



Report for Christopher Miller 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 17 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
81.00	Chris has consistently involved himself in my flight training journey. He has helped me evaluate and make decisions about what to do and what not to do. He is supportive of my goals. He is ready and willing to adjust the plan to conditions, Once training is complete, he is a pilot I would like to continue to fly with.

90.00	<p>He's ridiculously smart, experienced as hell (a former test pilot), charming as bejeszus, and approachable as well, I've run out of descriptors. Suffice it to say he gets along with everyone, which is a helluva challenge in this day and age of divisiveness in the country. And as for "would I recommend him", as a matter of fact I just did this morning - I had a hospital stay and the very cute nurse who helped me recover mentioned she was interested in possibly flying. I immediately and only thought of Chris as someone who could inspire her to fly, and sent a text to both of them less than 30 minutes ago. Chris is very open and communicative about the costs of flying, which is stupidly out of control these days. He's very smart and very quick to teach, and he's able to quickly discern what topics a student will master quickly vs. which topics will take a bit more effort. He doesn't skimp on the topics and skills the students master quickly, but he does focus on the troubling skills and knowledge in smart ways - looking for more ways to teach. With my brother (Matt) who he got through his PPL last year, there were numerous physical skills Matt mastered quickly, and Chris didn't dwell on those (like different take offs), but Matt did need extra help in learning theories of flight so Chris focused on those with a variety of different models for visual learning, enforced reading in the books, and talked through the theories with examples from his own test pilot and military experiences. He really takes time to understand how to 'get through' to students most stubborn knowledge gaps and that makes him possibly the most efficient instructor I've met. With my own CAMEL certificate, he was very thorough in getting me to the tasks that were important and although we knew the DPE would focus on a subset of the entire knowledge &amp; skills suite - Chris still drilled into me the entirety of the required skills, because I asked him to prepare me thoroughly. I don't like the anxiety of not knowing all the skills when going into a checkride, so I appreciate his ability to mold his instructional techniques to each students' needs. He's a fantastic instructor, a very open, compassionate and approachable human, and I absolutely ONLY choose him when suggesting people fly with someone either as an intro flight or for any of their ratings. If we lived 100 years from now, I have great confidence we'd be taking his DNA and cloning it to create the perfect army of flight instructors. Probably for the museum of flight since we'll be overrun by robots and AI by then. But he is great.</p>
90.00	<p>Chris should definitely win an award. He is an excellent instructor and brings a calmness to the flight training that many other instructors lack, and his students benefit by being able to absorb more and learn quicker. He also makes learning fun with his sense of humor and using storytelling to illustrate points of learning and keep students' minds open and not fixating. He recognizes plateaus before students get there and breaks the monotony by bringing in new places to go and varying the routine, all in ways that will help students master whichever maneuver they are struggling to perform. He is a go-to resource for not just the flying skills, but also knowledge of the rules and regs, fun places to go, and endless incredible stories and photos from his aviation career.</p>
90.00	<p>Chris is an outstanding flight instructor with deep knowledge of flight requirements and airplane mechanics. His attitude is extremely positive and he is completely dedicated to his students. His skills are clearly solid. I recommend Chris because he demonstrates passion, caring, experience, and adds the perfect touch of humor to keep his students comfortable.</p>
90.00	<p>Christopher Miller has consistently raised the bar far beyond what was originally existent. Every night before the flight, Chris is there to personally involve the student and jointly plan the next day's lesson. Chris differs from other instructors by not just answering a student's question in a conventional spoken form and then moving on with the lesson, but by further taking the question that was asked by the student and creating a safe, practical demonstration of what was just asked, which increases a student's understanding tenfold. Chris is always available for help. Whether one is his student every day or whether one has never met or flown with Chris in their entire life, Chris respects and treats each student as a lifelong companion by eagerly and actively listening and responding to any query that suddenly pops up. Whether by email or text, Chris is sure to leave the student in zero doubt of the correct choice of action after a question is asked. Chris furthermore differs from other instructors in his flexibility. Whether it be noon on a Saturday or nine PM on a Tuesday, Chris will answer within minutes, as if he were waiting for the student to text or email him before the student even thought about doing so. Chris is available at the last minute, too. When there is no instructor available for a flight, Chris offers his time off, which he could have spent relaxing, to instead mentor the future of the aviation world, because he cares so deeply about helping each and every student succeed and shine brightly.</p>
89.00	<p>This instructor was one of the most impactful instructors I've ever gotten to fly with. He taught me almost everything I know, always made it fun, and had so many different ways of teaching things and helping me get good at things. He's just as good of an instructor as he is a pilot. He's always comfortable, in control, and helping me learn! He also helped me learn from my mistakes, helping me overcome a busted first check ride, and making sure my weaknesses turned into my strengths.</p>

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88.00	<p>Chris Miller embodies the very best characteristics of CFI practice: outstanding piloting proficiency, broad and deep knowledge, and the ability to relate to students. He is retired Air Force, with background including Test Pilot school and command (squadron) experience. He also has advanced education through the PhD (Electrical Engineering). He continues his own education. In the past couple of years, he has qualified for multi-engine airframe instruction, recently attended a course for Boeing large passenger commercial aircraft, and this summer took a formal course on the Cirrus aircraft family. He participates in work on his own aircraft, and knows aircraft systems inside and out, from older steam gage aircraft to modern glass cockpit airplanes. As a father of young adults, he is particularly good with young people, and has served as the CFI for many teens and early adults. He is just as adept at dealing with older adults, who may approach flying more intellectually. My son and I are taking flight training from Chris, and we are very lucky to have him as our CFI. He teaches safe practices, including preparation for unexpected events and dealing with weather. He represents the very best the FAA could wish for.</p>
90.00	<p>I've had the pleasure of flying with Chris several times, both during my PPL training and after, most recently during my flight review. Chris tailors his teaching style to what his student needs in that moment to be successful. During my PPL training my original CFI left for the airlines, and I found myself bouncing between instructors as schedules settled at a time when I was struggling to nail my landings and go solo. I was lucky enough to be scheduled with Chris during this time, and his insight was exactly what I needed. I credit him with teaching me to land and helping me get over the biggest hurdle I had in my PPL journey. I do not hesitate to recommend Chris to other pilots, and will be beginning my IFR training with him soon.</p>
89.00	<p>I met Chris at the airport early on in my training. He wasn't my instructor then, but we would often finish flights near the same time. He was always interested in talking about flying, whether it was what I was working on, or sharing opportunities for other kinds of flying beyond what was required to pass my checkride. He was generous with his time and his knowledge, and obviously had a passion for flying and teaching. Since then, I have gotten to fly with him a few times, including for my first flight review. I enjoy our lessons because I have a clear idea of what to expect, and he keeps things fun without ever being unprofessional or unsafe. I look forward to continuing to work with him as I progress through my training.</p>
90.00	<p>One time, we were flying pattern at KMRB, and everything is normal, 3 or 4 aircraft in the pattern in the clear Saturday morning. Suddenly we get a call over the tower frequency that Air Force 1 was approaching the airspace! We can practically hear the ATC's chair hit the floor as he frantically starts redirecting traffic out of the airspace. Dr. Miller, with his unbreakable calm, was a godsend in this and many other unexpected situations.</p>

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90.00

Christopher Miller should receive the Flight Training Experience Award due to his unparalleled teaching ability and willingness to go the extra mile to accommodate my busy schedule as I completed my private pilot training. He arrived to each lesson early and always had a plan in mind for what we would do. The debriefs were comprehensive and there were many times he stayed thirty minutes to an hour afterwards to clear up any confusion I had. I never felt rushed or put into a dangerous situation, and this gave me a lot of confidence in the cockpit. We often went over emergency procedures beforehand too, so even when he was instructing me, I felt confident that I could handle any emergency that may present itself. Also, his extensive knowledge of all the inner workings of the C-172 we were flying made me feel very safe. He could answer most questions I had about the pitot-static system, carbureted engines, the avionics, gas lines, and much more. If he didn't know or I had more questions that were beyond the scope of his knowledge, we'd always use FAA based sources, supplements, or the POH. It is hard to put every way he went above and beyond in my flight training in a paragraph, so I'll put some highlights down. - Before my first cross-country solo, he spent the better part of an hour convincing me to go. I was nervous and I needed that extra push to fly for so long by myself. I ended up doing just fine and there were absolutely no problems. To date, I think that was the bravest thing I've done. - In teaching me about the SFRA, we went on a trip from KJYO to W29 (Bay Bridge) on the 4th of July at night. Not only did I gain confidence and skill in safely traversing the most guarded airspace in the country, but I also got to see the most incredible firework shows from all across Northern Virginia. Looking back on that time, I felt so much joy and flying became even more enjoyable as I got to have a once in a lifetime experience. - We took the cowling off the C-172 I was flying to look inside and get a better understanding of the engine and how each part connected and worked. This lesson was super helpful and was referenced a lot later on in my flight training. - My dad scheduled my check ride without consulting me (I'm a 17 year old female pilot) and I was basically rushing and spending all day at the airport for a week as I prepared. The day before my check ride, he spent about ten hours with me at the airport, five of which we flew in order to iron out some kinks in my flying, and another five to work oral prep. It was rushed at the end, but he was extremely accommodating and worked around the clock to make sure I was completely prepared. I have not met a single instructor who would do so much for their students. I ended up being way over prepared and passed that day with flying colors! - Along with being a flight instructor, Chris is also a talented photographer. I remember one time we flew through the Shenandoah Valley, and we saw the most beautiful sunset. No joke, there was a full double rainbow. At this point it was custom whenever there was a beautiful sight that I would bank the airplane for dramatic effect and he would take pictures. I remember he said that the beautiful landscapes were one of the reasons why he loved flying. I also learned that there was so much natural beauty so close to home. - He took me to meet all the guys who worked ATC, and now they know me by name, which is very special to me as I feel like I am a part of the aviation community at JYO. As of now, I am working on my instrument rating with him and he has helped me immensely in keeping my focus as I balance college applications, senior year, and my other extracurriculars. We switched to a Cirrus G7+ and before I did my transition training, he became a CSIP. With him, I completed my transition training and am now halfway through instrument training. For these reasons, I believe Chris Miller should be chosen for the Flight Training Experience Award.

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81.00

Very knowledgeable and very encouraging. Fun to work with. Super accessible and willing to work with your schedule. Has made a real concerted effort to advance my skills and get me to various milestones (solo, XC) without sacrificing safety. I have limited time to train and he has been a real advocate for me in making reservations and assuring planes are available.

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88.00

I recently joined a flight club with a Cessna 172, and Chris was my instructor on getting familiar with the plane and signing me off. I had about 200 hours at the time, but only 7 hours were in Cessnas. There were many small differences that I had not considered between Pipers and Cessna's, and Chris was instrumental in showing me the ins and outs of this Cessna. What really stood out to me was his thorough explanation of the preflight. Chris walked me through every nut and bolt, every antenna, and gave me the confidence to be able to safely preflight on my own. Even after a year of flying Pipers, Chris made me feel more confident in preflighting a Cessna than a Piper Warrior. Flying with Chris was also extremely beneficial. At that time I had just started training for my commercial rating, and Chris emphasized that these were visual maneuvers we were performing, a stark contrast to my instrument training. I was also more able to get a feel for the plane thanks to Chris's superb instruction. His training set me off a solid foundation for my commercial training. It was immediately clear to me that he both cared about my proficiency and was able to deliver on the training. I am very grateful to have him as a resource in my club, and plan on flying with him soon to renew my instrument currency.

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88.00

Chris is one of the finest instructors I have ever run across. As an experienced MEL and SEL ATP rated pilot, I have worked with many instructors over the years. Chris has impressed me with his vast knowledge, patient and nurturing demeanor and constant attention to his student's individual needs and timelines. He has well over 1000 hours dual-given and not only works with me, but with my daughter and many friends. For the above reasons, I feel that Chris is highly deserving of this award.

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90.00 Chris exemplifies all of the qualities that we want out of instructors: knowledgeable, kind, supportive, flexible, etc. I've been working with Chris for over a year now and we've worked on many different aspect of flying, it's hard to imagine many other instructors being as varied and accommodating.

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90.00 Chris is an exceptional flight instructor and pilot, fully deserving of the Flight Training Experience Award. His rare blend of technical mastery, patience, and genuine humor makes him both an outstanding teacher and an inspiring mentor. With a deep academic background, Chris transforms complex multi-engine aeronautical concepts into clear, approachable lessons that build confidence and skill in his students. What sets Chris apart is his ability to blend scientific precision with artistic intuition. His appreciation for the rhythm and structure of music brings a sense of flow and creativity to his instruction, turning multi-engine flight training into an engaging, intuitive experience. Every session strikes the perfect balance between rigor and enjoyment. As a pilot, Chris' command of multi-engine commercial aviation is unmatched. His calm confidence and deep expertise—from engine-out procedures to advanced maneuvers—instill immediate trust and inspire excellence. His passion for flying is infectious, motivating students to aim high and push their limits. Chris' dedication goes far beyond expectations. Despite his own demanding schedule, he regularly accommodated early-morning and late-night flights to help me balance work and family commitments. His flexibility and commitment reflect his genuine care for his students' success. Thanks to Chris' expert instruction and unwavering support, I earned my Multi-Engine Commercial Pilot's License on my first attempt. His teaching combines precision, creativity, and encouragement, creating an environment where students truly thrive. Chris is far more than an instructor—he's a mentor whose impact is lasting and profound. There is no one more deserving of this award.

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88.00 Chris Miller exemplifies what it means to be a flight instructor and a mentor. I turn to Chris for advise with challenging students and technical questions. I watch Chris pre-brief and debrief his students. He is exceptionally patient, thorough, and motivational. I send my students to Chris for stage checks and Chris always provides excellent feedback both to the student and to me as their instructor. Each experience is valuable lesson for both my student and myself. Additionally I have flown with Chris twice this year for additional instruction and feedback on my flying and instructional skills. His humility, feedback, expertise and ability to communicate clearly and concisely are second to none.

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#### 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: **77%**

Regional Average: **86**

Your regional percentile ranking: **78%**

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

National Average: **87**

Your national percentile ranking: **85%**

Regional Average: **87**

Your regional percentile ranking: **88%**

### 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	99	97
Community	98	92
Information Sharing	96	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: **26%**

Regional Average: **98**

Your regional percentile ranking: **26%**

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

National Average: **99**

Your national percentile ranking: **23%**

Regional Average: **99**

Your regional percentile ranking: **25%**

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%
Somewhat Agree	2	11.76%

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

## 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: 44%

Regional Average: 97

Your regional percentile ranking: 41%

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

National Average: 98

Your national percentile ranking: 55%

Regional Average: 98

Your regional percentile ranking: 58%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	5.88%
Strongly Disagree	16	94.12%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	17	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: 98

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

National Average: 92

Your national percentile ranking: 86%

Regional Average: 92

Your regional percentile ranking: 84%

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

National Average: 94

Your national percentile ranking: 91%

Regional Average: 94

Your regional percentile ranking: 88%

### 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	94.12%
Somewhat Agree	1	5.88%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	2	11.76%
Strongly Disagree	15	88.24%

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

Response Choice	Frequency	%
Strongly Agree	15	88.24%
Somewhat Agree	2	11.76%

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	16	94.12%

Somewhat Agree	1	5.88%
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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: **96**

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

National Average: **94**

Your national percentile ranking: **59%**

Regional Average: **94**

Your regional percentile ranking: **56%**

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

National Average: **95**

Your national percentile ranking: **65%**

Regional Average: **95**

Your regional percentile ranking: **70%**

## 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	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Neither agree nor disagree	4	23.53%
Somewhat Disagree	1	5.88%
Strongly Disagree	12	70.59%

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

Response Choice	Frequency	%
Somewhat Disagree	1	5.88%
Strongly Disagree	16	94.12%

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	16	94.12%
Somewhat Agree	1	5.88%

## 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	17	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	17	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%