Report for Brian Dalzell at KDWH

Region: Central Southern

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 16 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	My instructor should get this award because he helped me understand flying a lot better and he has a good teaching style.
86.00	Very detailed instruction with an explanation of why and why not, as well as the good/bad of each decision that is made. Thinking ahead is emphasized everyday. What is the next task at hand? Are you ready for that? He is always pushing you to perform safely, effectively, and efficiently.
90.00	He is what a flight instructor should be. He cares about not only teaching stick and rudder skills, but also the other skills like good aeronautical decision making. He also tailors the lessons to fit my needs. I belive he is the best instructor at that school.
79.00	Brain is an extremely respectable instructor. I am always confident in asking questions , adhering to his advise, as well as his lesson plans specific to my training progress. He is very knowledgeable in all things aviation. He challenges and encourages me in every lesson!
85.00	He is very professional but also easy to talk to and get along with, and he is a great teacher. He makes aviation concepts clear.

85.00	Brian has a positive attitude and you feel that he genuinely cares for his students an them being successful. Always supportive and encouraging. Even if you are failing with things, he will find a way to improve your self-esteem. Always responsive to questions, shows you examples and his materials. He dedicates you all the time you need and will explain until you understand. On the other side, he is a good listener and always tries to understand individual situation and chalenges to find the best solution for you.
90.00	Having experienced several instructors so far in my aviation journey, I have noted that there is several types of instructors. 1) Instructors that are only interested in adding hours to their log book in order to move to the next stage of their career. Unfortunately, I have experienced this; it only lasted one lesson as I started looking for the next instructor. 2) Instructors who are safety-focused, knowledgeable in all areas both inside and outside of the plane and have a clear plan for every lesson. The majority of instructors fall into this category and are good instructors. 3) Instructors who clearly differentiate themselves from the other two groups and are dedicated professionals that go above and beyond in all areas. This unique group of instructors take a vested interest in your safety and success before the first lesson even starts, they track your progress lesson to lesson, speeding up progress when the student excels at an area and slowing down when a student is struggling. They adapt their teaching style to match the student and meet them at the level they are at and the learning style that works for them. They take constructive feedback, reflect on their teaching style, seek counsel from other instructors and mentors, and continue to learn and improve. Brian instructed me the entire way through my private license and falls into the 3rd type of instructors; there were highs and lows throughout this period of training(no pun intended). Learning to land was a challenging and nerve racking experience for both of us, Brian held his nerve, something wasn't initially clicking for me, however he continued to look for new ways to explain the sequence of events, the timing of the flare, where and when to shift my eyes and how to simplify landing by getting stabilized on approach early. He also emphasized perfection in pattern flying, takeoffs, and landings. This has served me well, and I am grateful that he didn't stop pushing me to be better when my proficiency was anything less than perfect. When it came time to solo around the pattern, he looked quietly optimistic, slightly nervous and 100% focused on staring at me the whole way around the pattern with radio in hand. Even though I bounced one landing, his feedback didn't focus on the fact that I bounced, it focused on the fact that I immediately added power and went around. He was happy that the training had worked and that I took the safer option of going around vs taking the risk of continuing with the landing. One of my best memories with Brian was the priceless look of complete disbelief and confusion on his face when I accidentally put the altimeter setting in the transponder while picking up flight following airborne at night from ATC. After clearing this up with ATC who were also understandably confused, perhaps even slightly concerned, I assured Brian that there are moments when you can laugh at my mistakes, this in fact was one of those moments. He didn't quite see the humor in it at the time, although I'm sure he laughs about it now. This was truly my mistake, he turned this into a learning experience and spent a while talking me through the exact sequence to expect from ATC when you communicate with them, this event is always on my mind when talking with ATC, I am very suspicious of any 4 digit transponder code that could be an altimeter setting. When it started getting close to check ride time, Brian went above and beyond to ensure I was prepared for success. We did multiple mock practical check rides where he would look for ways to perfect each maneuver. He spent considerable time ensuring that all my paperwork was perfectly arranged, that I understood the sequence of events during the check ride, that I understood every question they could ask me in the ACS, and that I knew where and how to look up information should I forget something in the heat of the moment. A number of these hours he was not paid for as he called me in the evening after work to check on my progress. Why should Brian win a Flight Training Experience Award? I truly believe that Brian put the safety and success of his students above everything else. I have personally witnessed Brian grow as an instructor as he has gained experience, what sets him apart as a great instructor from many other good instructors is the commitment and dedication he made to becoming the best instructor he could be for his students and the school he works for. United Flight Systems are very lucky to have him.
87.00	This instructor does a great job of being direct in letting students know where they need to study. He also refuses to let even small mistakes go, which in turn makes his students better pilots.
87.00	Brian was my instructor for my PPL. As a new student I had no idea what to expect, and from day one Brian made flying understandable, fun, and safe. He not only is an excellent pilot capable of demonstrating every maneuver, but a teacher who is able to break down and explain the mechanics and science behind every action. He is supportive, confident, and a incredibly important asset to the flight school he works for. When deadlines approached for my checkride, Brian was invested in completing flight training in an efficient manner, showing that he was invested in the success of each of his students. Brian made my experience from a student to a private pilot extremely enjoyable and the knowledge I gained from his teaching has helped me and others to become proficient pilots ourselves.
90.00	I believe Brian should win this award because he’s a very knowledgeable instructor. I know I’ll be a successful pilot because of the flight training I received from Brian.

80.00	He’s very easy to understand. He’s genuine and funny at the same time. He pushes for his students to learn and grow as aviators.
87.00	I think he should win based off the fact he makes you accountable for your mistakes and is very realistic, for someone that would like to meet professional expectations Brian is the guy he displays the truth about what it takes to become a great pilot and over all a safe pilot for you and others
87.00	He holds you to a high standard making sure that you are proficient and safe the whole way. Really funny guy and is able to connect with you.
78.00	Very qualified pilot and instructor! Provides confidence and guidance during the flight training! I like flying with him and learn from his experience!
88.00	I think Brian deserves the award because he’s a very straightforward instructor. He tells you exactly what you did wrong without hesitation and helps you fix your mistakes right away. His direct approach makes it easier to learn and grow as a pilot, and I think that’s the best way to teach.
90.00	Brian should win the Flight Training Experience Award. Safety, competence and enjoyment are paramount qualities he provides to his students.

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: 86

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

National Average: 86
Your national percentile ranking: 16%

Regional Average: 87
Your regional percentile ranking: 23%

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

National Average: 87
Your national percentile ranking: 14%

Regional Average: 87
Your regional percentile ranking: 22%

5. SubScore Summary for at KDWH

Region: Central Southern

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	92	92
Information Sharing	90	94
NetPromoter Score	94	95

Overall Total	95	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: 24%

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: 21%

Regional Average: 99
Your regional percentile ranking: 38%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	14	87.5%
Somewhat Agree	2	12.5%

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

Response Choice	Frequency	%
Strongly Agree	14	87.5%
Somewhat Agree	2	12.5%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	16	100%

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

Response Choice	Frequency	%
Strongly Agree	16	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: 42%

Regional Average: 99
Your regional percentile ranking: 45%

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

National Average: 98
Your national percentile ranking: 52%

Regional Average: 99
Your regional percentile ranking: 52%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	14	87.5%
Somewhat Agree	2	12.5%

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

Response Choice	Frequency	%
Strongly Agree	15	93.75%
Somewhat Agree	1	6.25%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	16	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	15	93.75%
Somewhat Agree	1	6.25%

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: 27%

Regional Average: 93
Your regional percentile ranking: 35%

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

National Average: 94
Your national percentile ranking: 21%

Regional Average: 93
Your regional percentile ranking: 38%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	12	75%
Somewhat Agree	3	18.75%
Neither agree nor disagree	1	6.25%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Somewhat Agree	1	6.25%
Neither agree nor disagree	2	12.5%
Somewhat Disagree	1	6.25%
Strongly Disagree	12	75%

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

Response Choice	Frequency	%
Strongly Agree	10	62.5%
Somewhat Agree	6	37.5%

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	12	75%
Somewhat Agree	2	12.5%

Neither agree nor disagree	2	12.5%

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: 95
Your regional percentile ranking: 11%

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

National Average: 95
Your national percentile ranking: 7%

Regional Average: 95
Your regional percentile ranking: 10%

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	14	87.5%
Somewhat Agree	2	12.5%

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

Response Choice	Frequency	%
Strongly Agree	1	6.25%
Somewhat Agree	2	12.5%
Neither agree nor disagree	3	18.75%
Somewhat Disagree	5	31.25%
Strongly Disagree	5	31.25%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	6.25%

Somewhat Disagree	5	31.25%
Strongly Disagree	10	62.5%

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	14	87.5%
Somewhat Agree	2	12.5%

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	14	87.5%
9	1	6.25%
8	1	6.25%

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	15	93.75%
Passive	1	6.25%

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: 94

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

National Average: 95
Your national percentile ranking: 15%

Regional Average: 98
Your regional percentile ranking: 17%

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

National Average: 97
Your national percentile ranking: 16%

Regional Average: 97
Your regional percentile ranking: 22%