Average: 83

Your national percentile ranking: 40%

Regional Average: 83

Your regional percentile ranking: 40%

## 9.3 Responses per Question

I always understood the steps required to reach my flight training goals with my CFI.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 26        | 100% |

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

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 2         | 7.69%  |
| Neither agree nor disagree | 4         | 15.38% |
| Somewhat Disagree          | 1         | 3.85%  |
| Strongly Disagree          | 19        | 73.08% |

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

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 1         | 3.85%  |
| Neither agree nor disagree | 1         | 3.85%  |
| Strongly Disagree          | 24        | 92.31% |

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.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 26        | 100% |

## 10. Net Promoter Score

### 10.1 Questionnaire 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<br>Choice | Frequency | %    |
|--------------------|-----------|------|
| 10                 | 26        | 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<br>Choice | Frequency | %    |
|--------------------|-----------|------|
| Promoter           | 26        | 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 who 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: 96

Your national percentile ranking: 60%

Regional Average: 96

Your regional percentile ranking: 60%

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

National Average: 98

Your national percentile ranking: 63%

Regional Average: 98

Your regional percentile ranking: 63%