



Report for Charles Allen at KRYV

Region: Great Lakes

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 7 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
85.00	Chuck is a self-sacrificing instructor that goes the extra mile and makes the flight training even more interesting. His illustrations of flight details are terrific.
86.00	As someone with over a decade in the aviation industry—including more than five years of hands-on flight training experience—I've witnessed countless students falter, abandon their goals, or rack up unnecessary costs due to inconsistent instruction. Dr. Allen stands out as an exceptional mentor who transforms that narrative. From the moment I met him, his expertise, unflappable calm, and personalized approach convinced me he was the key to my success. Dr. Allen met me exactly where I was in my training—rusty and needing a reset—and methodically rebuilt my foundation. He imparted not just technical knowledge and proven tactics for safe, proficient flying, but also the confidence to excel under pressure. Under his guidance, I progressed efficiently, minimizing time and expense while emerging as a more skilled pilot and, frankly, a better person. His emphasis on safety, regulatory compliance (like addressing non-performance disqualifiers early to prevent wasted efforts), and holistic development sets him apart. Well-connected in the aviation community myself, I'd unequivocally recommend Dr. Allen to any aspiring pilot. He embodies the qualities of an award-worthy instructor: transformative impact, unwavering professionalism, and a commitment to producing safe, competent aviators. Honoring him would recognize excellence that elevates the entire field.

89.00 Dr. Allen is a generational talent and teacher, who is highly decorated and educated in numerous fields. However, where he really stands out is as a flight instructor and overall role model. Not only is he exposing underprivileged youth such as myself to the world of aviation, but he is doing it at his expense, exemplifying his dedication to training the next generation of pilots. Anyone who knows him knows that he is not in the business of flight instruction for prestige or money, for I'm certain with his resume and history that he already has those things and has nothing else to prove. But now, even in his "retirement," he is working harder than ever to ensure that the next generation of pilots, but also leaders, are in remarkable shape to continue the world of flight for generations to come. Dr. Allen trains all of his students well above FAA standards, pushing them to be great pilots, but more importantly, safe pilots. I know from experience that his ability to put me on the spot enables me to take in and retain large swaths of information at once, and he fuels my passion of flying to the absolute maximum. He expects nothing but best effort from his students whenever they take to the skies. However, unlike most who train their students hard, he knows how to make training fun as well. I never feel burnt out training with him, and he is incredibly humorous, engaging, and knows how to make flight training a fun learning experience. His signature catch phrases always catch my attention and redirect me back to the task at hand, and I never daydream or think about anything else when I am in his ground school, and of course I am engaged all the time while I am in the air as well. Finally, on a more personal level, as someone who grew up in a household with a single mother, with both of my grandfathers passed away before I had a chance to know them, Dr. Allen has become a significant male figure in my life, who has helped grow who I am as a young man beyond flying - especially in regards to my discipline, work ethic, drive, and leadership within my community. He is almost like a "grandfather of the skies," and I always imagine whenever I am around him that this is exactly what having an educated, skilled, personable, and caring grandfather would be like. I am at the beginning of my long flight journey, and I will likely have many instructors over the next few years, but nobody will ever be as life-changing, inspiring, and personally connected to me as Dr. Charles Allen.

89.00 Chuck is a selfless individual who is concerned with training all pilots, young and old. Volunteers his time. Tons of experience he loves to share, and is fun to be around and relates so well with his students.

90.00 It's hard to put into words what Dr. Charles Allen means to me as a student and a future aviator. He is not only an outstanding flight instructor, he is one of the kindest, most selfless mentors I've ever had the privilege to learn from. It doesn't hurt that he adds humor in too. I am proud to recommend him for the AOPA Flight Training Experience Award because I can't imagine anyone more deserving. What sets Dr. Allen apart is how deeply he cares about my success, not just as a pilot, but as a person. I've worked with others who have treated me like a customer, Dr. Allen treats me like family. He is fair when others are not, patient when I struggle, and always focused on helping me grow. He even goes out of his way to lessen the financial burden for students by offering ground school lessons free of charge, knowing how expensive flight training can be. He makes sure I am performing above average because in his words " YOU can't be average". Despite having a family of his own, he somehow always makes time for his students. Whether it's coming in during office hours to help with ground school, adjusting his flying schedule mid-week, or responding to late night questions about systems or regulations, Dr. Allen is always there. He sends us fantastic study materials, breaks down complex aviation concepts until they make sense. Invites us to local aviation events to meet other pilots. He's the kind of instructor who will quietly go the extra mile, even when no one is watching, because for him, teaching isn't just a job. It's a calling. His example teaches me not just how to fly, but how to carry myself with humility, integrity, and purpose. He makes you believe you can succeed, even when you're doubting yourself. To be honest, I wish he was my grandfather, that's how much his presence means to me and many others. I still remember my first solo flight, I was so nervous I could barely breathe. But Doc (Dr. Allen) gave me the most tender tough love right before I took off. And while I was in the air, all I could hear in my head were his funny sayings reminding me to check my airspeed, watch the VSI on descent, and keep the outside horizon just right. That moment was when it all clicked, and I realized his training was something special, almost magical. He had prepared me so well that even in silence, I could still hear his voice guiding me. In a world where flight instruction can sometimes feel rushed or transactional, Dr. Charles Allen is a rare and steady presence, a teacher who lifts people up and helps them soar, even beyond aviation. I flew with others for well over 100 hours of flight time without a solo, with Doc - it took me 50 hours and I am up for my Check ride. If not him then who? I cannot recommend him strongly enough.

85.00 Dr Charles Allen has impacted my life in a way i can't repay him for. Brought me in for FREE training up until my private pilot license. Also trained me to military standards with everything. He has did this for many other students as well. I'm now on to my instrument training and absolutely love Aviation. Still has my back and i can go to him for anything even if it's not about aviation. This passion couldn't have been unlocked without Dr Allen. He would be perfect for this award simply because of him changing lives like mine.

86.00 Dr. Allen goes above and beyond for his students. I have had the pleasure of learning from him for several months. He breaks down concepts into language that is easy to understand and gives you time and space to ask questions. He makes time for his students and dedicates himself to ensure that you feel confident and prepared, every step of the way. I think he should win this award because he is dedicated to his practices! He understands the challenges that students have to go through to be able to take this step into flying. I feel safe, excited to learn and confident in my learning because of Dr. Allen.

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: 33%

Regional Average: 85

Your regional percentile ranking: 50%

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

National Average: 87

Your national percentile ranking: 33%

Regional Average: 87

Your regional percentile ranking: 29%

5. SubScore Summary for at KRYV

Region: Great Lakes

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	95	92
Information Sharing	92	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: 42%

Regional Average: 99

Your regional percentile ranking: 37%

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

National Average: 99

Your national percentile ranking: 46%

Regional Average: 99

Your regional percentile ranking: 29%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

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

Response Choice	Frequency	%
Strongly Agree	7	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
Strongly Agree	7	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: 53%

Regional Average: 95

Your regional percentile ranking: 67%

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

National Average: 98

Your national percentile ranking: 64%

Regional Average: 98

Your regional percentile ranking: 57%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	7	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	7	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: 95

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

National Average: 92

Your national percentile ranking: 59%

Regional Average: 91

Your regional percentile ranking: 80%

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

National Average: 94

Your national percentile ranking: 62%

Regional Average: 94

Your regional percentile ranking: 79%

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	7	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	14.29%
Somewhat Agree	1	14.29%
Strongly Disagree	5	71.43%

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

Response Choice	Frequency	%
Strongly Agree	7	100%

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	7	100%

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: 92

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

National Average: 94

Your national percentile ranking: 16%

Regional Average: 92

Your regional percentile ranking: 30%

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

National Average: 95

Your national percentile ranking: 14%

Regional Average: 95

Your regional percentile ranking: 14%

9.3 Responses per Question

I always understood the steps required to reach my flight training goals with my CFI.

Response Choice	Frequency	%
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Strongly Agree	5	71.43%
Somewhat Agree	2	28.57%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	28.57%
Somewhat Disagree	1	14.29%
Strongly Disagree	4	57.14%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	14.29%
Somewhat Disagree	2	28.57%
Strongly Disagree	4	57.14%

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	7	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	7	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	7	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: 84

Your regional percentile ranking: 63%

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

National Average: 97

Your national percentile ranking: 62%

Regional Average: 97

Your regional percentile ranking: 57%