



Report for Andrew Hamouda at KFFZ

Region: Western

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 36 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
83.00	Andrew Hamouda is an outstanding pilot, and an outstanding instructor. He is excellent at blending common sense with Standard Operating procedures, and tailoring lessons to the needs of his students. He is passionate about aviation and has a strong commitment to the safety of the GA Community. I'd strongly recommend him for a Flight Training Experience Award, as well as anyone looking for a Flight Instructor in Arizona.
90.00	Andrew is extremely knowledgeable and professional. He's dedicated to teaching his students everything he knows.

87.00	<p>Andrew is the epitome of what a great flight teacher ought to be: composed, motivated, and incredibly enthusiastic about flying. He greets pupils with a smile on the first day and establishes a positive, encouraging atmosphere right away. His passion for flying is infectious; it motivates you to put in more effort, challenge yourself, and enjoy every class. Andrew has outstanding communication skills. He clearly explains difficult ideas, accommodates each student's preferred method of learning, and never wavers in his professionalism or patience. His attention to detail is what makes him unique; he sees patterns and areas where I can fly better than no one else has ever noticed, and he offers helpful criticism that actually improves my performance. He is a role model and a teacher who constantly goes above and beyond. Andrew teaches you how to fly, but he also shows you how to be a successful pilot by being disciplined, dedicated, and professional. He is an exceptional ambassador of the flight training community because of his excellent work ethic, ability to remain composed under pressure, and sincere concern for his students. Because of these factors, Andrew Hamouda is not only worthy of praise but also the kind of instructor whose influence goes well beyond the cockpit. This award was created to recognize professionals like him.</p>
87.00	<p>Andrew should receive the Flight Training Experience Award due to the example he sets for his colleagues and aviation instructor community. His commitment to student success and aviation safety is nothing short of remarkable. I had the pleasure of having my instrument and commercial stage checks with Andrew. Not only did he prepare me to pass both checkrides, he made me feel confident in my piloting abilities. He is an amazing instructor and role model, which I endorse wholeheartedly.</p>
86.00	<p>Made my first flight in the flight schools multi a very memorable experience! Always goes above and beyond when it comes to instructing and keeping our mx binders easy and accurate to read</p>
90.00	<p>Excellent instructor. Goes above and beyond to help teach his students. Can't ask for a better person to show you the ropes and teach you how to fly each rating.</p>
85.00	<p>Out of the three instructors i have had throughout my training he has by far been the most thorough and effective. He shows that he cares about making good pilots.</p>
90.00	<p>Great all around instructor. I took my discovery flight with Andrew and fell in love with flying, getting me to where I am now. Hes hard working and his teaching style facilitates comprehension well.</p>
90.00	<p>Andrew has incredible attention to detail and is very thorough and effective with his training.</p>
86.00	<p>Andrew always provides great quality instruction to each of his students. He is always looking for way to improve his knowledge and skill not only as a pilot but as an instructor.</p>
86.00	<p>Andrew did a very good job of training me all the way through Instrument, including supporting me through a move and difficult DPE scheduling issues due to a discontinuance due to weather. He is a thorough instructor, and easy to work with. He is quite good on scheduling. He tries to save money where possible by not scheduling unnecessary flights for the rating, and by using the time efficiently by combining many different tasks in one flight. He is understanding when mistakes are made.</p>
90.00	<p>Andrew should win the flight instructor of the year award because he's is a very talented and professional instructor, I could easily say one of the smartest pilots I've ever met. The way he performs with his students is exceptional, always on time, follows a curriculum, tailors his training for each specific student. Having him as a colleague was a great experience, I learned a lot from him and many of my other colleagues would agree with me on that.</p>
86.00	<p>I've worked with Andrew for over 1.5 years now. Previously he was my student and excelled in everything he did. Moving into an instructor role he has been a pleasure to work with always dedicating extra time to his student's success</p>
90.00	<p>Andrew deserves this Flight Training Experience Award because he constantly shows up giving his best, consistently leading students and himself towards improvement.</p>
90.00	<p>Andrew is a great instructor. Although I have only flown with him once, during that time he had given me the best tips to improve. He made me a better pilot in one flight. He truly cares for his students and everyone at leopard aviation.. He shows up to do his very best every day. He is fully deserving of this award.</p>

90.00	Andrew was detail oriented and goal focused every time that we trained together. I started with Andrew about halfway through my instrument rating after moving from Washington state, and he played an integral part in helping me get familiar with the Phoenix valley airspace, my successful checkride, and continued safe flying. He continues to reach out to check in now that we're no longer training together, and I've appreciated his genuine friendship outside of our instructor/student relationship.
86.00	Hard working, prioritizes safety!
90.00	Andrew should win this because he meets everyone student at the level that they are at and is able to build from that level. He understands how important a CFI can make or break the spirit of a student and continues to encourage and motivate his students.
90.00	I believe Andrew should win the Flight Training Experience Award because he knows how to change his teaching style to his students learning style. He goes above and beyond to help other students out that aren't his own. He always makes the safest decision and keeps safety in his mind at all times. He explains complex aerodynamics, systems, and regulations in a way that makes sense the first time. He creates a calm learning environment where students aren't afraid to make mistakes, which speeds up growth.
89.00	Andrew is a great instructor whose primary focus is on student success while producing smart/capable pilots in an enjoyable manner. He likes to say students learn better when they're having fun and I find that to be true. Andrew works hard and makes himself available at all hours of the day if his students have questions. He is worthy of this award because he would represent it well.
90.00	As someone who came from out of state for flight training (CMEL), I really appreciated Andrew's dedication, transparency, efficiency, and follow through on getting me trained and ready for a check ride within our discussed timeline. He was always professional, calm and easy to work with, which in turn made it easier for me to learn. He was knowledgeable and always gave excellent guidance. I felt like this was a top training experience for me and if I hadn't already had my other ratings finished, I would have completed additional training with him.
90.00	He should win because he's a great instructor who brings out the best from his students and creates great pilots
90.00	Andrew deserves to win a Flight Training Experience Award because he lives and breathes aviation. He's not just building hours or going through the motions he's grinding day in and day out to be a true master of his craft. Every lesson he teaches reflects the time, effort, and passion he puts into being the best instructor he can be. He pushes his students, but always in a way that builds their confidence and skills.
85.00	Andrew is an extremely knowledgeable and proficient pilot and instructor. He recognizes strengths and weaknesses in his students and will customize the lesson to fit their needs. He is very patient and calm, and never assumes the student knows or doesn't know anything. He's always ready to recognize an unsafe situation. He gives credit where credit is due and will tell you if you need to work on something. I highly recommend him to any type of student.
82.00	Andrew is an incredibly talented flight instructor. He is one of those people who can on multiple tasks at once, and excel at each in kind. He has a full plate of students, each of whom I know from personal experience are prepared for their individual aviation journeys. I have never evaluated a student of Andrew's that I found lacking. In addition, he manages our Flight School's maintenance scheduling for all 19 aircraft. He is a vital piece of our maintenance machine, and is responsible for ensuring we always have an aircraft ready for whomever needs one, and that they all receive their inspections as necessary, and in a timely manner. Andrew would be an excellent candidate for this award
85.00	Andrew has been my go-to instructor for all my stage checks, especially IFR. He has a really good teaching style and is super accommodating to his students.
90.00	This instructor is extremely professional and safe. I have personally sent many students to Andrew for Stagechecks. Andrew has always been a great reliable instructor.
89.00	I believe Andrew deserves a Flight Training Experience Award because of the way he goes above and beyond for his students and colleagues. He is an instructor who consistently demonstrates professionalism, patience, and dedication to his students' growth, and is always willing to lend a helping hand. He makes sure to create a safe and supportive environment while holding his students to high standards. He's patient, approachable, and always willing to adjust his teaching style to meet individual needs. Andrew makes his students feel both supported and challenged. He's not just teaching people to fly, he's building confident, safe pilots who genuinely enjoy the process.

90.00	Andrew is a really great instructor. not only is he thorough but he makes sure the student is safe and comfortable while training. Andrew helped me prepare for my PPL test. He was able to teach and correct me on parts that I struggled with. Besides him being a really safe instructor in the sky he also has really great ground lessons. He makes sure the student understands and feels confident on the ground portion before moving sending them off to any test.
87.00	Andrew flying aside is a great person. A bright personality who motivates, and genuinely cares for you. As a flight instructor he is very deserving of this award. He puts 100 percent effort into his students and actually cares about preparing them for not a checkride, but real world flying. Overall he is a great instructor and I am very lucky to have him as a instructor.
88.00	Andrew helped me do my private pilot stage checks and each time he was very good about explaining exactly what was going to happen in the checkride, and making sure I knew everything I needed to know in order to pass my private pilot checkride.
90.00	This instructor should win this award because he is a stand up person. He always puts his students in front of himself. He completely dedicates his time to the student and will make sure that the student has everything they need and more to achieve what they want.
85.00	Good, consistent communicator
87.00	I did instrument training with Andrew and gained a great deal of knowledge and confidence through the process. He is a skilled instructor who explains concepts clearly and provides quality guidance in the cockpit. I appreciated his professionalism and the supportive learning environment.
88.00	He is an excellent instructor that's full of experience and knowledge. He's able to explain thoroughly any maneuver he's teaching and how to do it better if I mess up. I can't think of a better instructor that's more deserving of this award than Andrew Hamouda.
82.00	Andrew is dedicated to his craft and takes extreme pride in training the next generation of aviators. He always ensures his students exceed the minimum standards prior to endorsing them for a checkride, which demonstrates discipline in an industry that demands excellence.

#### 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: **57%**

Regional Average: **86**

Your regional percentile ranking: **55%**

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

National Average: **87**

Your national percentile ranking: **61%**

Regional Average: **86**

Your regional percentile ranking: **61%**

#### 5. SubScore Summary for at KFFZ

Region: Western

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	99	98
Customer Focus	99	97
Community	94	92
Information Sharing	96	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: 99

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

National Average: 98

Your national percentile ranking: 45%

Regional Average: 99

Your regional percentile ranking: 55%

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

National Average: 99

Your national percentile ranking: 49%

Regional Average: 98

Your regional percentile ranking: 61%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	32	88.89%
Somewhat Agree	4	11.11%

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

Response Choice	Frequency	%
Strongly Agree	35	97.22%
Somewhat Agree	1	2.78%

I felt safe flying with my CFI.

Response Choice	Frequency	%
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Strongly Agree	36	100%
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My CFI helped me feel prepared for unexpected situations in flight.

Response Choice	Frequency	%
Strongly Agree	36	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: 97

Your national percentile ranking: 37%

Regional Average: 97

Your regional percentile ranking: 55%

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

National Average: 98

Your national percentile ranking: 44%

Regional Average: 96

Your regional percentile ranking: 61%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	34	94.44%
Somewhat Agree	2	5.56%

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

Response Choice	Frequency	%
Strongly Agree	36	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	2.78%
Strongly Disagree	35	97.22%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	35	97.22%
Strongly Disagree	1	2.78%

## 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: **94**

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

National Average: **92**

Your national percentile ranking: **52%**

Regional Average: **94**

Your regional percentile ranking: **55%**

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

National Average: **94**

Your national percentile ranking: **54%**

Regional Average: **93**

Your regional percentile ranking: **61%**

### 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	35	97.22%
Somewhat Agree	1	2.78%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	4	11.11%
Somewhat Agree	1	2.78%
Neither agree nor disagree	3	8.33%
Strongly Disagree	28	77.78%

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

Response Choice	Frequency	%
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Strongly Agree	31	86.11%
Somewhat Agree	3	8.33%
Neither agree nor disagree	2	5.56%

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	32	88.89%
Somewhat Agree	1	2.78%
Neither agree nor disagree	3	8.33%

## 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: 94

Your national percentile ranking: 57%

Regional Average: 94

Your regional percentile ranking: 75%

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

National Average: 95

Your national percentile ranking: 64%

Regional Average: 93

Your regional percentile ranking: 83%

### 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	34	94.44%
Somewhat Agree	2	5.56%

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

Response Choice	Frequency	%
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Neither agree nor disagree	6	16.67%
Somewhat Disagree	2	5.56%
Strongly Disagree	28	77.78%

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

Response Choice	Frequency	%
Strongly Agree	2	5.56%
Somewhat Disagree	2	5.56%
Strongly Disagree	32	88.89%

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	36	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	36	100%

### 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	36	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: 93

Your regional percentile ranking: 70%

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

National Average: 97

Your national percentile ranking: 62%

Regional Average: 93

Your regional percentile ranking: 72%