



Report for Jacob Peery at KFFZ

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 46 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	Jacob is an instructor that truly goes above and beyond to make sure his students not only complete their goal but are the safest pilots when they are done. I've been an instructor for over 3 years and I've never met an instructor as passionate about aviation and teaching as Jacob is. His knowledge and love for aviation is above par. When I traveled from Kentucky to Phoenix to get my multi-engine add on Jacob did everything to make it happen.
74.00	I believe Jacob Peery is the singular most deserving flight instructor in the nation. I was flying corporate while actively instructing and needed to get my MEI certificate and was referred to Jacob by a multitude of colleagues. I had to wait about 2 years before our schedules finally lined up. I turned down multiple other instructors and waited for Jacob. He helped me obtain my certificate faster than I had imagined which was awesome. He is not your typical instructor trying to build time and get to the airlines. He genuinely cared about myself as a person, my finances, my flight training, as well as my future flying endeavors in regards to aviation safety. Upon finishing my certificate I started teaching along side Jacob part time while flying corporate and have heard from many of his students how great of an instructor he is. In addition to that our fellow flight instructors are constantly going to him for advice and direction. So I would recommend him for this from a student perspective as well as a colleague perspective as well. There is no one more deserving.

86.00	Jacob is an over the top knowledgeable and personable Instructor. I've known him for a couple years now and he exceeds everything you would expect from an instructor. His intimate knowledge and understanding of the aviation world is something that should not go unnoticed.
89.00	Jacob Peery has by far been the best instructor I have worked with. Throughout my training he has given his best effort to help me succeed as a pilot. He doesn't just train students to pass whatever rating they are getting, but he trains them to be safe and knowledgeable pilots. Not only that, but he teaches in a way that is relatable and realistic. I have flown with many instructors, but I have never flown with someone as passionate for teaching and as safe as Jacob Peery. I believe he is fully deserving of the Flight Training Experience Award.
90.00	I have known Jacob for 3 years, and during that time I have seen nothing but exceptional work and dedication towards his students. As a fellow instructor who has less experience, I always looked up to how he instructs. Jacob has a wealth of knowledge and has an amazing capability of correlating flying to other things in life, making it easy for students to understand challenging concepts. He also practices great humility, always happy to look something up if he is not 100% sure on the answer. From the many students of his whom I have connected with, all of them are happy to share that they love his instruction, and they all turn out to be great pilots and peers. Jacob is a leader who is selflessly committed to his students, and a role model for instructors to follow. His confidence and charisma combined with his exceptional network within the local aviation community, also contributes to why I think Jacob deserves this award. Overall, Jacob is an exceptional instructor, mentor, and friend, who I believe through all his efforts is well deserving of this humble award.
90.00	I believe Jacob Peery absolutely deserves to win a Flight Training Experience Award. I did my multi-commercial initial training with him, and from start to finish he was nothing short of exceptional. Jacob is the kind of instructor who is not just present in the cockpit, but fully engaged with his student's progress every single flight. He takes detailed notes on what went well and what needs improvement, and then uses those notes to provide thorough briefs and debriefs that are clear, constructive, and motivating. He is incredibly reliable—never late, always prepared, and fully dedicated to making sure his students succeed. What stood out to me the most was how invested he was in my progress. He didn't just point out mistakes; he guided me step by step, showing me how to fix them and build confidence in the process. Jacob also has a calm, professional demeanor that makes the learning environment both safe and enjoyable, which is so important when tackling something as challenging as a multi-commercial initial. Thanks to his instruction, I walked away not only a better pilot but also a more disciplined and confident one. His teaching style reflects the highest standards of aviation professionalism, and I truly believe students who train with him gain skills that go far beyond the checkride. For these reasons, I strongly believe Jacob Peery should be recognized with a Flight Training Experience Award.
90.00	Jacob Perry exemplifies what every flight instructor should be: dedicated, professional, and deeply invested in his students' success. He consistently goes above and beyond—whether it's spending extra time in pre- and post-flight briefings, tailoring lessons to each student's learning style, or ensuring safety and professionalism remain at the forefront of every flight. Jacob creates an encouraging environment that blends technical precision with mentorship. He has a gift for making complex aeronautical concepts easy to understand, instilling both confidence and competence in his students. His teaching doesn't stop in the cockpit—he mentors his students in career development, aeronautical decision-making, and the importance of being lifelong learners in aviation. Perhaps most importantly, Jacob is genuinely invested in his students' goals. He celebrates their milestones as if they were his own, and he motivates them through setbacks with patience and positivity. His passion for aviation is contagious, and it inspires his students to work harder and aim higher. For his outstanding commitment to training safe, skilled, and motivated pilots, Jacob Perry deserves to be recognized with a Flight Training Experience Award.
90.00	Jacob should win the award because he is one of the best instructors I have ever flown with! To start his communication is key, because he got me flying the twin diamond almost next day I reached out. Always clear and precise for lesson plans, when and where to meet, and being enjoyable to be around. Coming to learn knowing the instructor cares is huge, and I felt that with Jacob. Guided me through the lessons and studying without wasting any time. He also takes safety as a big priority. Always making sure MX is up to date and preflights and post flights are conducted in depth. Beyond the flying too, I made a great friend which we still learn from each other and continue to help others in the industry achieve their goals. It can be expensive and tiresome, but knowing the instructor doesn't waste time makes every minute count with Jacob. Many would say the same. Michael Besendorfer Envoy Airlines Michael.Besendorfer@aa.com 602 717 6932
85.00	Jacob guided me through CFI, CFII, multi and MEI training. I wouldn't be the instructor I am today without his guidance and mentorship.

90.00	Consistency on providing quality training. I've been a colleague and his student with Jacob, and he's a fantastic instructor and even better human being. He's a very successful flight instructor and one of the biggest reasons for that is the way he transmits his passion about flying. His number justify on how good and consistent he is with his training, he's become a reference on the state of Arizona and beyond!
88.00	Very professional , safe, knowledged and calm instructor.
87.00	He is an incredible instructor with his student's success and love for flying as his top priority.
87.00	Jacob is the best CFI I have had the pleasure of flying with. In mid 2022, after about a year and a half away from flying, I made the decision to jump back in to Commercial flight training. I took a break because I hit a plateau and had a series of bad flights with an instructor who shattered my confidence. Shortly after I started retraining, I was assigned to be Jacob's student. It was quickly after we started working together that I regained a lot of confidence in the airplane, mostly thanks to Jacob's calm demeanor and safe, efficient, and patient instruction style. After a few months of training with Jacob, he got me ready for my Commercial check ride, which I passed. I decided to stick with Jacob for the remainder of my flight training. He helped me pass with no check ride failures through CFI, CFII, and MEI. I learned so much from Jacob during those following 18 months. Additionally, his longstanding relationship with multiple DPEs helped me save time and money because we could get check rides scheduled with ease. He is always approachable, gives you real-world scenarios, and is overall an outstanding resource. Even now, almost a year after having flown with him, we still keep in touch and I turn to Jacob if I have questions relating to teaching my own students. Despite the fact that our student/instructor relationship ended long ago, he is still happy to offer mentorship and to help as much as he can. He is an exemplary CFI and pilot - someone I will look up to throughout my career.
90.00	Jacob Peery did my CFI/CFII and is in progress of doing my MEI certificate. Jacob had continuously went above and beyond in my training to prepare me to be an actual instructor. Unlike other instructors he didn't just train me to the ACS he trained me his to REALLY be an instructor. Now I am a 1500 hour CFI, and without his help I c a confidently say I would not be the instructor I am today.
90.00	To start, Jacob is a fantastic instructor. You can see he cares deeply to see his students succeed and never cuts corners. As a co-worker it is easy to see when someone is fully committed to the job versus someone who is not. Teaching along side of Jacob he is always someone you can ask for advice which is always appreciated. I would recommend Jacob to any student looking to start their training.
90.00	Jacob is extremely knowledgeable and professional. He consistently puts 100% of his effort towards teaching his students.
90.00	Jacob is a phenomenal instructor. He has many years of instructing under his belt, and many students who have achieved excellence because of his instruction. He was my instructor for over a year, and is currently a colleague of mine. He is active in the aviation community, and he advocates tirelessly on behalf of his students. There is nobody more deserving of this award.
88.00	Jacob goes above and beyond for his students. While being my instructor, Jacob explored all means possible to help me accomplish my training and achieve my ratings. I have never had any instructors like him that have been so positive and dedicated to their student's success. I am very thankful for the time that I got to train with him.
88.00	Jacob Peery has shown unmatched dedication as a flight instructor to both his students and fellow CFI's, working to help create pilots with in-depth knowledge and understanding on the ground and in the air. Jacob focuses on safety standards, FAA regulations, and practical, efficient scenario-based training to bring the most value to his students while preparing them for a professional aviation career. I have seen and heard of Jacob consistently meeting with examiners and groups of CFI's to improve the way we train newer pilots in a professional environment.
85.00	Jacob is a very dedicated instructor. He makes the effort and shows up to every single lesson. He is very passionate and extremely knowledgeable about aviation. I have been on both sides of working with Jacob; as a student getting PPL stage-checks, and as a plane owner, he instructs students out of my aircraft. As long as I have known Jacob he does what's necessary to get through to a student. His work ethic is great, and he flys even better.
90.00	He is the most knowledgeable and helping instructor I've ever worked with. Always very professional. I did 3 ratings with him in the DA42 and each rating was an easy and streamlined process thanks to Jacob.

90.00	<p>I've known Jacob for approximately 2 years. I first met him as a student, Jacob was my instructor for my CFII and MEI ratings. From day 1 of being trained by Jacob I was impressed by his skills, knowledge, and passion. He truly embodies what a instructor should be. He treats his students with kindness and respect while holding them to the high level of standards aviation in the United States demands. For the last year or so I've been fortunate enough to work side-by-side with Jacob as an instructor. He simply is the go to instructor for all the other instructors around him. He's not only a good friend. He's an excellent source of aviation knowledge and he truly works hard to exceed the standards set by the FAA. I've held many instructor type positions throughout my adult careers. From being a use of force instructor in the United States, Marine Corps, to a field training officer for a police department. Jacob, no doubt deserves this award because he is simply one of the best instructors I've ever met. Thank you, Jordan Girtz</p>
86.00	<p>Jacob Perry deserves to receive a Flight Training Experience Award because of his deep passion and unwavering love for aviation. He is an exceptional and well-rounded flight instructor who goes above and beyond to ensure his students succeed. Jacob not only helps his students reach their aviation goals but also inspires them with his enthusiasm, patience, and dedication. His commitment to excellence and genuine care for his students make him a truly outstanding mentor in the aviation community.</p>
89.00	<p>I have had the pleasure of flying and training with Jacob Peery for the past several years, and I cannot speak highly enough of both his flying skills and his teaching abilities. As a pilot, Jacob is incredibly knowledgeable, calm under pressure, and he also brings a level of professionalism to every flight. His deep understanding of aviation, attention to detail, and ability to handle all types of weather and flight related situations makes me feel confident and safe during every flight we make together. However, what truly sets Jacob apart is his ability to teach people. It is one thing to be a great pilot, but it is another thing entirely to be able to convey complex concepts in a clear and engaging way. Jacob has a unique and exceptional teaching style that combines patience with enthusiasm. Jacob is also incredibly attentive to your learning pace, ensuring you not only understand the "how" but also the "why" behind every maneuver and procedure. Jacob takes the time to explain everything thoroughly, offering helpful tips and insights that help make the learning process both effective and enjoyable. I have trained with Jacob for my Airline Transport Pilot Certificate (ATP), as well as general time building, cross-country flights and instrument training as well. Beyond his technical expertise, Jacob is also a truly wonderful person. Jacob is very approachable, supportive, and genuinely invested in your complete success. Whether it is giving you encouragement when you are struggling or celebrating your progress, Jacob always maintains a positive, uplifting attitude. His love for both flying and teaching, is the force that drives his passion for aviation in general, and shines through in every lesson and flight that Jacob undertakes. I highly recommend Jacob for the AOPA Flight Instructor award. If you're looking for an instructor who is not only an excellent pilot but also a mentor and a genuinely kind person, you will not find anyone better than Jacob, he is really the best, in more ways than one.</p>
82.00	<p>The amount of effort and time that Jacob puts into training his students is incredible. I was on the verge of quitting flying and I really had no light at the end of the tunnel. And then I found Jacob. Is passwords his way of teaching the way he is in a way inflicts fear of flying but at the same time it's not a fear find it's how to not get you killed and how important it is to study for every lesson plan and how every lesson plan and every time we went flying I learned something new. Just track ther understaded exactly how to you I that is astuctions for his didn'ts that over for students. I think he should win the flight training experience award because he's an incredible instructor that really does care about his students, really cares about flying any aviation community and making it safe and he takes all feedback positively and implements it to the next training or the next student he's going to do. He is one of those instructors that will tell you how it is but in a very constructive way where you actually learn and take home something you learned. And if we weren't able to fly because of weather we will find other things to do we do a lesson even his grounds are amazing and I was terrible at the grounds but at the end of them I feel really good he just has a way of explaining things and I think that's what really helps.</p>
90.00	<p>Jacob Peery is the best example of a professional flight instructor. He's honest, knowledgeable and a pleasure to be around in and out of the airplane. I truly believe without Jacob I would not have had my personal success in aviation with him as me mentor.</p>
88.00	<p>Jacob is the best instructor I have. He truly care about his students. That's why I flew from nyc to learn from him. He trains you not just to pass the checkride but to be the best pilot you can be. Working with Jacob has made me a better pilot.</p>
77.00	<p>Didn't work with him extensively but he got me my CFII certificate very fast which I appreciated a lot. Had a lot of knowledge, especially relating to what the DPE would want to hear, which helped make my checkride easier.</p>

	I believe Jacob Peery should absolutely be considered for the Flight Training Experience Award. As a student, I've seen firsthand Jacob's dedication to not just teaching flying skills, but building confident, safe, and well-rounded pilots. Jacob has a clear passion for aviation and consistently goes above and beyond to ensure every lesson is productive and tailored to the student's needs. What really stands out is his patience and ability to explain complex topics in a way that clicks. Jacob creates a learning environment that's both professional and encouraging, which made a huge difference in my confidence as a pilot. He doesn't just teach from the syllabus; he mentors, motivates, and genuinely cares about his students' success. That's what sets Jacob apart and makes him very well deserving of this award.
90.00	Jacob Peery is the best instructor I have ever had by far. He actually cares about his students success and making sure they are more than prepared for checkrides and fosters a safe and enjoyable learning environment.
90.00	Jacob absolutely should win a Flight Training Experience Award. My experience with Jacob as an instructor has been fantastic. His particular teaching style creates a great learning environment, he is always available and clearly made it a priority to align training with my difficult schedule. All of these traits combined to create a great teaching experience that I intend to emulate as a newly certificated CFI.
90.00	I have known Jacob Peery since his first day of aviation training; I was his first-ever instructor. To this day, through five years of being a CFI and three years of Part 121 experience, I can confidently say that I have never met a more dedicated, motivated, and passionate aviation professional. Since that first day, Jacob has devoted himself entirely to becoming the consummate GA pilot and instructor. Safety and sound ADM are his two religions, both of which he ceaselessly preaches to every pilot he encounters. Beyond providing excellent instruction tailored to each individual student, Jacob invests himself as a mentor to their professional development. Further, he never fails to lend a helping hand, in or out of the training environment. In my opinion, there is no more deserving candidate of a Flight Training Experience Award than Mr. Jacob Peery.
90.00	Jacob Perry would be an awesome candidate to be awarded the flight training experience award! While I only had a few short weeks with Jacob completing my MEI, Jacob was very efficient in using my time and very on top of communicating which is big to me. I also enjoyed Jacob enthusiasm for aviation and really wants to mold the future generation of pilots . Jacob was always lending a helping hand for advice. I still keep in touch with Jacob and consider him a friend.

To the AOPA Flight Training Experience Awards Committee, I am writing to wholeheartedly recommend Jacob Peery, MEI, for the AOPA Flight Training Experience Award. As the founder and owner of Flight Stars, a rapidly growing multi-engine training center that attracts students from around the world, I have had the privilege of working closely with Jacob for years. He embodies every quality of an exceptional flight instructor and has been instrumental in our success. Jacob deserves this national recognition because his can-do attitude, unwavering persistence, and full commitment to student success have transformed hundreds of pilots' lives and elevated Flight Stars into the premier destination for multi-engine training. Jacob's defining trait is his infectious can-do attitude. He never utters the words "I don't know" without immediately adding, "but I will figure it out." Whether troubleshooting a complex system malfunction, deciphering a regulatory nuance, or calming a frustrated student, Jacob responds with, "We can do this—let's make it happen." He weaves this optimism into every lesson, conversation, and interaction, instilling confidence in students who arrive doubting their ability to master multi-engine operations. This mindset is not performative; it is who Jacob is. No one wants an instructor who shrugs off gaps in knowledge—Jacob refuses to. He researches, consults experts, or experiments safely until he has the answer, then teaches it with clarity and enthusiasm. I have watched Jacob evolve from conducting organ-run medevacs in the Diamond DA62 to becoming Flight Stars' lead MEI, building a powerhouse team of multi-engine instructors. Setbacks—weather delays, mechanical issues, checkride failures—do not deter him. Jacob persists with a quiet determination that inspires everyone around him. He refuses to let students quit on themselves; he stays late, schedules extra sorties, and follows up until they succeed. This tenacity has produced hundreds of checkride sign-offs and a pipeline of confident, competent multi-engine pilots. Jacob doesn't just teach procedures—he teaches resilience. In an industry where too many instructors treat their role as a temporary stepping stone, Jacob goes all in. He commits to his students' success as if it were his own, to Flight Stars' mission, and to the families who entrust us with their dreams. He has sacrificed weekends, holidays, and personal milestones to ensure no student falls through the cracks. This level of dedication is rare and priceless. Jacob's impact is already nationally recognized: • AOPA Best Flight Instructor – Western Region • Gold Seal Instructor These honors reflect his mastery of multi-engine instruction, his patient and supportive teaching style, and his ability to instill both technical proficiency and airmanship. At Flight Stars, Jacob has honed a curriculum that prepares pilots for the real-world challenges of turbine transitions, international operations, and high-workload environments. Our students leave not just rated, but ready. I could speak for hours about Jacob's passion for helping pilots achieve their aviation dreams, but the numbers and testimonials speak louder: hundreds of successful multi-engine ratings, a thriving academy built on his foundation, and a legacy of excellence that will outlast us all. Jacob Peery is the embodiment of the Flight Training Experience Award. Please honor him with this well-deserved recognition. Sincerely, Carol Schulz

90.00

Jacob should win this award due to his unmatched dedication and patience to help his students succeed. He is by far the best instructor, pilot, and person I have dealt with in my aviation journey and have recommended him to everyone I know.

90.00

Jacob combines exceptional teaching skill, professionalism, and genuine care for students. His passion for aviation and dedication to safety demonstrates what every instructor should strive for.

88.00

I believe Jacob should win this award because he is a great instructor and person to fly with and learn from. He is very knowledgeable and helped me break information down making it easier to understand. He is also very safe in the aircraft knowing when it's best to fly or getting out of a situation. Over my time spent with him learning he made the process very enjoyable and was super accommodating if I had conflicts in my schedule. Overall he just great instructor and person.

90.00

He should win this award because he's beyond dedicated for his students and will go the extra mile to make sure that they not only pass, but are successful through their aviation career.

90.00

Jacob Peery should absolutely win a Flight Training Experience Award because he represents the very best of what a flight instructor can be. As a Gold Seal Instructor, he demonstrates not only mastery of aviation knowledge and teaching skill but also a genuine dedication to his students' success. Jacob consistently produces well prepared, confident pilots, many of whom pass their checkrides on the first attempt, a true testament to his effectiveness and commitment. He's a true DA-40 guru, with an exceptional depth of technical understanding that he shares in a way that's approachable and easy to absorb. Beyond the cockpit, Jacob takes the time to mentor his students personally, tailoring his instruction to their strengths and challenges. His passion for aviation is contagious, and he creates an environment that is both professional and inspiring. Jacob doesn't just teach people to fly, he builds aviators. His students leave not only as licensed pilots but as safer, more confident, and more knowledgeable airmen. There is truly no better candidate for this award.

88.00	Jacob is the best instructor I have had out of 5 different ones. He sits you down and has a general conversation with you to go over how things will work if you choose to work with him. In that conversation he is evaluating who you are as a person and what kind of student you will be how you will be as a student He pushes you to your full potential. The passion that Jacob has for a teacher in general is how all instructors should be he believes safety is his number one priority if we had more instructors that care like he does I truly believe there would be less issues in the AIR. There's to many instructors that only care about their 1500 hrs and nothing else and that's a problem that needs to be addressed. Jacob deserves this award more than any other instructor that I've come across in my yr of aviation
89.00	Jacob was the most prepared, most knowledgeable, and most patient instructor I have ever worked with. He is very good at teaching ground topics in the classroom and flight lessons in the air. Because of his skills and knowledge, I was able to advance in my training much quicker than I otherwise would and thus saving me money. I wish Jacob could have been my instructor from 0 hours through CFII because of his exemplary instruction.
89.00	Excellent at tailored training, putting the student first, putting in the time to guaranteeing the students success, taking responsibility, sacrificing personal interest for the interest of the student, thorough training in prep for checkride.
86.00	Jacob employs a perfect balance of maintaining high standards from his students and quality customer service.
89.00	Jacob helped me get started as an instructor. He was very helpful and knowledgeable during the process of getting my CFII.
90.00	Jacob is a very knowledgeable and professional individual. Working with him taught me a lot not only in the airplane but also outside of it. He exemplifies how a single individual can take a great amount of knowledge and pass it on to others in an easy to understand way. He works hard to not only help people understand, but make them great pilots.
89.00	Jacob should be awarded this award for being an amazing and personable 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: 89

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

National Average: 87

Your national percentile ranking: 71%

Regional Average: 87

Your regional percentile ranking: 71%

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

National Average: 88

Your national percentile ranking: 79%

Regional Average: 88

Your regional percentile ranking: 79%

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	88	86
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Customer Focus	88	86
Community	86	82
Information Sharing	85	83
NetPromoter Score	98	96
Overall Total	79	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: 88

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

National Average: 86

Your national percentile ranking: 49%

Regional Average: 86

Your regional percentile ranking: 49%

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

National Average: 86

Your national percentile ranking: 55%

Regional Average: 86

Your regional percentile ranking: 55%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	41	89.13%
Somewhat Agree	5	10.87%

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

Response Choice	Frequency	%
Strongly Agree	45	97.83%
Somewhat Agree	1	2.17%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	45	97.83%
Somewhat Agree	1	2.17%

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

Response Choice	Frequency	%
Strongly Agree	46	100%

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: 88

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

National Average: 86

Your national percentile ranking: 51%

Regional Average: 86

Your regional percentile ranking: 51%

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

National Average: 85

Your national percentile ranking: 58%

Regional Average: 85

Your regional percentile ranking: 58%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	45	97.83%
Strongly Disagree	1	2.17%

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

Response Choice	Frequency	%
Strongly Agree	46	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	2.17%
Strongly Disagree	45	97.83%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	44	95.65%
Somewhat Agree	2	4.35%

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: 86

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

National Average: 82

Your national percentile ranking: 59%

Regional Average: 82

Your regional percentile ranking: 59%

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

National Average: 82

Your national percentile ranking: 68%

Regional Average: 82

Your regional percentile ranking: 68%

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	44	95.65%
Somewhat Agree	1	2.17%
Neither agree nor disagree	1	2.17%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	4.35%
Neither agree nor disagree	3	6.52%
Somewhat Disagree	2	4.35%
Strongly Disagree	39	84.78%

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

Response Choice	Frequency	%
Strongly Agree	45	97.83%
Somewhat Agree	1	2.17%

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 Choice	Frequency	%
Strongly Agree	41	89.13%
Somewhat Agree	3	6.52%
Neither agree nor disagree	2	4.35%

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: 85

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

National Average: 83

Your national percentile ranking: 52%

Regional Average: 83

Your regional percentile ranking: 52%

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

National Average: 83

Your national percentile ranking: 60%

Regional Average: 83

Your regional percentile ranking: 60%

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	46	100%

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

Response Choice	Frequency	%
Strongly Agree	3	6.52%
Neither agree nor disagree	5	10.87%

Somewhat Disagree	4	8.7%
Strongly Disagree	34	73.91%

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

Response Choice	Frequency	%
Strongly Agree	1	2.17%
Neither agree nor disagree	1	2.17%
Somewhat Disagree	3	6.52%
Strongly Disagree	41	89.13%

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	45	97.83%
Somewhat Agree	1	2.17%

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	45	97.83%
7	1	2.17%

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	%
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Promoter	45	97.83%
Passive	1	2.17%

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: 98

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

National Average: 96

Your national percentile ranking: 20%

Regional Average: 96

Your regional percentile ranking: 20%

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

National Average: 98

Your national percentile ranking: 25%

Regional Average: 98

Your regional percentile ranking: 25%