Report for Charles Garity 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 9 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	I have been flying with Bob Garity for the better part off 4yrs. He was instrumental in my training for my private, instrument and in the next month my commercial license. Bob loves to fly and that love of flying shows through in his training. You will not find a more patient, detailed, friendly and organized instructor. He invests in his students and cares about them becoming safe and accomplished pilots. You will not find a better instructor on the East Coast than Bob Garity!
90.00	This flight instructor is incredibly dedicated to his craft and his flight school. He has a strong ability to meet students where they're at in their training, he's encouraging, a mentor, and a joy to fly with.
89.00	Everyone knows Bob Garity around Leesburg (JYO), he's always saying 'hi' to people on the ramp and making introductions. I trained with him for private, instrument, commercial and now I am working on instructor ratings. Three successful first-time passes (hopefully four, soon). So I'm happy. Probably what I like most is he's willing to adjust to the conditions and your experience level. We've trained instrument procedures to minimums and below (below on approaches with higher mins so I could do a legitimate missed approach). Now we're doing poweroff 180s with me in the right seat, and I'm practicing the teaching part. I've been yelled at by ATC, but never Bob, no matter how many times I messed up. (Less often now, fortunately.) It has been a great experience -- one I thoroughly recommend.
	Charles Garity (Bob) has been my instructor since I started working with him years ago on my Private. In the last 12

months, I earned my CFII credentials with his guidance and instruction. Bob continues to instruct and mentor me every day I show up at his desk, in every conversation, and every interaction - on all things aviation and beyond. He does this for everyone selflessly and purely for spreading the "joy of aviation". Bob embodies what every instructor should aspire to be, in "Every Possible Way". Be it the way he puts his students first, finds time to respond to every call, message and email, keeps track of what his students are up to long after they have earned their credentials, connects everyone to the community, treats everyone around him (including all the staff at the FBO or random strangers who approach him), makes time to answer anyone who has a question for him. I could go but the list is literally endless. Personally, Bob is my "confessional". He is the person I turn to first for all things flying and the person I go to every time something does not go to plan in my flying. He is professional, knowledgeable and caring. At the airport and in the community, everyone "adores" him. I seek out and talk to a lot of very senior instructors around the country within the Cirrus world. Every one of these instructors knows Bob personally and have affectionate "titles" for him that accentuate his energy levels and love for aviation instruction. Bob is vastly experienced, an Air Force veteran fighter pilot with real world combat experience, a retired Lt. Colonel with an aviation background spanning more than half a century and an incredible approx 15,000+ hour of dual given. He never talks about his accomplishments or accolades. When anyone talks to Bob, he makes that person feel really good about themselves, he celebrates every little special thing about his students. He praises their qualities to others, whether or not that person is present. He connects the community, his students include men, women, high school students, retirees, and every age group from every walk of life. Almost anyone who flies a Diamond, a Cirrus, a Decathlon, an Extra or a Vision Jet in this area has received instruction from Bob. DPEs respect him immensely, and other instructors reach out to him all the while. This year alone, he had 5 people concurrently working on their Commercial Certificates with him while there were others who were working on their private and instruments. He is direct about debriefing or explaining mistakes but the way he does this is really special. With Bob, it is always about the "Actions" never about the "Person". This helps the student understand exactly "What" was wrong (without getting defensive) and leave with a clear understanding of "WHAT TO DO" the next time. He also takes the time to explain "THE WHY" behind his recommendations. This instantly takes the Student way past "ROTE" memorization and to a level where they assimilate knowledge. Everything seems so much simpler and clear when Bob explains it, all without making the Student feel bad or defensive. It is almost like just "one" flight with Bob is the panacea for all ills - flying. Moving on, what Bob shares in every interaction keeps us students safe when we are out flying on our own. Let me provide an example from today (8/21/25). I happened to be in the room when Bob was briefing a flight with an instrument student. The student had recently watched a video on YouTube about using the "Angle of Attack" indicator while on final to judge the perfect way to land the airplane. The student then proceeded to pull up the video on YouTube and play it. As a by stander (with my CFI hat on) listening to what the student was saying, my alarm bells went off. The AOA indicator in a late model Cirrus SR22 (G6, G7) is a small circular meter tucked away in the bottom left of the PFD. It would take a lot of "eyes inside time" to first locate the indicator, gather what it was reporting, interpret what that meant and then take actions to get it to where it needed to be - All in a critical stage of flight when the pilot really ought to be looking outside for the most part. As I was processing this, I saw Bob with his pleasant disarming smile. He did not challenge the student, did not invalidate what the student was saying or jump in with his point of view. As Bob looked at the video and his first words were, I know that "instructor" (who was in the video) really well. He is a really good instructor. Then he asked the student, how else can we know we are stable and proceeded to have a two-way discussion about the risks of over-reliance on technology in a critical phase of flight. The student came up with the answers on where he should be looking and how technology in the cockpit is an enabler and that the focus should be outside the windshield with a brief scan on the inside. The student also said that looking inside and focusing too much on the PFD could possibly create the risk of losing situational awareness and so on. It was amazing to me how Bob got the Student to the correct answers without interrupting the student's flow even once. A pure instructional moment where I learnt "so much" by simply being a "by-stander" to the discussion. As I reflected (later in the day) on those couple of minutes, I began to realize what had happened. If an instructor focuses on "correcting" a student, it turns into a "conflict of thought" in the student's mind (no matter how pure the instructor's intention was). On the other hand, by guiding the student to find the answers himself, Bob turned a moment of trivia into a pure "learning moment" that would keep the student safe on "every single approach to landing". From my own experience learning from Bob, I have countless interactions that I can recount. On every lesson, Bob pushes my limits and he challenges me to better myself. Bob's organization and preparation for a flight is unbelievable. With every student, he knows when the student flew with him last, what they worked on etc. irrespective of whether the flight was a day, week or months ago. I bet Bob could pull up his notes and tell me exactly what I did on my 5th landing from my 10th flight or any of my landings from any of my flights with him for that matter. He stays super sharp on all things flying - weather, avionics, systems, you name it - Everyone turns to Bob. Questions like: "Hey Bob, I did this but the FMS did that etc., are answered instantly with "this is probably what happened, try doing this - quickly followed by - something about "why" the anomaly occurred" - It does not matter whether the student was talking about a Cessna 172, a DA40, a SR20, a SR22, a Vision Jet, a Super Decathon, an Extra 300 or any other airplane. Bob knows the answer for the most part, or he'll say, let me check and he will check and get back with an answer. At Nova Pilots, Bob is the Chief CFI and watches over the other eight flight instructors. His culture, set by example and demonstrated through his behaviors, is the culture of the school. Every instructor naturally follows his lead. It

90.00

	is worth noting that 4 of the 8 other instructors at the school earned a number of their certificates and ratings including their CFI and CFII under Bob's tutelage. It is all about passing on the love for aviation and gathering every student we meet into the folds of aviation and making safe aviators of them. As I conclude this submission, I'd only say this. If as an instructor and as a human being I could emulate a small percentage of what I see Bob do every single day, I would have been very successful in life and at instruction. Bob remains an inspiration, my instructor and one of the very few people I have ever met to exude the energy, passion and love for all things aviation and life itself. I could not think of one other person who deserves this recognition more than anyone else
90.00	I have been flying with Bob Garity as my instructor since 2010 and in that time not only has he assisted me in becoming a better pilot through extremely high quality instruction and training, he has encouraged me to overcome obstacles presented by the FAA in my medical certification in order to keep flying. When I fly with Bob during an IPC, flight review, or basic landing proficiency flight the cockpit and instructional/evaluation environment he creates is unsurpassed; his methods of instruction ensure that a student learns almost instantly where a mistake has been made and how to correct it. He does this in a way that maintains safety of flight at all times while ensuring the student improves their pilot ability in a low-pressure environment. The success that I have observed of all his other students during their various check rides is also a testament to his instructional abilities, with many students achieving rave reviews from the DPE. This is only possible by Bob's thorough process and emphasis on airmanship and pre-flight preparation.
90.00	Bobs experience, patience and methodical approach to teaching is something rarely found in an instructor. Not only does Bob always teach safety and planning, he allows students to take ownership and demonstrate problem resolution sequencing. Bob 100% deserves an experience training award, having worked with several instructors over the years decided to proceed with all my training with Bob .
81.00	I can say without hesitation that the single most important influence on the pilot I've become is Bob Garity. Bob is more than an instructor — he's a mentor, a trusted advisor, and, in many ways, like a stepfather in my aviation journey. His instruction built not only my technical skills but also my confidence and judgment in the cockpit. Even though I no longer need additional ratings or formal instruction, I continue to fly with Bob regularly — often monthly — because I know I'll always learn something new. He's deeply committed to his students, and that doesn't end when the checkride is over. If I ever have a question — whether it's about flight planning, weather, avionics, or operational decision-making — Bob is just a phone call away. He always calls back, usually the same day, despite being one of the busiest CFIs around. I also appreciate that his fleet of aircraft is equipped exactly like mine, which means that the training, advice, and techniques he offers are always relevant and directly applicable. I often plan flights so I can stop by his office just to catch up or talk aviation, and he's always generous with his time and knowledge. Most importantly, Bob has made flying fun — and he's helped me become a confident, capable pilot who truly enjoys every flight. Nova Flight School is a special place because of Bob's leadership, expertise, and dedication. He has my highest recommendation.
86.00	Bob is an outstanding instructor. I trained with him for my Private Pilot License and am continuing with my Instrument Rating. He is patient and supportive whenever I struggle with a maneuver or concept, and I always feel safe trying new things under his guidance. He and his team of instructors are long-standing members of the local aviation community and provide a stable, professional foundation for training, with consistently high checkride success rates.
89.00	Starting with my first interaction with Bob, I was impressed with his depth of knowledge and pleasant disposition, which is so important to providing for a safe learning environment. I have been an active pilot on and off since 1994 and Bob is always available and ready with deep knowledge and advice leaning on his decades of experience as a military pilot with over 10,000 hours of flight and instruction time. I believe that he was an advanced instrument trainer instructor in the military. He is consistent and organized as he helps me obtain my instrument rating and transition to the new Cirrus platform..

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: 75%

Regional Average: 86
Your regional percentile ranking: 76%

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

National Average: 87
Your national percentile ranking: 83%

Regional Average: 87
Your regional percentile ranking: 86%

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	97	97
Community	98	92
Information Sharing	97	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: 29%

Regional Average: 98
Your regional percentile ranking: 29%

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

National Average: 99
Your national percentile ranking: 28%

Regional Average: 99
Your regional percentile ranking: 32%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%

Neither agree nor disagree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	9	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: 97

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

National Average: 97
Your national percentile ranking: 21%

Regional Average: 97
Your regional percentile ranking: 21%

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

National Average: 98
Your national percentile ranking: 21%

Regional Average: 98
Your regional percentile ranking: 24%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	11.11%
Strongly Disagree	8	88.89%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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: 98

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

National Average: 92
Your national percentile ranking: 91%

Regional Average: 92
Your regional percentile ranking: 90%

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

National Average: 94
Your national percentile ranking: 97%

Regional Average: 94
Your regional percentile ranking: 99%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	9	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	1	11.11%
Strongly Disagree	8	88.89%

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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	9	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: 97

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

National Average: 94
Your national percentile ranking: 69%

Regional Average: 94
Your regional percentile ranking: 63%

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

National Average: 95
Your national percentile ranking: 79%

Regional Average: 95
Your regional percentile ranking: 79%

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	9	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	11.11%
Somewhat Disagree	1	11.11%
Strongly Disagree	7	77.78%

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

Response Choice	Frequency	%
Strongly Disagree	9	100%

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	8	88.89%
Neither agree nor disagree	1	11.11%

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	9	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	9	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%