



Report for Brenda Gillespie 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 18 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	During my flight training with Brendy, I had the most enjoyable and rewarding experience I've ever had with an instructor. She created an engaging and professional learning environment that made every lesson something to look forward to. Brendy continuously challenged me to reach my full potential while making the process both fun and educational. Even when she was not my primary instructor, she stayed in touch and offered guidance and support throughout my training. This shows her ongoing dedication to her students and profession. Because of her mentorship, I'm genuinely excited about the opportunity to work alongside her in the future.

87.00	<p>I chose Aviation Adventures for my flight training due to their affiliation with Liberty University. My previous training was completed at High Flight Academy in the suburbs of Pittsburgh, PA; however, since they did not offer CFI training, I traveled 3.5 hours to Aviation Adventures to continue my education. I was more than satisfied with the thorough instruction I received from Brenda. Having trained with numerous flight instructors throughout my aviation journey, I can confidently say she stood out among them. As an older student pilot, I greatly appreciated how she adapted her teaching style to my individual needs and personality, making the training both enjoyable and effective on a personal and professional level. As I continue progressing in my aviation career, Brenda will certainly be an instructor I remember and hope to stay in contact with in the future. While I have trained with eight instructors overall, and each contributed to my development in their own way, Brenda's professionalism, adaptability, and instructional style truly set her apart and is the reason I find her worthy of such an award.</p>
90.00	<p>Brendy Garcia DESERVES this flight training award - Brendy sets the standard for what a Chief Flight Instructor should be; skilled, dedicated, and fully committed to student success and safety. She has a unique ability to break down complex concepts, meet students where they are, and build their confidence through structured training and clear expectations. Brendy's mentors both students and instructors, sets a positive tone on the flight line, and reinforces a culture of professionalism, safety, and accountability. Brendy embodies the qualities we want in aviation: calm under pressure, technically sound and sharp, and always focused on developing safe, capable, and confident pilots. For these reasons, Brendy is fully deserving of this recognition. She has an impact that goes well beyond the cockpit, and Aviation Adventures program is stronger because of her leadership and commitment to excellence.</p>
90.00	<p>Should win the Flight Training Experience Award! Very professional and fair. Makes the training experience fun and have positive motivation.</p>
90.00	<p>Garcia was one of my favorite instructors to fly with. She's very calm and smart, and the way she explains things are so clear to me. After just one lesson before my solo she helped my improve my landings tremendously. I always feel like I learn something new with her and I'm looking forward to continuing my flight school time with her!</p>
87.00	<p>She is always trying to teach you a better way of doing something. On my checkride I did steep turns and they were within acs but she took the time to show me an easier less strenuous way of doing them.</p>
85.00	<p>She is an amazing flight instructor! She was especially amazing in helping me build the confidence I need to fly solo and perform maneuvers in a more calm and focused manner.</p>
88.00	<p>She is an extremely dedicated instructor. She understand the needs of her students. When it is necessary she always give extra time and training.</p>
89.00	<p>She is simply amazing with kids. She gave my 11 year old a discovery flight and she so much information to an 11 year old that most people wouldn't do. She did it in a way that kept his attention, spoke on a level he would understand and made him feel involved with the whole process of short cross country trip. She made him feel confident in his flying abilities. He is more enthusiastic to start his student pilot than ever. .</p>
83.00	<p>Excellent instructor that knows how to pinpoint what could be improved and explain corrections in an efficient but gentle manner. You can tell she knows her stuff and really wants to pass the knowledge along.</p>
90.00	<p>I was lucky enough to fly with Brendy during my last few flights of private training before heading off to college. She was able to pinpoint some of my weaknesses during our flights together and create a plan to help me build knowledge and confidence. For example, the time she took to help me understand VORs in depth has helped me immensely during my instrument flight training. Even though I only got to fly with her a few times, her teaching style and enthusiasm is everything a student pilot can hope for in an instructor.</p>
90.00	<p>This flight instructor should win a flight training experience award because they work hard to explain the lessons in detail and tries their best to work with others' schedules.</p>
88.00	<p>Brenda should win because she is committed to be an excellent instructor. She finds purpose in her career as an instructor. She has had opportunity to move on to the airlines but has chosen instruct as a career.</p>
86.00	<p>Brendy is always well prepared, allows students to progress as they are capable while also instilling in the student a proper work ethic.</p>

90.00	Brenda ("Brendy") Garcia, chief instructor at Aviation Adventures' KOKV location, deserves this award because she exemplifies the highest standards of professionalism, skill, and leadership. I flew with her twice, once for a progress check and once for my final stage check, and both experiences were exceptional. Brendy's approach is calm, precise, and encouraging. She evaluates students thoroughly and fairly, always emphasizing safety and sound decision-making while building confidence. Her depth of knowledge is matched by her ability to communicate clearly and teach with patience and respect. It's clear that the high level of consistency and excellence across all instructors at Aviation Adventures KOKV is a direct reflection of her leadership. Brendy not only ensures that students meet standards, but she helps them understand what it means to be a safe, competent pilot. My experience flying with her made me a better pilot, and she represents everything that AOPA's Flight Training Experience Awards are meant to celebrate.
86.00	I believe that Brendy is a top of the line instructor and is very personable. I enjoyed my time at the school, and Brendy was a great instructor.
90.00	Brendawg is the aviator we all should strive to become. Among the many characteristics that make her a great pilot like an uncompromising approach to safety, a light and athletic command of the aircraft, and an extensive knowledge of procedures, aerodynamics, regulations, etc., she has the characteristic that I feel is absolutely essential, at the end of the day, she is student focused. She puts the needs of her students first and foremost! I have heard from other time and time again a sentiment that I have voiced myself, that she has this sixth sense that allows her to know what her students are thinking and feeling, and how to then best act to help them achieve their aviation goals. She seems to be able to explain concepts a million different ways, and she uses this skill to find the explanation or technique that works for that specific student on that day! The one about King Kong raising and lowering the elevator to explain and help students remember trim tab operation will always stick with me! Brendawg is the King Kong of flight instructors! In the best way, of course!
86.00	Brendy should win because of how much effort she puts forward to each of her students. She's very hard working and will make sure you properly understand each concept full and will break it down and help you till you do.

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: **67%**

Regional Average: **86**

Your regional percentile ranking: **67%**

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

National Average: **87**

Your national percentile ranking: **72%**

Regional Average: **87**

Your regional percentile ranking: **75%**

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	99	98

Customer Focus	100	97
Community	94	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: **99**

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

National Average: **98**

Your national percentile ranking: **53%**

Regional Average: **98**

Your regional percentile ranking: **49%**

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

National Average: **99**

Your national percentile ranking: **59%**

Regional Average: **99**

Your regional percentile ranking: **58%**

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	17	94.44%
Somewhat Agree	1	5.56%

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

Response Choice	Frequency	%
Strongly Agree	18	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	18	100%

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

Response Choice	Frequency	%
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Strongly Agree	17	94.44%
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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: 64%

Regional Average: 97

Your regional percentile ranking: 59%

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

National Average: 98

Your national percentile ranking: 75%

Regional Average: 98

Your regional percentile ranking: 76%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	18	100%

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

Response Choice	Frequency	%
Strongly Agree	17	94.44%
Somewhat Agree	1	5.56%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	18	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	18	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: 94

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

National Average: 92

Your national percentile ranking: 44%

Regional Average: 92

Your regional percentile ranking: 42%

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

National Average: 94

Your national percentile ranking: 44%

Regional Average: 94

Your regional percentile ranking: 38%

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	16	88.89%
Somewhat Agree	2	11.11%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Somewhat Agree	1	5.56%
Neither agree nor disagree	6	33.33%
Strongly Disagree	11	61.11%

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

Response Choice	Frequency	%
Strongly Agree	13	72.22%
Somewhat Agree	4	22.22%
Neither agree nor disagree	1	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	%
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Strongly Agree	18	100%
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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: 98

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

National Average: 94

Your national percentile ranking: 77%

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: 85%

Regional Average: 95

Your regional percentile ranking: 88%

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	18	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	5.56%
Somewhat Disagree	3	16.67%
Strongly Disagree	14	77.78%

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

Response Choice	Frequency	%
Somewhat Disagree	1	5.56%
Strongly Disagree	17	94.44%

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	17	94.44%
Somewhat Agree	1	5.56%

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	16	88.89%
9	2	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	18	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%