



Report for Thomas Sando at Kxwa

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	Thomas Sando has inspired everyone in our aviation class to take an intro discovery flight and would help anyone who was interested in getting their private pilots license. He helped me all through getting my PPL and took of school teaching to come to my check ride with me. Sando has taught a ton of kids aviation classes that he started at the Williston high school and is a great instructor and teacher.
84.00	I consider Thomas Sando to be a fantastic flight instructor, both adaptable and accommodating for any and all types. He's always several steps ahead, and very generous with his time; I feel I could never have gotten so far at the pace I did without him being on top of things. All he wants is to see you succeed; if you show up with the enthusiasm and willingness to work hard, he'll give it back to you 100%. All the while, every lesson was a great time! Instructors like Thomas Sando are what keep the aviation community alive and thriving, and I think he is an excellent candidate for this award.
90.00	Thomas should win a Flight Training Experience Award. Quite simply, Thomas is invested in aviation, the community, his students, his colleagues, and beyond. He is a cornerstone of what Aviation Flight Instructors should aspire to achieve and sets an exemplary example for engagement and outreach for the love of the aviation industry. The dedication to his students and endeavors to obtain and provide the best resources and instruction is amazing and has led to notoriety and accolades. His passion and diligent execution has touched the lives of many that I'm sure will continue to expand the aviation community with like enthusiasm!

66.00	This instructor has been instrumental in encouraging me to maintain consistency in my flight training and to build confidence in my decision-making as a pilot. Their spontaneous, experience-driven teaching style fosters adaptability and quick thinking in the cockpit. I greatly value the emphasis they place on mastering core maneuvers and developing fundamental piloting skills. Beyond individual instruction, this instructor consistently promotes aviation throughout our community, inspiring others to pursue flying and stay engaged in aviation activities. Their passion, dedication, and advocacy for general aviation make them highly deserving of this award.
86.00	Thomas Sando is a leading candidate for this award. over the last year I have had the pleasure of completing my PPL with Thomas and have built time up to 170 hrs thru this entire process Thomas has gone above and beyond teaching not only the principles of aviation but going further to teach philosophy of airplane safety and flight practice in great detail. Thomas has made his mentorship and education available 24/7 from the 1st hr to the 170st hr of my flight training. I can't say enough about Thomas Sando's training !!!!
57.00	He should win the award because he has been a flight instructor for a time now, and because he knows how to fly airplanes.
61.00	He is a pretty good instructor but can sometimes be unclear
71.00	He really knows what he's doing when it comes to an airplane. I'm surprised he hasn't already got the reward
81.00	I believe that Mr. Sando is a very good instructor, that helps with calm explanations about mistakes, and how we can fix them. He also is good at allowing questions, and giving good, detailed answers to the questions asked. He is a very good instructor for his students, and is one who knows what he is doing, and knows his material well.
90.00	Very good flight teacher and good at teaching the knowledge of how to fly.
78.00	Thomas Sando did a great job helping me get started as a pilot and then flight instructor, he does a great job of stirring up the local aviation community to come together for events and fund raisers. Anytime I need help with students or questions, he does a great job of getting it taken care of for me.
86.00	N/A
79.00	Because he's a good teacher and has an insane amount of experience. He is good at talking you through it and is a pretty chill teacher.
83.00	Mr. Sando is a very well experienced teacher and pilot. He explains everything very well while still being "laid back". He lets you explore being a pilot while making sure you are safe at all times.
74.00	He's a pretty chill flight instructor and he's experienced and is passionate. He likes to see his students succeed and makes sure to help students get to the point of getting their private pilot license.
79.00	Thomas is a detail-oriented instructor who gives his full effort to support his students.

#### 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: 79

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

National Average: 87

Your national percentile ranking: 3%

Regional Average: 87

Your regional percentile ranking: 3%

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

National Average: 88

Your national percentile ranking: 1%

Regional Average: 88

Your regional percentile ranking: 1%

## 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	44	86
Customer Focus	41	86
Community	44	82
Information Sharing	41	83
NetPromoter Score	63	96
Overall Total	39	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: 44

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

National Average: 86

Your national percentile ranking: 2%

Regional Average: 86

Your regional percentile ranking: 2%

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

National Average: 86

Your national percentile ranking: 1%

Regional Average: 86

Your regional percentile ranking: 1%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	10	62.5%
Somewhat Agree	3	18.75%
Neither agree nor disagree	1	6.25%
Somewhat Disagree	2	12.5%

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

Response Choice	Frequency	%
Strongly Agree	7	43.75%
Somewhat Agree	7	43.75%
Neither agree nor disagree	1	6.25%
Somewhat Disagree	1	6.25%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	14	87.5%
Somewhat Agree	1	6.25%
Neither agree nor disagree	1	6.25%

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

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

## 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: 41

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

National Average: 86

Your national percentile ranking: 2%

Regional Average: 86

Your regional percentile ranking: 2%

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

National Average: 85

Your national percentile ranking: 1%

Regional Average: 85

Your regional percentile ranking: 1%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	9	56.25%
Somewhat Agree	2	12.5%
Neither agree nor disagree	3	18.75%
Somewhat Disagree	1	6.25%
Strongly Disagree	1	6.25%

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

Response Choice	Frequency	%
Strongly Agree	8	50%
Somewhat Agree	5	31.25%
Neither agree nor disagree	1	6.25%
Somewhat Disagree	2	12.5%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	6.25%
Somewhat Agree	1	6.25%
Neither agree nor disagree	1	6.25%
Strongly Disagree	13	81.25%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	8	50%
Somewhat Agree	4	25%

Neither agree nor disagree	2	12.5%
Somewhat Disagree	1	6.25%
Strongly Disagree	1	6.25%

## 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: 44

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

National Average: 82

Your national percentile ranking: 3%

Regional Average: 82

Your regional percentile ranking: 3%

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

National Average: 82

Your national percentile ranking: 1%

Regional Average: 82

Your regional percentile ranking: 1%

### 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	12	75%
Somewhat Agree	4	25%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	3	18.75%
Somewhat Agree	1	6.25%
Neither agree nor disagree	3	18.75%
Somewhat Disagree	1	6.25%
Strongly Disagree	8	50%

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

Response Choice	Frequency	%
Strongly Agree	13	81.25%
Somewhat Agree	2	12.5%
Neither agree nor disagree	1	6.25%

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	14	87.5%
Somewhat Agree	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: 41

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

National Average: 83

Your national percentile ranking: 2%

Regional Average: 83

Your regional percentile ranking: 2%

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

National Average: 83

Your national percentile ranking: 1%

Regional Average: 83

Your regional percentile ranking: 1%

## 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	10	62.5%
Somewhat Agree	6	37.5%

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

Response Choice	Frequency	%
Strongly Agree	1	6.25%

Somewhat Agree	1	6.25%
Neither agree nor disagree	5	31.25%
Somewhat Disagree	4	25%
Strongly Disagree	5	31.25%

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

Response Choice	Frequency	%
Strongly Agree	2	12.5%
Somewhat Agree	2	12.5%
Neither agree nor disagree	2	12.5%
Somewhat Disagree	4	25%
Strongly Disagree	6	37.5%

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	12	75%
Somewhat Agree	4	25%

## 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	8	50%
9	4	25%
8	1	6.25%
7	1	6.25%
6	2	12.5%

### 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	12	75%
Passive	2	12.5%
Detractor	2	12.5%

### 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: 63

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

National Average: 96

Your national percentile ranking: 3%

Regional Average: 96

Your regional percentile ranking: 3%

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

National Average: 98

Your national percentile ranking: 1%

Regional Average: 98

Your regional percentile ranking: 1%