



Report for Sebastian Massimini at W29

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 6 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
-------------	----------------

86.00	Vince got me through Instrument and Commercial. I came to him with 1300 hours in the books and I was already familiar with some instrument concepts. He quickly got me to the point of being ready for both checkrides. In fact, I asked for a couple more lessons at the end because we got through both ratings very quickly. I almost felt like "that was it? why did I wait so long to do these ratings?".. Naturally, I had some self-doubt.. a little bit of "imposter syndrome", and especially being airline-bound, I absolutely did not want to risk failing any checkrides. He obliged, but prefaced with a "you're ready now, you won't be any more ready next week, but we can fly if you want to" -- and it was true, the extra flights were just review for me, but it gave me a little more self-confidence. I was ready. Sometimes I would have odd questions that I would think up -- hypothetical situations or technical questions on how the DME operates, or why some VORs say "Z marker". His depth of technical knowledge was more "engineering level", than "here's what the book says" level. Its a level that you'd be hard pressed to find in any newly minted CFI. Fast forward to the checkrides, I found myself ready and able to answer all of the DPE's questions -- only needing to refer back to the book for two questions.. Even those two questions, I would be surprised if any pilot would be able to answer them without reference (e.g. What's the full-scale deflection in feet at the threshold of the ILS vs LPV). After the flight portion of the exams, I left with the feeling of "that was easy.. they give licenses out just for doing that???".. But that is the level of skill and confidence I had after Vince was done with me.. it turned what is typically a nerve wracking, anxiety filled event into a snoozefest. We should only be so lucky to have CFIs that prepare you this well. One DPE was extremely pleased and I heard him say to someone else "...that was the easiest \$800 I've made all year". While we focus on meeting the ACS standards, its always good to hear that you did much better than the standards. I credit Vince for taking me to a level that made the checkride seem fun vs. the anxiety fest that they usually are. It is unfortunate that his school doesn't offer multi-engine.
90.00	Vince is very knowledgeable with a wealth of experience that makes everything relatable. He is always prepared and patient with students and more than willing to answer and explain things, even on his own time. Vince is truly invested in the students success and listens to their feedback to assist them in accomplishing their goals.
90.00	With decades of flying experience, spanning military and commercial applications, Mr. Massimini is exceptional at flight instruction due to his in-depth knowledge of all principles and making them understandable for all levels of students. This paired with his work experience through the FAA expands the breadth of understanding to regulatory factors making for an unprecedented transfer of knowledge.
90.00	Beyond a depth and breadth of aviation knowledge, Vince brings the patience and a sense of humor needed and appreciated throughout the sometimes arduous process of becoming a safe, smart and effective pilot.
89.00	He has a great and varied aviation background with years and years of experience. He loves to teach. You can tell that it brings him pure joy.
89.00	Vince is an outstanding instructor who never fails to put the interests of his students first. He is a master at identifying individual student needs and effectively tailors his instruction to help his students succeed.

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: **89%**

Regional Average: **87**

Your regional percentile ranking: **89%**

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

National Average: **88**

Your national percentile ranking: **98%**

Regional Average: **88**

Your regional percentile ranking: **98%**

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	100	86
Community	98	82
Information Sharing	100	83
NetPromoter Score	100	96
Overall Total	90	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: 71%

Regional Average: 86
Your regional percentile ranking: 71%

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

National Average: 86
Your national percentile ranking: 84%

Regional Average: 86
Your regional percentile ranking: 84%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	83.33%
Neither agree nor disagree	1	16.67%

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

Response Choice	Frequency	%
Strongly Agree	6	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	6	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: 100

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

National Average: 86

Your national percentile ranking: 93%

Regional Average: 86

Your regional percentile ranking: 93%

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

National Average: 85

Your national percentile ranking: 98%

Regional Average: 85

Your regional percentile ranking: 98%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	6	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	6	100%

My CFI was reliable and on-time for scheduled lessons

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

Strongly Agree	6	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: 98

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

National Average: 82

Your national percentile ranking: 92%

Regional Average: 82

Your regional percentile ranking: 92%

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

National Average: 82

Your national percentile ranking: 95%

Regional Average: 82

Your regional percentile ranking: 95%

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	6	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Disagree	6	100%

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

Response Choice	Frequency	%
Strongly Agree	5	83.33%
Somewhat Agree	1	16.67%

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	5	83.33%
Neither agree nor disagree	1	16.67%

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: 100

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

National Average: 83
Your national percentile ranking: 95%

Regional Average: 83
Your regional percentile ranking: 95%

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

National Average: 83
Your national percentile ranking: 99%

Regional Average: 83
Your regional percentile ranking: 99%

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	6	100%

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

Response Choice	Frequency	%
Somewhat Disagree	1	16.67%
Strongly Disagree	5	83.33%

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

Response Choice	Frequency	%
Strongly Disagree	6	100%

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	6	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.

Response Choice	Frequency	%
10	6	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	6	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%