



Report for Abdul Khan at KHEF

Region: Eastern

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 5 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	Abdul's instruction was invaluable regarding the challenging aspects of local airspace and initially navigating. He meticulously taught me the importance and intricacies of navigating the Washington D.C. Special Flight Rules Area (DC SFRA). He instilled a profound understanding of the precision, planning, and communication skills critical for operating safely in restricted and complex environments. His guidance here has made me a much safer and more disciplined pilot. Beyond his technical expertise, Abdul left a fantastic impression upon my arrival at the new flight school. His warmth, professionalism, and commitment to student success immediately created a welcoming and highly focused learning environment. He truly set the standard for what professional flight instruction should be. Any student, regardless of experience level, would be incredibly fortunate to learn from Abdul.
89.00	Abdul has been an extremely professional and knowledgeable instructor. He shows measured trust in my abilities and allows me to truly learn how it feels to fly the airplane and make safe mistakes. Throughout my first few lessons with Abdul I have gained more confidence it flying and feel very comfortable going to him with questions.

87.00	Abdul Khan Should win this flight training award as he is a great instructor, who is always available to answer questions at any time. He also describes how to do things and why they're done in a great way and is also able to perform maneuvers as examples while describing the procedures step-by-step to provide better insight on how to perform a maneuver. Abdul also gives great feedback on if things were done correctly and if not why they weren't done correctly and how to fix that problem to perform that action better than next time Abdul also will show how to use resources needed for pre-flight planning, weight and balance and other things concerning the flight. He also has great debriefs post flight reviewing the flight things that went well and the things that went bad and talking about why those things happened. Another thing about Abdul that makes him a great Instruction is his availability, being very flexible and willing to fly throughout almost every day of the week which really helps when people are preoccupied with other things like school or work. He also is always on time and professional. He also is great at making sure that safety is the number one priority on every flight.
87.00	Abdul goes above and beyond to make every lesson safe and fun. He helps me and other students grow confident and passionate about flying. He also makes sure that a student properly understands a certain procedure or maneuver before moving on in order to make sure that a student can properly and safely execute that task. Abdul is a great instructor and has a great personality too. I would highly recommend him for the award.
88.00	Abdul is a great instructor

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: **86**

Your national percentile ranking: **41%**

Regional Average: **86**

Your regional percentile ranking: **38%**

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

National Average: **87**

Your national percentile ranking: **42%**

Regional Average: **87**

Your regional percentile ranking: **43%**

5. SubScore Summary for at KHEF

Region: Eastern

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	98
Customer Focus	100	97
Community	90	92
Information Sharing	98	94
NetPromoter Score	100	95
Overall Total	98	95

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: 98

Your national percentile ranking: 83%

Regional Average: 98

Your regional percentile ranking: 79%

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

National Average: 99

Your national percentile ranking: 90%

Regional Average: 99

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	100%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	5	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: 97

Your national percentile ranking: 83%

Regional Average: 97

Your regional percentile ranking: 80%

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

National Average: 98

Your national percentile ranking: 89%

Regional Average: 98

Your regional percentile ranking: 89%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	5	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	5	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: 90

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

National Average: 92

Your national percentile ranking: 15%

Regional Average: 92

Your regional percentile ranking: 12%

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

National Average: 94

Your national percentile ranking: 9%

Regional Average: 94

Your regional percentile ranking: 0%

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	5	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Strongly Agree	3	60%
Somewhat Agree	2	40%

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	1	20%
Somewhat Agree	4	80%

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: 98

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

National Average: 94

Your national percentile ranking: 75%

Regional Average: 94

Your regional percentile ranking: 73%

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

National Average: 95

Your national percentile ranking: 84%

Regional Average: 95

Your regional percentile ranking: 87%

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	5	100%
----------------	---	------

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

Response Choice	Frequency	%
Somewhat Disagree	1	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Somewhat Disagree	1	20%
Strongly Disagree	4	80%

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	5	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	4	80%
9	1	20%

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	5	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: 95

Your national percentile ranking: 60%

Regional Average: 96

Your regional percentile ranking: 56%

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

National Average: 97

Your national percentile ranking: 62%

Regional Average: 98

Your regional percentile ranking: 58%