Report for Bradley Shipley at KJYO

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 17 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	Brad is should be awarded Flight Training Experience Award for being a dedicated, innovative and fun instructor, who always provided solid instructions and support no matter what type of day (good or bad flying) I was having. He has always kept his cool while always looking for ways to help me identify way to overcome my flying challenges. Brad is the natural at instructing and has skills to command the plane like as if Brad and C172 are one being. I appreciate Brad for making me comfortable enough to push myself beyond my comfort zone.
84.00	Hardworking instructor who teaches concepts well and trains to the customers experience by making things extra fun.
75.00	patient with new students and works to explain details requred to be successful Always positive which is helpful for student who may lack some confidence.
90.00	Bradley is an extremely thorough and patient instructor. I had an exceptional training experience with him over many months and had the privilege of earning my Private certificate and Instrument rating under his instruction. I have trained under multiple CFI's and Bradley was by far the best. He is truly vested in his students success and I can tell he is passionate about providing valuable instruction and feedback. Bradley has even helped me with questions after my training was completed and continues to be a valuable resource in my flying community.

82.00	This instructor was my instructor after I tried out a couple of other instructors for my PPL. He taught very well and is very patient. If you do not understand something you can ask and he will explain in detail to help you understand. He goes beyond just having an instruction session and make lasting bonds with his students. He helped me prepare for my test and was available after hours as well. He went above and beyond by helping me schedule my flights and asking other instructors if time slots could be moved to accommodate me. You can tell he really cares about his students and the people around him.
90.00	1.Professional and Knowledgeable Demonstrates a deep understanding of aviation and teaches with real-world insight and precision. 2.Motivating and Encouraging Creates a positive learning environment that keeps students engaged and motivated to improve. 3.Safety-Focused Instills strong safety habits and good decision-making day by day.
87.00	If there’s anyone who I can trust to teach my family or someone I’m close with, it’ll be Bradley. I have seen Bradley go through all stages of flight school including his training when he worked at the front desk and I was a private pilot student coming in. I recently completed my cfii with him and there is no one else I can trust as much as him. He cares about his students and gets to know them personally in a field where hours are the main thing. He makes sure to set clear expectations and never slacks off in his work. No one is more deserving!
90.00	He's been extremely consistent and willing to help with all my training. He puts safety first and is very knowledgeable.
90.00	Bradley is one of the coolest and the most effective CFI I came across. He is very calm and collected. This along with his great sense of humor creates a very productive and comfortable learning environment where student is not worried about making a mistake. If a mistake is made Bradley lets his student to identify it first. If the student can't do that then he explains everything in detail. Because of this approach learning from your own mistakes makes this process a lot more memorable and stress-free. It also shortens your learning curve. Also I love how he is installing in all his students the culture of safety on the ground and while in flight. Because of his instructing I can clear hear his phrases in my head when flying or preparing for a flight. One of these phrases: "stay ahead of your airplane always".
90.00	I have not come across an instructor who is harder working and more caring than Bradley. There is a reason students are lined up several months in advance to fly with Bradley, and it is because of his exceptional instruction, his fantastic customer service, and his genuine likeability and care for his students. Bradley does not just train pilots to pass their check ride. He truly prepares them for using their certificates after they obtain them. This means he insists on taking his instrument students into actual instrument conditions and challenges his Private Pilot students to by taking them to small airports, such as Clearview, MD. Bradley puts in long days and hard work to ensure the success of his students, and his efforts should absolutely be recognized for the amazing instructor he is.
90.00	Bradley goes above and beyond for his students. I completed my flight training at Bradley and earned my Private Pilot's license as his student. I had a long training journey due to a special-issuance medical delay. Bradley stayed patient throughout the whole process, helping me with paperwork, ground work, and even helping me stay proficient in the cockpit. Bradley spends countless hours helping students, other instructors/coworkers, and even visitors at the airport in whatever way is needed. Bradley goes above and beyond to make sure you leave feeling welcomed, seen, and heard. Bradley deserves this award because he is a great instructor who breaks down material to make sure every part is understood, and stays patient when students don't always get it right away. Bradley cares about you and wants to make sure you leave the airport loving aviation just as much as he does.
90.00	Bradley provided me with the perfect environment and training plan to get my private license while balancing a multitude of things including school, a full time sports, and a many rigorous academic courses. His personalized training and sense of family he brings with every lesson is something no other ingest or I have had has ever showed. Bradley makes the easy concepts seem simple. He always puts the effort to accommodate me when I could not make it to our lessons and always had me rescheduled within the same day. His commitment to flight training, providing me with a perfect environment for success, and overall love of aviation is why he would win this award.

83.00	As a student whose primary instructor is Bradley Shipley, and who has been for over a year and a half, I strongly believe that he should win a Flight Training Experience Award. With each lesson I have with him, it is clear that he is deeply committed to his teaching and to ensuring that his students become safe, skilled, and responsible aviators. I regularly fly with him, typically multiple times per week, and his consistency, patience, and professionalism have had a major impact on my development as a pilot. Bradley consistently goes above and beyond in his instruction. He takes the time to ensure that I fully understand each maneuver, concept, and procedure, as well as the regulations that support them. His patience is one of his greatest strengths. He never rushes a lesson and always takes the time to explain topics from different angles until everything clicks. It is clear that his goal is not only to educate you enough to pass a checkride, but to help you excel in the practice of being a safe and responsible pilot. What truly sets Bradley apart is his passion for aviation and his ability to pass that passion on to his students. He never hesitates to stay late for detailed debriefs, answer questions, or provide encouragement when a flight does not go perfectly. Even outside of the flight school, he encourages his students to reach out with any questions. His constant emphasis on safety, precision, and sound judgment has had a lasting impact on how I approach every flight. Thanks to his instruction, I have grown tremendously as a pilot. He has guided me through earning my private pilot certificate and instrument rating, and is now instructing me as I work toward my commercial pilot certificate. Bradley sets the standard for what great instruction should be, and I truly believe his dedication deserves recognition through the AOPA Flight Training Experience Award.
84.00	This instructor is truly a cut above most. He is knowledgeable, very reasonable, and has a great sense of humor! Knowledge is good, but Bradley excels in meeting the student where the student is at: reasonable, based on the weather of the day, student circumstances etc., He always emphasizes safe flying, but never expects a student to demonstrate something that he's incapable of showing himself, to the standards that he demands of the student! His sense of humor is the icing on the cake- his uproarious laugh when he makes an error himself keeps flying fun!
89.00	Bradley Shipley should hands down win this Flight Training Experience Award. He truly represents everything that makes an instructor exceptional. From the very first lesson, Bradley stood out for how genuinely he cared about my goals and learning style. He never treated flight training like a one-size-fits-all process. He took the time to get to know what motivated me, where I struggled, and how I learned best. The AOPA guide talks about how great instructors build strong relationships and create personalized training experiences, and that’s exactly what Bradley does. Whether it was helping me master tricky crosswind landings or boosting my confidence during CFI training, he always found a way to make learning fun, effective, and perfectly paced for me. He celebrates every small win, keeps training goals clear and achievable, and somehow manages to make even the tough lessons feel rewarding. Every session with him is organized and purposeful. He always shows up prepared, with a clear plan, but he’s also flexible enough to shift gears if something needs extra attention. It’s easy to see that he respects his students’ time and resources, and that kind of professionalism really stands out. What’s even more impressive is how much he focuses on real-world safety and decision-making. Instead of just teaching me how to pass a checkride, Bradley teaches me how to think like a safe, confident pilot. He uses scenario-based discussions, detailed briefings, and real examples from the aviation world to make sure I understand not just what to do, but why to do it. His calm and patient demeanor creates a safe space for questions and mistakes. Bradley never makes you feel embarrassed for not getting something right away, which is huge when you’re learning to fly. Beyond the cockpit, Bradley is always encouraging everyone to connect and stay involved. That sense of belonging has kept me motivated and inspired to keep learning. In short, Bradley doesn’t just teach people how to fly. He builds pilots, confidence, and community. He embodies everything AOPA highlights as the qualities of a top-tier instructor: professionalism, personalization, encouragement, organization, and genuine care for his students’ success. I can honestly say I wouldn’t be the pilot I am today without his guidance and support. Bradley Shipley has made my flight training experience not only successful but truly unforgettable, and I can’t think of anyone more deserving of recognition for the AOPA Flight Training Experience Award.
90.00	Bradley is an exceptional flight instructor whose deep aviation knowledge and professionalism make every lesson productive and enjoyable. They consistently emphasized safety, helping me build strong aviation skills to help pass my ratings. Their ability to explain complex concepts clearly was invaluable throughout my training. Bradley will take extra time to explain issues on the ground so we're using our time in the plane more efficiently. Bradley does a fantastic job on our post flight debriefs in making sure what I need to focus on for the next lesson. Thanks to their guidance, I passed my check ride smoothly and feel well-prepared for prepared for my next steps. I am currently working with him on my stage checks to help me prepare for my next rating.

90.00	Bradley is one of the most knowledgeable instructors that I have flown with. He is also always patient with his students and helpful to his fellow instructors. You can tell he has put a lot of work into knowing so much about flying and the technicalities of every subject. He works hard in teaching his students the same level of depth for each subject so they truly understand what they are learning. Every lesson I have had with Bradley has always left me learning so much. Every time we have a lesson, I learn something I have never heard of or thought about before. You can tell how much he loves aviation and teaching because he is constantly learning not only for himself but also for the benefit of his students. In the office, many instructors and students will come to him with questions or concerns. This shows how valuable an instructor and fellow coworker he is. He always takes the time to help each person and makes them feel important.

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: 32%

Regional Average: 86
Your regional percentile ranking: 30%

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

National Average: 87
Your national percentile ranking: 32%

Regional Average: 87
Your regional percentile ranking: 33%

5. SubScore Summary for at KJYO

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	99	98
Customer Focus	100	97
Community	92	92
Information Sharing	94	94
NetPromoter Score	100	95
Overall Total	97	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: 49%

Regional Average: 98
Your regional percentile ranking: 44%

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

National Average: 99
Your national percentile ranking: 55%

Regional Average: 99
Your regional percentile ranking: 50%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Neither agree nor disagree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	17	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	17	100%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	17	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	17	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: 92

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

National Average: 92
Your national percentile ranking: 29%

Regional Average: 92
Your regional percentile ranking: 28%

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

National Average: 94
Your national percentile ranking: 25%

Regional Average: 94
Your regional percentile ranking: 18%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	11.76%
Neither agree nor disagree	2	11.76%
Strongly Disagree	13	76.47%

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

Response Choice	Frequency	%
Strongly Agree	12	70.59%
Somewhat Agree	3	17.65%
Neither agree nor disagree	2	11.76%

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	13	76.47%
Somewhat Agree	2	11.76%
Neither agree nor disagree	2	11.76%

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: 94

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

National Average: 94
Your national percentile ranking: 23%

Regional Average: 94
Your regional percentile ranking: 17%

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

National Average: 95
Your national percentile ranking: 23%

Regional Average: 95
Your regional percentile ranking: 17%

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	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	1	5.88%
Neither agree nor disagree	3	17.65%
Somewhat Disagree	2	11.76%
Strongly Disagree	11	64.71%

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

Response Choice	Frequency	%
Strongly Agree	1	5.88%
Somewhat Disagree	3	17.65%
Strongly Disagree	13	76.47%

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	16	94.12%
Neither agree nor disagree	1	5.88%

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	17	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	17	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%