



Report for Benjamin Zapalac at KAPA

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 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
74.00	From day 1 of training, Benjamin Zapalac was a distinguished professional who valued both my time and safety as his student. I felt a sense of comfort and safety every single training flight. He is a very patient individual who would take the extra step to help me understand complex concepts that I couldn't wrap my head around. The instruction I received from him was exceptional and ultimately led to me earning my commercial pilot's license. Benjamin was a pleasure to train with, and I have only great things to say on behalf of him.
90.00	I have never seen anyone work as hard as Ben, he was the best instructor I have had . He exemplifies everything that is required to be a professional instructor. Safety oriented, professional, and above all his instruction was phenomenal. I would definitely recommend this flight instructor to win a flight training experience award.

90.00 I had the privilege of training with Ben for just under a year, and he consistently set the standard for what an instructor should be. He was always the first to arrive, the last to leave, and worked harder than anyone else in the room. Ben dedicated countless hours to refining my skills, never hesitating to slow down, explain a concept from a different angle, or stay late to make sure I had what I needed to succeed. What makes Ben stand out even more is the way he connects with his students on a personal level. He does not just teach maneuvers or procedures; he invests in the person sitting in the cockpit. He recognizes when you need encouragement, when you need to be challenged, and when you simply need someone to listen. That balance of professionalism, mentorship, and genuine care is rare. Every interaction with him left me sharper, more confident, and a better pilot. More importantly, it left me a better person. Ben embodies the qualities every student hopes to find in an instructor, and he is absolutely deserving of recognition.

80.00 I see no reason Benjamin should not win this award. His teaching style may occasionally be seen as stern or very firm. Which may not work well for all students. However he really wants you to succeed. He helped me gear up for places and resources and knowledge for CFI once I was done training COM with him. I think Ben should win this award.

84.00 Ben is very good at tailoring to the needs of his students and ensuring the correct level of challenge in every flight while still building confidence. His level of ground knowledge is above and beyond and his willingness to dedicate time to his students was a standout compared to other instructors I've worked with.

88.00 Ben helped me pass both my private pilots license and commercial checkride on my first try. He is great at making information understandable no matter how much experience you have on the topic and works very hard to make sure that his students understand all the ground knowledge relating to the certificate they are applying towards. He is also great at giving advice in the plane that helps the student visualize what they are struggling on and apply changes to fix said issues. Overall he is a great instructor who completely prepared me for my checkrides to succeed!

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: **84**

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

National Average: **86**

Your national percentile ranking: **10%**

Regional Average: **86**

Your regional percentile ranking: **25%**

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

National Average: **87**

Your national percentile ranking: **7%**

Regional Average: **86**

Your regional percentile ranking: **28%**

5. SubScore Summary for at KAPA

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	94	97
Community	91	92

Information Sharing	90	94
NetPromoter Score	83	95
Overall Total	91	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: 36%

Regional Average: 99

Your regional percentile ranking: 35%

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

National Average: 99

Your national percentile ranking: 40%

Regional Average: 98

Your regional percentile ranking: 39%

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%

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: 94

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

National Average: 97

Your national percentile ranking: 5%

Regional Average: 97

Your regional percentile ranking: 15%

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

National Average: 98

Your national percentile ranking: 3%

Regional Average: 96

Your regional percentile ranking: 17%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	5	83.33%
Neither agree nor disagree	1	16.67%

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

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

My CFI was not invested in my success.

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

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	6	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: 91

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

National Average: 92

Your national percentile ranking: 18%

Regional Average: 94

Your regional percentile ranking: 25%

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

National Average: 94

Your national percentile ranking: 12%

Regional Average: 93

Your regional percentile ranking: 28%

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	6	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	16.67%
Neither agree nor disagree	1	16.67%
Somewhat Disagree	1	16.67%
Strongly Disagree	3	50%

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

Response Choice	Frequency	%
Strongly Agree	5	83.33%
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%
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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: 90

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

National Average: 94

Your national percentile ranking: 10%

Regional Average: 94

Your regional percentile ranking: 25%

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

National Average: 95

Your national percentile ranking: 7%

Regional Average: 93

Your regional percentile ranking: 28%

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	%
Strongly Agree	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	%
Strongly Agree	1	16.67%
Somewhat Disagree	2	33.33%
Strongly Disagree	3	50%

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%
7	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	5	83.33%
Passive	1	16.67%

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: 83

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

National Average: 95

Your national percentile ranking: 5%

Regional Average: 93

Your regional percentile ranking: 15%

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

National Average: 97

Your national percentile ranking: 3%

Regional Average: 93

Your regional percentile ranking: 17%