Report for Andrew Elwood at KOKV

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 9 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	Elwood was my main instructor for getting my PPL and I cannot rate him high enough. I had such a fun time every lesson and felt like I got the most out of each one. He made each experience a good one and he is a good teacher in general. Everything was explained clearly and I felt prepared for my stage check when the time came. He was so helpful and flexible with his schedule which I was so grateful for since I was so busy. He’s great!
90.00	Mr. Elwood leverages his years of teaching experience combined with a true passion for aviation into his role as a flight instructor. My son and I are learning to fly together, which has been an amazing experience, and Mr. Elwood serves as the instructor for both of us. His ability to modify his style to provide a tailored teaching format to both of us plays incredibly well to addressing the strengths and weaknesses my son and I independently bring as students. His lessons are clear and concise and his communications before, during, and after each lesson are exceptional. Mr. Elwood's flight preparation is amazing and he is routinely prepared to move forward to the next training module if my son and I demonstrate proficiency in the planned module. This is an unexpected but incredibly beneficial and appreciated trait. Mr. Elwood has taken an amazing father/son bonding experience to another level with his professionalism, abilities, communication, and preparation.

82.00	Andrew Elwood should win an award because he has demonstrated fantastic instructional capability and he is an embodiment of an aviation professional. Having worked with him, and taken lessons from him, I would highly recommend others to seek him out for instruction.
90.00	Very thorough, good attention to deail
90.00	Andrew Elwood has been a great instructor to me. He always goes above and beyond. His flight debriefings are the best because he goes through them thouroughly and take his time, expressing great care for me as a student. He spends a lot of his time at the flight school outside of scheduled lessons and helps where he can.
84.00	He's very attentive and likes to do everything by the book and is very descriptive and good at explaining concepts in multiple ways to help students grasp it, as well as being a true professional
89.00	Andrew is an absolutely amazing instructor as well as person! Andrew made sure to try to connect with me on a personal level but also ensure i learned everything i needed to know about flying. He was very good an explaining things in detail to ensure that I understood everything that was going on! Andrew even spent extra time explaining things to me if he had it that he did not have to do. Overall he went above and beyond and made me feel extremely welcomed! He is the perfect example of what a flight instructor should be!
84.00	Being an Engineer, I ask a lot of questions. He always has the right answers. And he’s very engaging. This builds up my confidence that I’m with a capable instructor.
89.00	Andrew is experienced pilot instructor who enforces safely. He is efficient and provides enhanced learning experience.

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: 86
Your national percentile ranking: 49%

Regional Average: 86
Your regional percentile ranking: 48%

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

National Average: 87
Your national percentile ranking: 52%

Regional Average: 87
Your regional percentile ranking: 57%

5. SubScore Summary for at KOKV

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	98	98
Customer Focus	97	97
Community	96	92

Information Sharing	97	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: 98

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

National Average: 98
Your national percentile ranking: 15%

Regional Average: 98
Your regional percentile ranking: 15%

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

National Average: 99
Your national percentile ranking: 11%

Regional Average: 99
Your regional percentile ranking: 11%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	7	77.78%
Somewhat Agree	2	22.22%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%

Somewhat Agree	1	11.11%

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: 97

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

National Average: 97
Your national percentile ranking: 21%

Regional Average: 97
Your regional percentile ranking: 21%

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

National Average: 98
Your national percentile ranking: 21%

Regional Average: 98
Your regional percentile ranking: 24%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	11.11%
Strongly Disagree	8	88.89%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	9	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: 96

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

National Average: 92
Your national percentile ranking: 66%

Regional Average: 92
Your regional percentile ranking: 62%

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

National Average: 94
Your national percentile ranking: 71%

Regional Average: 94
Your regional percentile ranking: 67%

8.3 Responses per Question

After training with my CFI,I feel like amember of the general aviation community.

Response Choice	Frequency	%
Strongly Agree	9	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	11.11%
Neither agree nor disagree	1	11.11%
Strongly Disagree	7	77.78%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

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	7	77.78%
Somewhat Agree	2	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: 97

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

National Average: 94
Your national percentile ranking: 69%

Regional Average: 94
Your regional percentile ranking: 63%

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

National Average: 95
Your national percentile ranking: 79%

Regional Average: 95
Your regional percentile ranking: 79%

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	9	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	11.11%
Somewhat Disagree	2	22.22%
Strongly Disagree	6	66.67%

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

Response Choice	Frequency	%
Strongly Disagree	9	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	8	88.89%
Somewhat Agree	1	11.11%

10.Net Promoter Score

10.1 Questionaire 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	88.89%
9	1	11.11%

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	9	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%