



Report for Weston Manzer at KDWH

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 18 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	Weston has been helping me get back in the air as I have become less active given my management role. He has been professional at every step and tailored his feedback to help me regain skills in aircraft types I haven't flown in many years!
88.00	I did both my bi-annual flight review and IPC with Weston, and I highly recommend him to any pilot looking for serious, high-quality instruction. He brings a calm, focused presence to the cockpit, and makes sure the time is spent productively. Weston doesn't just sign you off—he makes sure you're sharp, current, and confident. His instruction style is clear, professional, and safety-oriented, but he also knows how to push you just enough to grow. Scheduling was smooth, and he's the kind of instructor you look forward to flying with. I'd recommend Weston to anyone who wants a solid refresher, instrument proficiency, or just to keep their edge.
90.00	Weston is diligent, knowledgeable, level headed, and effective as a flight instructor. His calm and empathetic approach provides students with a supportive environment to grow and overcome the obstacles that necessarily arise throughout their training. He is an invaluable asset to the school, the faculty, and the student body.
86.00	They take an active interest in the students goals and adapt to help the student be successful. Being open communication, to letting students learn by doing without being unsafe.

88.00	<p>My instructor goes above and beyond what it means to teach someone how to fly. From day one, they've shown an incredible level of professionalism, patience, and dedication that truly sets them apart. Flight training can be stressful, but my instructor creates an environment where learning feels exciting, safe, and motivating. They don't just teach to the syllabus—they teach to the student. Every lesson is adapted to how I learn best, whether that means breaking down complex maneuvers step-by-step, reviewing ground topics after hours, or taking extra time in the cockpit until everything clicks. Their feedback is always constructive, focused on building skill and confidence rather than just checking boxes. What really stands out is their passion for aviation. It's contagious. They share real-world experiences, explain the "why" behind every procedure, and inspire me to not only become a pilot but to become a safe, thoughtful, and professional aviator. They lead by example—always punctual, always prepared, and always prioritizing safety and integrity. Because of their guidance, I've grown from a nervous student into a confident, competent pilot. Their mentorship has made my training experience something I'll never forget. I genuinely believe they represent the best of what flight instruction should be, and they deserve to be recognized for the impact they've made—not just on my training, but on everyone they teach.</p>
90.00	<p>Westin should win this award because he is the best Flight instructor I've ever flown with. Every time I have a lesson with him I feel like I'm flying with a friend. Anytime he corrects me on a mistake I made he statist is so I can be the best pilot that I can be. He is highly invested in me doing well in Flight training and he is the perfect flying instructor.</p>
90.00	<p>Weston should revive this award because it is obvious that this is more than a time building gig to him. As one of his students, I see him striving to improve every lesson that I have with him. Some examples of this include everything from understanding the intricacies logbook endorsements to making our time in the plane efficient. I have had 4 instructors throughout my training, and he is easily the best. He gives feedback in a constructive way, correcting and teaching without belittling. He does hold me to high standards, but is also understanding on those random flights when I just can't land smoothly. There is one example I have that completely reflects his character, I had a check ride scheduled on his day off and he was more than willing to come in early and wait with me. We waited for 3 hours before getting word from the DPE that it was cancelled. Not one time did he complain or even mention that it was his day off. I was pretty frustrated and upset, but was trying not to show it. Weston handled the situation with grace, thanked me for coming prepared and apologized for the situation that was completely not his fault! That level of empathy is rare, so it really stuck out to me.</p>
86.00	<p>Stay Calm and Carry On Flying The Plane ... is a perfect phrase that captures Weston's character as well as being knowledgeable, all round pleasant individual and very humble. But what I really like is his passion and his honesty. Passion about flying sure but passion for helping his students get to graduation with a true care and concern. And his honesty about personal convictions or feelings he might have about conditions and always following the GO/NOGO with his students, erring on an abundance of caution. I enjoy Weston's mellow teaching methods but always acutely on point to avert or rescue a situation and of course his infinite patience with us all as we fumble again with yet another different flight deck layout and another GPS device that we long forgot how to use, only from last weeks lesson!</p>
87.00	<p>Weston should earn a Flight Training Experience Award because I felt that I have learned a lot from Weston. Weston has been teaching me since June and I have gone through majority of my training with him. To me he is this a flight trainer but he is also feels like a friend which I feel is very important. He has also helped me pursue my aviation career but helping me get into colleges by filling out letters of recommendations for me and giving me advice on how to pursue my career.</p>
83.00	<p>Weston is a fantastic, knowledgeable, and very patient instructor. Under his supervision, I have developed my skills as a student pilot, and he has helped many others do the same. His patience with students is unwavering, and his professionalism is unmatched.</p>
85.00	<p>Because he genuinely enjoys flight instructing and teaching. He takes the time to demonstrate and listen to what helps you succeed in flight training. He is a very skillful and knowledgeable instructor that enjoys sharing his experiences and knowledge with his students. He is always open to questions about how to grow in your flight training. He has really helped me in my flight training towards becoming a private pilot.</p>
86.00	<p>From my personal experience flying with Weston, I believe he should win a Flight Training Experience Award for providing exceptional flight instruction and for creating an environment that allows students to be successful in their training. Weston is a very knowledgeable, safety-oriented, & skillful CFI. He sets out clear expectations for each of our flights, explains aviation topics in ways that are easy for me to understand, & provides thorough debrief sessions where he offers feedback & advise on every part of our flight. More importantly though, I can tell he really cares & is very invested in my training. Often staying beyond our blocked hours to answer my questions & even messaging me on his days off to share tips & resources that can help me in the areas in which I'm struggling. He is very friendly and it is super fun to fly with him. I've never progressed so fast in my flight training as I have with him and I think that is a testament to the great CFI that he is.</p>

88.00	Mr. Weston is not just an instructor to me he is a mentor; I always struggled with my flight training specialty before my first solo; he helped overcome my landings and taught me valuable concepts; I always look up to him whenever I feel I am stuck. he is not just a great safe pilot but also an excellent instructor and mentor. I wish him the best of luck, and I also thank him for all of his hard work with me. I would recommend Instructor Weston Manzer to any pilot no matter their situation.
90.00	Weston helped me tremendously to help me regain landing proficiency in the Cessna 172 in preparation to becoming a flight instructor at United Flight Systems. He had insights no one had given me before, insights I am now also able to carry through and offer my own students now that I am an instructor.
89.00	Weston is very knowledgeable and very engaging as a flight instructor. He seems to enjoy teaching and this is very evident when we fly.
89.00	Weston is a great instructor at United Flight Systems. He is one of my secondary instructors while I work on my PPL. He is incredibly professional and patient with his students. Weston brings a calmness and confidence to the aircraft that is both reassuring and helps the student build their own confidence. Moreover, I appreciate the level of dedication he brings to flight instruction day in and day out, and I highly respect that. I enjoy flying with him. The professionalism and maturity he brings to the flight school help him to stand out, and he is definitely deserving of this award.
76.00	Dedicated to learning and teaching with the upmost support.
83.00	Very knowledgeable in all things aviation and is very friendly and easy to learn from.

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: 87

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

National Average: 87
Your national percentile ranking: 28%

Regional Average: 87
Your regional percentile ranking: 28%

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

National Average: 88
Your national percentile ranking: 27%

Regional Average: 88
Your regional percentile ranking: 27%

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	90	86
Customer Focus	90	86
Community	81	82
Information Sharing	87	83

NetPromoter Score	100	96
Overall Total	79	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: 90

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

National Average: 86

Your national percentile ranking: 61%

Regional Average: 86

Your regional percentile ranking: 61%

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

National Average: 86

Your national percentile ranking: 71%

Regional Average: 86

Your regional percentile ranking: 71%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	17	94.44%
Somewhat Agree	1	5.56%

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

Response Choice	Frequency	%
Strongly Agree	18	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	18	100%

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

Response Choice	Frequency	%
Strongly Agree	18	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: 90

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

National Average: 86

Your national percentile ranking: 61%

Regional Average: 86

Your regional percentile ranking: 61%

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

National Average: 85

Your national percentile ranking: 71%

Regional Average: 85

Your regional percentile ranking: 71%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	17	94.44%
Somewhat Agree	1	5.56%

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

Response Choice	Frequency	%
Strongly Agree	18	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	18	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	18	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: 81

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

National Average: 82

Your national percentile ranking: 43%

Regional Average: 82

Your regional percentile ranking: 43%

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

National Average: 82

Your national percentile ranking: 47%

Regional Average: 82

Your regional percentile ranking: 47%

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	16	88.89%
Somewhat Agree	2	11.11%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	5.56%
Neither agree nor disagree	4	22.22%
Strongly Disagree	13	72.22%

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

Response Choice	Frequency	%
Strongly Agree	8	44.44%
Somewhat Agree	4	22.22%
Neither agree nor disagree	6	33.33%

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	77.78%
Neither agree nor disagree	4	22.22%

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: 87

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

National Average: 83

Your national percentile ranking: 58%

Regional Average: 83

Your regional percentile ranking: 58%

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

National Average: 83

Your national percentile ranking: 68%

Regional Average: 83

Your regional percentile ranking: 68%

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	17	94.44%
Somewhat Agree	1	5.56%

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

Response Choice	Frequency	%
Somewhat Agree	1	5.56%
Neither agree nor disagree	4	22.22%
Somewhat Disagree	1	5.56%
Strongly Disagree	12	66.67%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	5.56%
Strongly Disagree	17	94.44%

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	18	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	17	94.44%
9	1	5.56%

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	18	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%