Report for Charles Lutes 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	Chick is a dedicated CFI who fielded my questions via email and text late into the night and early in the morning. Chuck worked tirelessly to ensure I was safe and learned everything I needed to earn my private pilot certificate.
90.00	Chuck is an exceptional aviation instructor because of his extensive experience, positive attitude, and thorough teaching techniques. Before every flight, Chuck provides a pre-flight briefing that fully explains the expected maneuvers. He covers possible safety issues, and reviews areas of attention for the student. During instruction flights, Chuck records meticulous notes and provides just enough feedback to give the student confidence - without distracting or "over instructing". Chuck is always attentive to the student and the situation. I always felt confident with Chuck in the right seat. During the post flight debrief, Chuck reviews his notes with the student, shows areas of improvement, and adds to his student file. Chuck also provides the student access to a very detailed flight recording from Cloud Ahoy and/or Flysto. Chuck often sent me emails showing various aspects of his review of the flight the day after that flight occurred - using the online recording system as reference. Chuck helped me earn my instrument rating. I very much enjoyed learning with Chuck, and would recommend him to any prospective student. After earning my instrument rating, Chuck has continued to send me important safety announcements and general aviation news. We continue to be friends and have flown to several destinations together - including EAA 2025!
83.00	Best crew car driver on the east coast! Chuck is a great instructor with heaps of experience and can always stay calm.

90.00	I am honored to recommend Mr. Chuck Lutes for this award in recognition of his exceptional dedication, professionalism, and passion for aviation instruction. As a student pilot under his guidance, I have experienced first-hand his remarkable ability to make complex concepts clear, his unwavering commitment to safety, and his genuine investment in each student's success. What sets Chuck apart is not only his technical expertise and deep knowledge of flight operations but also his calm, patient, and encouraging teaching style. He tailors each lesson to the student's learning pace, ensuring understanding and confidence before moving forward. His emphasis on precision, safety, and sound decision-making has been invaluable in shaping me into a more skilled and responsible pilot. Beyond the cockpit, Chuck consistently goes above and beyond—whether it's taking extra time to answer questions, reviewing flight plans, or instilling a deeper respect for aviation. His enthusiasm is contagious, inspiring his students to not only meet but exceed their goals. I can say without hesitation that Mr. Chuck Lutes has made a lasting impact on my aviation journey. His professionalism, mentorship, and dedication embody the highest standards of flight instruction. He is truly deserving of this recognition.
90.00	After obtaining my VFR pilot license in the early 1990s, I did not fly for over 20 years. Returning to aviation after such a long time could have been intimidating, especially transitioning to high-performance aircraft like the Cirrus. What sets Chuck apart is his ability to rebuild my confidence while simultaneously elevating my skills to meet the demands of modern, technologically advanced aircraft. From the very first flight, Chuck combined patience with precision. His post-flight written feedback is thorough and structured, giving me actionable steps for improvement without ever feeling overwhelming. Using FlySto data, we reviewed each maneuver quantitatively, which helped me regain my proficiency more quickly than I expected. Equally important, Chuck emphasizes safety at every turn. He introduces "what-if" scenarios before, during, and after flights, reinforcing both procedural knowledge and critical decision-making skills. For a pilot like me, returning after a long absence, this approach not only reestablished my technical competence but also instilled a mindset of proactive safety and continuous learning. In short, this CFI transforms the flight training experience from routine lessons into a comprehensive methodology of skill rebuilding, confidence restoration, and safety mastery. For any pilot, but especially one returning to the cockpit after decades, his teaching approach is invaluable. This is precisely why, after completing my Cirrus transition training, I chose to begin my IFR training with Chuck.
78.00	I have never experienced a flight school that places so much focus on the customer needs. The instructors are long term pilots in the local area (no young aspiring commercial pilots building hours) and have the student's best interests in mind at all times. I have personally witnessed about a dozen students get their various ratings this last year with no failures during orals or check rides. The instructors are very patient and provide a safe learning environment, and since they are active members of the local aviation community, introduce students to aviators outside of the training school.
74.00	To Whom It May Concern: It is with great enthusiasm that I recommend [Instructor's Full Name] as a Certified Flight Instructor. During the time I have known and trained with Chuck Lutes has consistently demonstrated exceptional professionalism, deep aviation knowledge, and an unwavering commitment to student success and safety. From the very first lesson, Chuck displayed remarkable patience and communication skills—qualities that make complex flight concepts easy to grasp for pilots at any level. He not only provided thorough pre-flight briefings and in-depth post-flight debriefs but also tailored instruction to my individual learning style, ensuring each flight was productive and confidence-building. What truly sets Chuck apart is his emphasis on safety and judgment. Every maneuver, procedure, and emergency simulation was grounded in real-world context, preparing me for both the technical and decision-making demands of flying. He also fostered a strong culture of discipline and respect for aviation standards—traits that will serve any pilot well beyond the checkride. I wholeheartedly recommend Chuck Lutes for any flight training, instructional, or aviation leadership position. He is not only a gifted educator but also a true ambassador of aviation excellence. If you would like any additional information, please feel free to contact me at craighartsock@gmail.com. Sincerely, Craig Hartsock
88.00	Chuck is an excellent flight instructor. With a background as a career military aviator, he brings a wealth of real-world experience into every lesson. His knowledge is deep, but what really stands out is his ability to explain complex aviation topics in a clear, approachable way that builds confidence right from the start. He sets high expectations for his students, which I appreciate, but he's also incredibly patient and encouraging as you work through new skills. His teaching style pushes you to improve without ever making you feel overwhelmed or discouraged, a balance that's hard to find. One thing that really impressed me is his focus on safety and sound decision making. Chuck has a calm, methodical approach to training that made me feel secure during every flight. Whether we were on the ground or in the air, I always came away from our sessions with a better understanding and more confidence. After each flight, he provides a detailed multiple page debrief that breaks down every maneuver, emergency procedure, and phase of the flight. These have been incredibly helpful for reviewing what went well and what to work on next. Before starting my training, I looked into several flight schools and instructors. I'm grateful I ended up flying with Chuck. His instruction has made all the difference in my progress and overall experience.

90.00	I first met Chuck while under the instruction of the school owner, Bob Garity. Chuck is always polite and friendly, and happy to engage with all members of the school- students and other teachers, on aviation and other topics. During the last third of my Private Pilots Certification training with Bob, Bob suggested that I also take some advanced PPL classes with other NOVA instructors to round out my knowledge base. I took an initial lesson with another instructor, and then with Chuck. Like Bob, Chuck has a skill of meeting a student at the student's level, which allows for highly open and safe communications, which can de-risk a sometimes stressful learning environment. I also liked that Chuck took the time to learn from Bob and me about where I was in my training, and my near-term goals. Chuck went out of his way to devise a challenging set of trainings around short- and soft- field takeoffs and landings at my request- and then added in some other challenging concepts- knowing that I was primarily Bob's student. Chuck's additional training, and availability for ground training in prep for my check ride and transition to long distance VFR competence as a PPL, helped to round out the strong foundation which Bob instilled in my flying. I continue to work with both Bob and Chuck as I expand and prop for IFL Certification training. Sometimes this manifests as very early- or late- cell phone calls depending upon my GA travel schedule. I also know that Chuck marks out his personal calendar, even outside of business hours, to know when his students are planning flight, and that he makes sure he's reachable and capable to field calls or questions even from graduates who may need his advice or help. He's always been ready to engage when I call, and I wouldn't hesitate to call him at any hour to ask even the smallest or most remedial of questions to ensure the maximum safety of my family and me. I believe I even reached him once while he was on travel in Eastern Europe which would have been a very late evening call for him to field (he did!) I'm very grateful to have Chuck as part of my NOVA Pilots ongoing experience.

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: 18%

Regional Average: 86
Your regional percentile ranking: 12%

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

National Average: 87
Your national percentile ranking: 17%

Regional Average: 87
Your regional percentile ranking: 12%

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	98	98
Customer Focus	95	97
Community	93	92
Information Sharing	94	94
NetPromoter Score	100	95

Overall Total	96	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: 98

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

National Average: 98
Your national percentile ranking: 15%

Regional Average: 98
Your regional percentile ranking: 15%

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

National Average: 99
Your national percentile ranking: 11%

Regional Average: 99
Your regional percentile ranking: 11%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	7	77.78%
Somewhat Agree	1	11.11%
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: 95

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

National Average: 97
Your national percentile ranking: 7%

Regional Average: 97
Your regional percentile ranking: 6%

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

National Average: 98
Your national percentile ranking: 5%

Regional Average: 98
Your regional percentile ranking: 4%

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	2	22.22%
Strongly Disagree	7	77.78%

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: 93

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

National Average: 92
Your national percentile ranking: 35%

Regional Average: 92
Your regional percentile ranking: 33%

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

National Average: 94
Your national percentile ranking: 32%

Regional Average: 94
Your regional percentile ranking: 25%

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	%
Strongly Agree	2	22.22%
Neither agree nor disagree	1	11.11%
Somewhat Disagree	1	11.11%
Strongly Disagree	5	55.56%

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	8	88.89%
Somewhat Agree	1	11.11%

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: 27%

Regional Average: 94
Your regional percentile ranking: 21%

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

National Average: 95
Your national percentile ranking: 28%

Regional Average: 95
Your regional percentile ranking: 21%

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	%
Strongly Agree	1	11.11%
Neither agree nor disagree	1	11.11%
Strongly Disagree	7	77.78%

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

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

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%
Somewhat Agree	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	8	88.89%
9	1	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	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%