



Report for Ryan Dlugash at HEF

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 16 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       | Ryan is an ongoing student of human behavior and performance and dedicates himself to customizing each students' training experience to maximize their learning. This includes real world examples painstakingly setup in simulated scenarios that are both safe and effective at underscoring principles of airmanship in ways students will long remember. I would trust him with anyone from the most sensitive, timid student to the most bold.   |
| 90.00       | Ryan Dlugash is one of the most knowledgeable, patient, and motivating instructors I have ever had. He was very encouraging, and he was the reason I did not voluntarily quit during a time I was considering giving up. He explained my strengths, showed me how to be confident, and taught me that everything I was feeling was normal for a flight student. Ryan is a highly skilled pilot and instructor. He goes far above and beyond to explain lessons, flight scenarios, mechanics, and every detail of the plane and pilot. He understands that each pilot, just like the plane, performs differently and should be understood differently. As an instructor, he is able to understand each individual student and help them better understand themselves. Safety is his top priority and his ability to teach is truly remarkable. |
| 86.00       | This instructor should win a Flight Training Experience Award because he is patient, helpful, thorough when teaching, and he is willing to answer any questions I have.   |

|       |   |
|-------|---|
| 90.00 | <p>I have trained with more than ten CFIs over the past two years, and Ryan Dlugash stands out as the most exceptional Certified Flight Instructor I have encountered. The extensive knowledge Ryan possesses about aviation extends across flight instruction and aerodynamics and FAA regulations and safety procedures. Ryan stands out from other instructors because of his thorough preparation and his professional approach to teaching. Every lesson received his detailed planning before he carried out the execution. The combination of visual aids and practical flight examples which he used during ground instruction made all complex subjects simple to grasp. The way he taught and implemented electronic flight resources delivered outstanding results which helped me learn effectively while building essential skills for achieving my Private Pilot Certificate. Ryan also created a custom app to reinforce flight procedures and use of checklists which was so effective that the flight school adopted it for all of its students. The innovative solution brought better learning outcomes to every student while demonstrating his commitment to enhancing flight training standards for all aviation students. What further makes Ryan an exceptional instructor comes from his deep aviation knowledge, innovative approach and authentic teaching enthusiasm for teaching. He is fully committed to student success and goes above and beyond to ensure students achieve their goals. I enthusiastically endorse Ryan's exceptional teaching abilities and believe he should receive the AOAP Flight Training Experience Award.</p> |
| 85.00 | <p>I highly recommend Ryan for a Flight Training Experience Award. He maintains excellent technical and regulatory knowledge and is intimately familiar with the challenging nature of instructing and flying inside the Washington D.C. Special Flight Rules Area. As a current ATP holder, he personally helped me "knock the rust off" after an extended period of not flying. He maintains a patient demeanor and instructional technique while meeting the needs of the student. He develops challenging training scenarios for his students and is genuinely passionate about their proficiency and progression. I actively sought him over other available instructors for these reasons and enthusiastically recommend him for the Flight Training Experience Award.</p>  |
| 90.00 | <p>Ryan is an excellent instructor, patient, knowledgeable and re-enforces good safe habits in his students.</p>  |
| 88.00 | <p>Ryan is a seasoned CFI. I have a PPL/Instrument rating, and flew with him recently to for my biennial flight review. I had done my flight training at this same flight school, but hadn't previously worked with Ryan. I had actually (months ago) met him on the ramp when I was pre-flying, and we struck up a conversation. He had a very easy going personality, and I could tell that he was interested in my progress and situation. I knew then that I would reach out to him to do my flight review, as I could tell he genuinely had the student's best interests at heart. He is also very organized, and accommodated my schedule, offering to do virtual meeting for the ground session. The ground session itself never felt like an "assessment", it was more of a great conversation about flying, and could've easily kept talking forever. He allowed me to also have input into the flight portion - asking what areas I wanted to brush up on, and we incorporated those into the agenda. I felt part of the assessment determination, but again, never felt like an assessment. Even after the flight review, he took interest in my background, and made me aware of volunteer possibilities with the civil air patrol, which interested me. In summary, he genuinely cares about the progress of his students, and takes the time to know me, and tailor his approach. From my perspective, I wish there were more instructors like him, and highly recommend him!</p>   |
| 85.00 | <p>While I haven't flown with him very often, I can say that he is a very laid back CFI, He is one of those instructors that you can always learn something from on every flight and lesson. He is extremely knowledgeable of various aviation topics and is willing to impart knowledge on those who are learning.</p>   |
| 81.00 | <p>Ryan Dlugash show superb knowledge in everything he teaches, he very patience and very good at tailoring his teaching style with most of people he with. Im actually a cfi myself and he helped me become the cfi i am today. I strived to be a good of a cfi as him.</p>  |
| 86.00 | <p>Ryan's knowledge and competence is palpable. He treats his students with respect, is patient, and is clearly very passionate about teaching aviation.</p>  |
| 88.00 | <p>This award would reflect and exemplify his abilities as an instructor.</p>   |

|       |   |
|-------|---|
| 90.00 | <p>Ryan is hands down one of the top two instructors I have ever had throughout my lifetime. To set the stage here, I may be a rookie pilot (somewhere around 350 hours), but I am certainly not new to life. I have traveled the world on my own dime, have led men in active combat twice (two separate tours), did joint work as a diplomat and Army Officer in Colombia, lived all over the US and world, speak multiple languages, led teams in corporate and non profit America, and have been through countless courses and certifications over the past 40 years. I have had language instructors, weapons instructors, coaches, teachers, mentors, etc.. The point is, I have had a number of instructors over-the-years and Ryan falls into the top two. First, Ryan is a calm, collected, highly knowledgeable professional with a great attitude. As a rookie to any new career, at any age, you look to the experts. In general aviation that is the CFIs. From day one I have looked up to Ryan because of who he is and how he conducts himself. But more importantly, I have been able to have him as a positive role model and mentor as I have worked to develop myself as a professional pilot. Something that stands out is when Ryan shared his research on the effects of lighting on your eyes at night. Additionally, I remember Ryan teaching me about how to notice icing on wings at night and what to do in the event of being lost (using local airport freqs to turn light systems on to help navigate), amongst other things. So, with Ryan you don't just prepare for a rating, you prepare for real life scenarios, which I really appreciate, and quite frankly is so much more important. This proves how knowledgeable he is and how much he cares about my success. Secondly, standards are extremely important. One of the five responsibilities of a CFI is to uphold standards. Ryan is truly a standard bearer that has the unique ability to adapt to a students learning style in order to teach concepts that feel difficult. My very first CFI scared me of night flight, so much so that I did the required 3 hours during my PPL training and then never wanted to another night flight again. Ryan took me on my first dual night flight, during my commercial rating, and made it so easy, safe and fun that I actually enjoyed night VFR more so than day VFR. I have since taken solo trips to visit family in CT; multiple times I returned at night. All of this training was done while adhering to strict standards that were built into the lesson plan, but in such a fun way. Yes, safety is the number one priority, but having fun with an instructor really helps to set him apart from the others. Lastly, Ryan gives back a ton to our community. I found out he is involved in Civil Air Patrol and has encouraged me to do the same. Additionally, he has been available to me for calls when I have had questions about certain situations. Talk about an instructor actually caring about a future pilot's success! It is easy to turn your phone off at nights and on the weekends, but Ryan didn't and was there when I needed him. This is the type of instructor that we should all want in our community. One last note - Ryan has created an application for our school with all of the procedures and a number of other helpful tools. Though I have never told him, I absolutely love the app and use it daily in my training at KHEF. I highly encourage you to select Ryan as THE AOPA flight instructor of the year! He is the type of pilot I try to emulate. Thanks, Greg</p> |
| 88.00 | <p>Ryan goes above and beyond to instruct students. He has patience and a wonderful grasp of different learning styles. Ryan is always available for questions or concerns and will connect concepts with examples as well as real world implementation.</p>  |
| 88.00 | <p>Ryan has been a pillar in our schools community for years and is deserving of an award for the outstanding instruction he has provided. When I first flew with Ryan it was clear that he has a deep knowledge of what he does, but furthermore it's his character that proves why he should be honored. In our schools community Ryan is not only an instructor, but a mentor for all. He is dependable and is always open to helping students whenever possible. With his strong knowledge for aviation Ryan has gone above and beyond to ensure student success in a way no other instructor has. He has translated his knowledge and skills into the development of apps for all students to use and created numerous resources that have aided in my own personal success tremendously. Ryan not only demonstrates strong knowledge inside and out of the plane, but has proven to show great leadership and commitment when it comes to teaching, making him the obvious choice for this award.</p>   |
| 90.00 | <p>Ryan is an exceptional CFII who consistently upholds the highest standards of safety and professionalism. He is a pleasure to fly with—calm, organized, and always focused on creating a productive learning environment. What sets Ryan apart is his innovative use of technology in flight training. He uses tools that enhance post-flight debriefings and even designed a custom application to streamline procedures and checklists (the application can do a lot more than that) across the flight school. His commitment to both safety and innovation makes him an outstanding instructor and a true asset to the aviation community.</p>  |
| 86.00 | <p>I believe Ryan Dlugash should win a Flight Training Experience Award, as I had a positive experience learning from the instruction he provided. He is informative and detailed oriented. For instance, during a debrief of a flight lesson, Ryan Dlugash presented an in depth visualization of the flight path on CloudAhoy to aid in discussing the various maneuvers that were conducted and noting specific areas to improve upon which helped me during my training.</p>  |

#### 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: 49%

Regional Average: 87  
Your regional percentile ranking: 49%

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

National Average: 88  
Your national percentile ranking: 52%

Regional Average: 88  
Your regional percentile ranking: 52%

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 | 85         | 86           |
| Customer Focus      | 85         | 86           |
| Community           | 77         | 82           |
| Information Sharing | 82         | 83           |
| NetPromoter Score   | 100        | 96           |
| Overall Total       | 75         | 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: 85

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

National Average: 86  
Your national percentile ranking: 37%

Regional Average: 86  
Your regional percentile ranking: 37%

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

National Average: 86  
Your national percentile ranking: 39%

Regional Average: 86  
Your regional percentile ranking: 39%

### 6.3 Responses per Question

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

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 16        | 100% |

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

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 16        | 100% |

I felt safe flying with my CFI.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 16        | 100% |

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

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 16        | 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: 85

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

National Average: 86

Your national percentile ranking: 38%

Regional Average: 86

Your regional percentile ranking: 38%

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

National Average: 85

Your national percentile ranking: 41%

Regional Average: 85

Your regional percentile ranking: 41%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 16        | 100% |

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

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 16        | 100% |

My CFI was not invested in my success.

| Response Choice   | Frequency | %    |
|-------------------|-----------|------|
| Strongly Disagree | 16        | 100% |

My CFI was reliable and on-time for scheduled lessons

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 16        | 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: 77

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

National Average: 82

Your national percentile ranking: 32%

Regional Average: 82

Your regional percentile ranking: 32%

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

National Average: 82

Your national percentile ranking: 31%

Regional Average: 82

Your regional percentile ranking: 31%

### 8.3 Responses per Question

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

| Response Choice | Frequency | %    |
|-----------------|-----------|------|
| Strongly Agree  | 16        | 100% |

My instructor expressed that people like me should not fly.

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 1         | 6.25%  |
| Neither agree nor disagree | 3         | 18.75% |
| Strongly Disagree          | 12        | 75%    |

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

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Strongly Agree             | 9         | 56.25% |
| Somewhat Agree             | 3         | 18.75% |
| Neither agree nor disagree | 4         | 25%    |

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             | 10        | 62.5% |
| Somewhat Agree             | 4         | 25%   |
| Neither agree nor disagree | 2         | 12.5% |

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: 82

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

National Average: 83  
Your national percentile ranking: 39%

Regional Average: 83  
Your regional percentile ranking: 39%

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

National Average: 83  
Your national percentile ranking: 42%

Regional Average: 83  
Your regional percentile ranking: 42%

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  | 16        | 100% |

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

| Response Choice | Frequency | % |
|-----------------|-----------|---|
|-----------------|-----------|---|

|                            |    |        |
|----------------------------|----|--------|
| Neither agree nor disagree | 3  | 18.75% |
| Strongly Disagree          | 13 | 81.25% |

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

| Response Choice            | Frequency | %      |
|----------------------------|-----------|--------|
| Neither agree nor disagree | 1         | 6.25%  |
| Strongly Disagree          | 15        | 93.75% |

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        | 87.5% |
| Somewhat Agree  | 2         | 12.5% |

## 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              | 16        | 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        | 16        | 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%