



Report for Michael Smith at Napa County (KAPC)

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 14 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	I had the privilege of accomplishing my private pilot through CFII certificates with Mike. I cannot recommend him highly enough as he brings a wealth of knowledge and real-world experience to the cockpit. Although Mike is the business owner, his instruction is anything but transactional. He genuinely invests in each student's success, tailoring training to fit each individual student's needs. His approach goes beyond simply preparing students to pass a checkride. His goal is to develop safe, competent pilots who are naturally equipped to succeed when that time comes. He sets the standard for flight instruction, and I'm truly grateful to consider him a mentor and friend.
90.00	I am a CFI with ~2200 hours and ~2000 hours dual given. Mike was my MEI and helped me to get my commercial multi. I highly recommend him. He's got tons of experience and breaks down complex maneuvers super clearly. I learned a lot from him, and he's great at tailoring lessons to your style. If you're looking for someone patient and knowledgeable, Mark's your guy.

90.00	Mike Smith cares more than anyone I've ever met about the quality of instruction his students receive. He is always extremely well prepared. He always challenges his students. AND his students always feel safe. Moreover, his years of experience mean his students get a deeper wider learning experience as they train. Mike Smith has expert knowledge in communications, regulations, technical experience with engines and aircraft that go far beyond what most excellent instructors have. I'm so proud to work with him. All of us, students and instructors, learn something from Mike any time he talks with us about flying.
90.00	Mike Smith is an amazing instructor. He can explain complicated knowledge in a simple way which is better understood by the students. He also has tremendous real life flying experience, he is always confident to let the students make controllable mistakes, and learn from them. This way, we remember the knowledge much better than just reading from the books. He has instructed me all the way from private pilot to multi pilot, to CFI and CFII. My students also benefit from his expertise.
90.00	I am honored to support Mike Smith of Mike Smith Aviation for the AOPA Foundation Flight Instructor Awards. I completed my multi-engine rating with Mike, and his instruction was nothing short of exceptional. From day one, he brought me fully up to speed on the aircraft while maintaining an unwavering focus on safety and precision. His thorough, hands-on approach to engine-out procedures not only built my confidence but ingrained the skills so deeply that my responses became second nature. Mike's professionalism, depth of knowledge, and passion for teaching make him a standout instructor who elevates every pilot he trains.
82.00	Mike Smith should win a Flight Training Experience Award because he embodies the highest standards of professionalism, safety, and passion for aviation. His commitment to the students goes far beyond the required lessons—he invest in developing skilled, confident, and safety-conscious aviators.
87.00	I have completed all of my training through CFI and am now employed under Mike Smith. I originally came under his tutelage after completing my aeronautical experience requirements for my private certificate at another school. I was under the impression that I was checkride ready, but soon learned that I was not up to the standards set forth by Mike that foster the creation of solid aviators. After a few weeks of hard work I was not only ready for checkride, but to go out successfully on my own as a fully fledged private pilot. Being held to that higher standard gave me confidence in myself and ultimately made the flight training process more enjoyable. For those reasons I decided that I would finish the rest of my training under Mike Smith. His wealth of experience and dedication to the fundamentals truly set him apart and this approach trickles down to impact the entirety of the staff at his school. Without hesitation I recommend anyone and everyone to come train here.
90.00	Mike is one of the best instructors I've flown with, he is able to learn what your weaknesses are very quickly, and come up with a solution to rectify them fairly quickly. Mike is very knowledgeable, and you'll always learn something after a flight, or listening in on lecture. Mike is very patient, but also very thorough, and is determined to see you succeed and become proficient at what you're trying to achieve. The level of thoroughness he applies to his teachings and to each individual student without cutting any corners is why Mike should win a flight training experience award.
74.00	Out of all instructors I have come across in my career, there isn't an instructor out there that I believe deserves this more. I have been a chief pilot of a major US flight school, worked with Mike Smith as one of his flight instructors, and have also been an instructor on simulators at an airline. I am currently a 737 captain at United Airlines. Mike consistently demonstrates high leveled teaching skills delivering a product of safety focused decision making, patience, and thorough understanding. Mike also creates a calm and open environment to learn. I give Mike Smith my highest recommendation for his training experience award.
90.00	Mike is a phenomenal CFI and leader. I have learned so much from him over the years and couldn't recommend him more highly.
90.00	Mike Smith is a wonderful instructor. He is patient, accommodating, and very clear with his instructions and expectations. Mike is always on time and professional. Mike clearly loves to share his passion and knowledge of aviation with the aviation community which makes learning a joy,
84.00	This instructor should win a flight training experience award because he is the owner of the best flight school in all of Northern California.

90.00	Mike is a truly exemplary instructor. With decades of experience in various roles within aviation flying a diverse cross-section of aircraft, he continues to be a source of invaluable knowledge. As a pilot with that pedigree, what he still loves most is sharing his passion with others. He does so with kindness and humility, imparting wisdom inside and outside of the cockpit. In doing so, Mike has had a profound impact on not only my training, but my life. He fostered a sense of agency and confidence that has empowered me to continue to grow and achieve in all facets.
84.00	Mike helped me finish up my private pilots license and helped me review pattern work and something simple on my first flight practical exam and help me pass the second time. He was easy to work with and simplified concepts. He was kind, talk with authority when necessary like a good teacher and was open to questions and showing me exactly what to do. Mike Smith Aviation is somewhere. I would recommend to anyone.

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: 33%

Regional Average: 87  
Your regional percentile ranking: 33%

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

National Average: 88  
Your national percentile ranking: 33%

Regional Average: 88  
Your regional percentile ranking: 33%

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	87	86
Customer Focus	85	86
Community	83	82
Information Sharing	84	83
NetPromoter Score	100	96
Overall Total	77	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: 87

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

National Average:	86
Your national percentile ranking:	46%
Regional Average:	86
Your regional percentile ranking:	46%

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

National Average:	86
Your national percentile ranking:	52%
Regional Average:	86
Your regional percentile ranking:	52%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	14	100%

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

Response Choice	Frequency	%
Strongly Agree	13	92.86%
Somewhat Agree	1	7.14%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	14	100%

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

Response Choice	Frequency	%
Strongly Agree	13	92.86%
Somewhat Agree	1	7.14%

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: 85

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

National Average:	86
Your national percentile ranking:	40%

Regional Average: 86

Your regional percentile ranking: 40%

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

National Average: 85

Your national percentile ranking: 44%

Regional Average: 85

Your regional percentile ranking: 44%

## 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	11	78.57%
Somewhat Agree	3	21.43%

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

Response Choice	Frequency	%
Strongly Agree	14	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	7.14%
Neither agree nor disagree	1	7.14%
Strongly Disagree	12	85.71%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	14	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: 83

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

National Average: 82

Your national percentile ranking: 50%

Regional Average: 82

Your regional percentile ranking: 50%

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

National Average: 82

Your national percentile ranking: 55%

Regional Average: 82

Your regional percentile ranking: 55%

## 8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	12	85.71%
Somewhat Agree	2	14.29%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	14.29%
Neither agree nor disagree	1	7.14%
Strongly Disagree	11	78.57%

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

Response Choice	Frequency	%
Strongly Agree	11	78.57%
Somewhat Agree	2	14.29%
Neither agree nor disagree	1	7.14%

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	14	100%

## 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: 84

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

National Average: 83

Your national percentile ranking: 46%

Regional Average: 83

Your regional percentile ranking: 46%

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

National Average: 83

Your national percentile ranking: 52%

Regional Average: 83

Your regional percentile ranking: 52%

### 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	14	100%

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

Response Choice	Frequency	%
Strongly Agree	1	7.14%
Neither agree nor disagree	1	7.14%
Somewhat Disagree	1	7.14%
Strongly Disagree	11	78.57%

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

Response Choice	Frequency	%
Strongly Agree	1	7.14%
Somewhat Disagree	1	7.14%
Strongly Disagree	12	85.71%

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	14	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 Choice	Frequency	%
10	14	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 Choice	Frequency	%
Promoter	14	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 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: 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%