



Report for Harry Croughton at KDWL

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 20 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
90.00	Harry is clearly well versed in all aspects of aviation. He always teaches his students intentionally, doing his best to cater to their specific questions or needs. If I have any setbacks or struggles in or out of the aircraft, Harry is encouraging to my progress and perseverance without compromising safety or regulation. He is enjoyable to be around and clearly cares for the proper training of his students and his school.
89.00	Harry is very good at explaining in detail. He does it in a way where you understand what you need to do. He corrects you in a very calm manner and explains the "why" behind what you are learning a certain skill.
87.00	Harry should win a Flight Training Experience Award because he consistently delivers student-centered, safety-focused instruction. Throughout my PPL training, he provided the right mix of resources, clear explanations, and practical tools to help me succeed. When a concept didn't click, he adapted his teaching style and found another way to teach me. He believed in my progress even when I lost confidence, and he helped me overcome my fear of steep turns by demonstrating that it actually takes a lot to make the airplane stall when flown with proper technique and energy management. His preflight briefs and post-flight debriefs are organized and constructive, and he ties every lesson back to real-world flying and the Airman Certification Standards. Thanks to his guidance, I'm a more confident, proficient, and safety-minded pilot.

81.00	I believe that Mr. Croughton should win an award based on his amazing flight instruction and passion for his students to succeed. When I first started training with Croughton, he was extremely excited to teach new concepts and showed how much of a love he had for aviation. Not only did he care about seeing me pursue my dreams to fly but he also wanted me to succeed. He has been very diligent and honest in his training, and helps me correct when I am wrong. All while pursuing his own education and assisting other students, he prioritizes ensuring that students comprehend the concepts being taught and understands how to apply them effectively. My favorite aspect of his teaching is his straightforward approach when I make mistakes. He provides alternative explanations that highlight my errors, helping me identify potential solutions and rectify my mistakes. So I believe Mr. Croughton deserves an award for his exceptional flight instruction and dedication to student success. His passion for aviation, straightforward teaching style, and commitment makes him an outstanding instructor.
87.00	Harry has far exceeded my expectations in terms of knowledge, experience as well as patience and safety. There has never been an instance in which I asked him a question and he wasn't able to provide a thorough, understandable answer. He is able to explain complicated topics that seem daunting at first and make them easy to grasp. Harry is also very patient and creates a low stress, supportive environment in the airplane and never pushes you, building your confidence. It is also a pleasure having conversations with Harry as he has a vast knowledge about airplanes and the job market and is also very funny. I would recommend Harry to anyone looking for an amazing flight instructor.
90.00	I think Harry should win this award due to his dedication to providing quality flight training for students. He is always able to make efficient use of the time given while being able to safely ensure the student has an adequate understanding of the skill/topic. He is always willing to provide extra help/resources on topics that may be difficult to understand, and he makes learning the tough skills enjoyable. He is a great instructor who provides a lot to his students, which is why I think he should receive this award.
77.00	Harry is a great instructor and always has his students best interest in mind. Safety is always his top priority and he can always answer any question I throw at him!
75.00	He does a good job of explaining maneuvers and information while also trying to get me comfortable making my own decisions in flight. He provides solid, clear instruction, and is supportive that I will do well.
90.00	Harry is extremely thoughtful and thorough in his instruction, leaving the student feeling like they are in command of their piloting. Harry recently got another job and I was sad to see him leaving but also happy his career is taking off. I'm not sure I've met any other instructor yet with his skill set and just simply care for ensuring the student is confident that they understand the training and ready for the next lesson.
79.00	Harry has a great demeanor for teaching flying principals & skills. While my exposure with him was somewhat limited based on the program I was in I genuinely enjoyed my flying time with him.
90.00	Harry is extremely competent, articulate, and provides professional feedback and advice. I would recommend anyone who is interested in flight training or needs a refresher to seek Harry's knowledge.
86.00	They take an active interest in the students goals and adapt to help the student be successful. Being open communication, to letting students learn by doing without being unsafe. They also provided some digital documents that helped them with ATC communications.
86.00	Training with Harry Croughton has been one of the most valuable parts of my flight training experience. From day one, it was clear that he genuinely cares about his students and is fully committed to helping them succeed by tailoring his instruction to how each person learns best. Harry has a remarkable ability to read where you are both technically and mentally and adapt his teaching style to meet you there. If something didn't click right away, he never forced it. Instead, he'd find a new way to explain it or break it down in a way that made sense to me. That kind of adaptability is rare, and it's a big part of what makes him such an outstanding instructor. He's also incredibly patient and calm, which made it easy to ask questions and work through challenges without ever feeling rushed or judged. I always felt like I was learning in a supportive, safe environment, and that made a huge difference in both my confidence and progress. Harry has truly prepared me to be a successful pilot. You can tell he's passionate not just about aviation, but about teaching and growing the aviation community as a whole. That passion comes through in every lesson, and it's what makes learning from him such a rewarding experience. Harry deserves this award because he embodies what every great flight instructor should be knowledgeable, adaptable, supportive, and truly invested in the success of his students. He's not just teaching people to fly he's shaping the next generation of safe, confident, and capable pilots

	When I first started flight training, I honestly didn't know what to expect. From day one, Harry was there helping me through every step, and he made learning to fly something I looked forward to every single time. He wasn't just my instructor, he became someone I really looked up to. He made flying feel exciting and fun, but also meaningful. I was actually Harry's first student to make it all the way to a checkride, and having him by my side through that whole process was something special. He taught me everything from my first preflight to my first solo, and eventually all the way to earning my Private Pilot License. He never rushed me or made me feel pressured. Instead, he took the time to explain things until they clicked, and he always kept the cockpit a positive place to learn. What I'll always remember most is how much he cared. You can tell he truly loves flying, and that energy rubbed off on me. Every flight felt like another reason to fall in love with aviation. Even when I made mistakes, Harry turned them into lessons that helped me become a better pilot. Because of Harry, I didn't just get my license. I became passionate about flying and confident in what I can do. He showed me that being a pilot isn't just about knowing procedures or passing tests, it's about growing as a person and learning to stay calm, focused, and humble. Harry deserves this award because he gives everything to his students. He's not just teaching people how to fly, he's inspiring them to love aviation as much as he does. I'm really proud to say I was his first student to earn a license, and I know I wouldn't be the pilot I am today without him.
90.00	Very patient and thorough instructor.. Gave helpful instructions that made book knowledge fit real world scenarios
81.00	Harry instructs with positive energy and is a wealth of knowledge to the aviation community. When I chose Harry he was a new CFI and through his professionalism and passion for instructing I knew I wanted to continue training with him.
77.00	He is a great instructor, always pushing me to be better and succeed. Every time we go up or stay in the ground I learn something new. He's dedicated to making me a safe and competent pilot and there's nothing else I would ask for
88.00	Harry is a unique instructor that's from England. His accent has resulted in a lot of great memories inside/outside the cockpit. The reason I point all this out in the first few sentence is this. Throughout my pilot training I have found the best instructors are the ones that train you hard, but make the environment fun/enjoyable. The training is inherently difficult, but with the proper instruction and enjoyable environment I find it easier to retain the knowledge after each lesson. In my opinion Harry has been able to accurately teach the syllabus in a way that I understand. He has allowed me to record each and every one of our flights. This small selfless action has resulted in endless study material for me, while keeping money in my pocket for future lessons. It also shows that he trust in the knowledge he provides to his students. Great guy, he deserves this award!
90.00	Harry helped with some proficiency flying recently. I was able to complete a number of day time landings and also a few approaches (some with automation and some without). Harry was well prepared for our flight and I appreciated his teaching approach. He appears to be high sought after as an instructor at United Flight Systems.
88.00	Harry is an outstanding instructor and an integral part of United Flight Systems' community. I flew with Harry many times throughout my training at UFS and all of them were nothing but positive experiences. Harry is a very professional, knowledgeable, and personable instructor and I thoroughly enjoyed flying with him each and every time. He provided expert guidance and instruction in every area I needed help with

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: 86

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

National Average: 87

Your national percentile ranking: 13%

Regional Average: 87

Your regional percentile ranking: 13%

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

National Average: 88

Your national percentile ranking: 10%

Regional Average: 88

Your regional percentile ranking: 10%

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	99	86
Customer Focus	97	86
Community	90	82
Information Sharing	93	83
NetPromoter Score	95	96
Overall Total	86	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: 99

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

National Average: 86

Your national percentile ranking: 73%

Regional Average: 86

Your regional percentile ranking: 73%

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

National Average: 86

Your national percentile ranking: 85%

Regional Average: 86

Your regional percentile ranking: 85%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	19	95%
Neither agree nor disagree	1	5%

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

Response Choice	Frequency	%
Strongly Agree	18	90%
Somewhat Agree	2	10%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	20	100%

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

Response Choice	Frequency	%
Strongly Agree	18	90%
Somewhat Agree	2	10%

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: 97

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

National Average: 86

Your national percentile ranking: 70%

Regional Average: 86

Your regional percentile ranking: 70%

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

National Average: 85

Your national percentile ranking: 83%

Regional Average: 85

Your regional percentile ranking: 83%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	18	90%
Somewhat Agree	2	10%

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

Response Choice	Frequency	%
Strongly Agree	18	90%
Somewhat Agree	2	10%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	2	10%
Strongly Disagree	18	90%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	20	100%

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: 90

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

National Average: 82

Your national percentile ranking: 69%

Regional Average: 82

Your regional percentile ranking: 69%

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

National Average: 82

Your national percentile ranking: 80%

Regional Average: 82

Your regional percentile ranking: 80%

8.3 Responses per Question

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

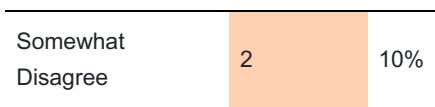
Response Choice	Frequency	%
Strongly Agree	18	90%
Somewhat Agree	1	5%
Neither agree nor disagree	1	5%

My instructor expressed that people like me should not fly.

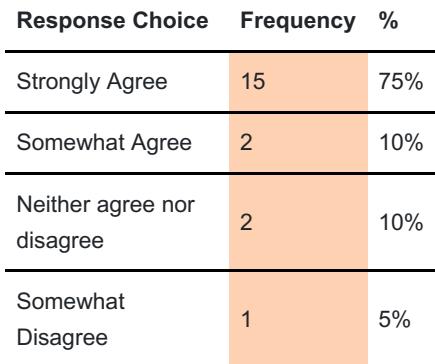
Response Choice	Frequency	%
Strongly Agree	1	5%
Neither agree nor disagree	4	20%
Strongly Disagree	15	75%

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

Response Choice	Frequency	%
Strongly Agree	11	55%
Somewhat Agree	4	20%
Neither agree nor disagree	3	15%



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)



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: 93

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

National Average: 83

Your national percentile ranking: 70%

Regional Average: 83

Your regional percentile ranking: 70%

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

National Average: 83

Your national percentile ranking: 82%

Regional Average: 83

Your regional percentile ranking: 82%

9.3 Responses per Question

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



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



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

Response Choice	Frequency	%
Neither agree nor disagree	3	15%
Somewhat Disagree	1	5%
Strongly Disagree	16	80%

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	18	90%
Somewhat Agree	1	5%
Neither agree nor disagree	1	5%

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 Choice	Frequency	%
10	18	90%
9	1	5%
8	1	5%

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	19	95%
Passive	1	5%

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 -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:  95

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

National Average:  96

Your national percentile ranking:  16%

Regional Average:  96

Your regional percentile ranking:  16%

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

National Average:  98

Your national percentile ranking:  19%

Regional Average:  98

Your regional percentile ranking:  19%