



Report for Timothy Larkin at KFDK

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
89.00	I took my discovery flight with Tim, which was a great experience and led me to want to pursue flying. I had flown with another instructor, but decided to go with Tim for my regular lessons as his teaching style suited me best. I felt comfortable and safe flying with him and appreciate his style of letting me learn, make mistakes, and correct them on my own with his assistance unless he needed to take control for safety. I feel like I have progressed a lot with him and his teaching style, and look forward to seeing where he goes in his future Aviation career.

81.00	<p>Timothy (Tim) Larkin is an outstanding trainer. He took over as my flight instructor after my first (during private pilot) took a different job and moved on. On the first lesson with Tim, I realized his high level of scrutiny for excellence. At first I was intimidated and frustrated, but soon I realized that with his calm and caring demeanor on the ground that he wasn't a bad guy. Quite the opposite, Tim cares deeply about pilot success, because he knows that success means survival. It is a volatile national airspace, especially in the Washington D.C., Maryland, Virginia (DMV) part of America. Tim knew from flying in this part of the country his whole aviation life what young pilots were up against. He believes firmly that there is no time or space in the cockpit for 'good enough', or excuse for deficiencies - pilots need to give their best and not make excuses, but make plans from improvement. He is not belligerent, or rude, or demeaning, but he is firm. He knows what I came to learn, which is that students are up against hundreds of other pilots, forces of nature that will kill them, and a rigorous regulatory system that will have no problem raking them over the coals given one mistake. Pilots need to be great, and that is what Tim always expected from me, and I know he did with all of his students. He is a great teacher. He will be sure that you grasp every concept thrown at you and not only pass the check ride, but excel. I trusted Tim so much with my training that I returned to him for my instrument certificate. He put me into tough situations, but always made sure we were safe and had more than enough rope to get out. His training style was highly effective. During that time, I moved from Maryland to Georgia for work, and took on a new flight school. The program was part 141 and I had to start instrument over from the beginning because I hadn't finished prior to leaving. My instructor was impressed by my ability to conduct instrument procedures, with being such a novice. I can thank Tim for this. He always expected the best of me, and prepared me to become the safe and highly proficient pilot I am now. I cannot recommend Tim enough for this award. He is a prime example of what every CFI should aspire to be - professional, alert, and firm; but also caring, calm, and deeply dedicated to the success and survival of his students.</p>
87.00	<p>Safety has been emphasized in everything Tim taught me during my training. His philosophy of "trial by fire" has allowed me to learn the skills that can't be taught, and all while maintaining a high level of integrity, professionalism, and trust. For these reasons I believe Tim is worthy of this award.</p>
90.00	<p>I started training with Tim as a student pilot in 2023 while working toward my private pilot license. Tim served as my primary flight instructor for all of my ratings and certifications, including my Private Pilot, Instrument Rating, and Commercial Pilot License. Tim is an excellent pilot and an incredibly patient instructor. He consistently goes the extra mile to help his students achieve their goals. Under his guidance, I was able to pass all of my written exams with scores of 93% or higher and successfully pass all three of my checkrides on the first attempt. What sets Tim apart is his strong commitment to safety. From day one, he instilled in me the importance of thorough preflight planning, sound decision-making, and risk management in every flight. His mock checkrides are often more challenging than the actual DPE exams, which not only builds skill and confidence but also reinforces safe flying habits that will last a lifetime. Tim's dedication to teaching, safety, and student success makes him an outstanding instructor and a mentor I will always be grateful for.</p>
88.00	<p>Tim should win a Flight Training Experience Award because he always goes up and above for his students. He's very flexible and accommodating. In my experience, I was nervous to go to my next stage of flight training, and it would hold me back. Tim made sure to keep me making progress and that I didn't hold myself back.</p>
90.00	<p>As the manager of Frederick Flight Center, I can attest that Tim was one of our outstanding Certified Flight Instructors. Throughout my ten years at the flight center, I have had the opportunity to work with many instructors; however, Tim's impact will be enduring. He was not only an exceptional flight instructor but also a remarkable individual who consistently exceeded expectations for all his students. Tim's charisma and sense of humor created a positive learning environment daily. His students were consistently well-prepared for their checkrides, and I regularly received positive feedback from Designated Pilot Examiners regarding Tim's teaching methods. Tim is truly unique and deserves this award more than any other instructor. He has recently been hired at PSA, and while we will greatly miss him, we are excited for him as he embarks on the next chapter of his aviation career.</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: 45%

Regional Average: 87

Your regional percentile ranking: 45%

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

National Average: 88

Your national percentile ranking: 47%

Regional Average: 88

Your regional percentile ranking: 47%

### 5. SubScore Summary for at

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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	100	86
Customer Focus	99	86
Community	95	82
Information Sharing	96	83
NetPromoter Score	100	96
Overall Total	88	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: 100

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

National Average: 86

Your national percentile ranking: 77%

Regional Average: 86

Your regional percentile ranking: 77%

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

National Average: 86

Your national percentile ranking: 88%

Regional Average: 86

Your regional percentile ranking: 88%

#### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	83.33%

Somewhat Agree	1	16.67%
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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: 99

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

National Average: 86

Your national percentile ranking: 75%

Regional Average: 86

Your regional percentile ranking: 75%

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

National Average: 85

Your national percentile ranking: 87%

Regional Average: 85

Your regional percentile ranking: 87%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

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

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	5	83.33%
Somewhat Agree	1	16.67%

## 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: 95

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

National Average: 82

Your national percentile ranking: 84%

Regional Average: 82

Your regional percentile ranking: 84%

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

National Average: 82

Your national percentile ranking: 91%

Regional Average: 82

Your regional percentile ranking: 91%

### 8.3 Responses per Question

After training with my CFI,I feel like amember 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	3	50%
Somewhat Agree	2	33.33%
Neither agree nor disagree	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	4	66.67%
Somewhat Agree	2	33.33%

## 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: 96

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

National Average: 83

Your national percentile ranking: 81%

Regional Average: 83

Your regional percentile ranking: 81%

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

National Average: 83

Your national percentile ranking: 91%

Regional Average: 83

Your regional percentile ranking: 91%

### 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	%
Neither agree nor disagree	1	16.67%

Somewhat Disagree	2	33.33%
Strongly Disagree	3	50%

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

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

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.

How likely are you to recommend your CFI to someone interested in flight training?

Response Choice	Frequency	%
10	5	83.33%
9	1	16.67%

### 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%