



Report for Collin McDonald at M54

Region: 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 8 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
88.00	Collin did a fantastic job with my son. My son is very interested in flying and making a care out of it, Collin explained everything to him, answered all his questions, and has went above and beyond for him. He is still helping us and leading us in the direction we need. He went out of his way to help us and Kenneth. I ask my son who he wanted to go flying with again and his reply was, "Collin every time". I can not express how helpful and how kind Collin was to my son.

90.00	From the moment I began training with Collin, it was clear that he is more than just a flight instructor... He is a mentor, motivator, and a guardian of both safety and passion in aviation. His ability to make the complex seem approachable while instilling confidence in his students is extraordinary. Colin doesn't just teach tailwheel flying, he brings it to life. Every lesson with him is filled with patience, encouragement and the wisdom that only comes from someone who loves both flying and teaching. He has a rare gift of balancing technical precision with genuine care for the person in the cockpit. He ensures his students not only understand how to fly, but WHY we fly. Collin creates an environment where mistakes are treated as learning opportunities rather than setbacks, which has given me the confidence to grow as a pilot. His calm demeanor and steady guidance make even the most challenging maneuvers feel achievable. The joy and pride he shows when his students succeed are contagious! It was a refreshing that aviation is as much about community as it is about skill. What makes Colin truly deserving of recognition is his impact beyond the aircraft. He inspires his students to believe in themselves, approach flying with humility and respect, and to carry forward the tradition of aviation with passion. I am a better, safer, and more confident pilot because of him, and I know more folks like me feel the same way. For these reasons, I believe Collin exemplifies the very best of what a flight instructor should be. He transforms flight training into a meaningful and unforgettable experience with excitement and grace... With that said, there is no one more deserving of the Flight Training Experience Award.
86.00	He is a great professor and pilot. He does a great job at taking large and confusing concepts/topics and breaks them down into smaller more digestible pieces of information that make it easier to learn.
90.00	Collin McDonald is an exceptional candidate for a Flight Training Experience award. His deep knowledge of aviation, enthusiasm for the community, and dedication to helping his students succeed go above and beyond the standard. I personally go out of my way to seek out his instruction because of his depth of knowledge and ability to express it. His passion for teaching and the aviation community shows in every student interaction.
90.00	He's very knowledgeable and is an effective teacher. I look forward to further instruction from him.
81.00	Very efficient while remaining thorough with the content. Made sure we understood what was going on and always explained adverse unusual situations that could occur within whatever subject we were working on.
85.00	Collin McDonald is an amazing instructor. He is very passionate about teaching and deeply cares about his students.
90.00	His time and experience in the aviation industry on both sides of flying and building aircraft with a true desire for the seeking of building up students knowledge for them to be the best pilot possible and not so he looks like a great teacher.

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: **45%**

Regional Average: **81**

Your regional percentile ranking: **35%**

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

National Average: **87**

Your national percentile ranking: **47%**

Regional Average: **88**

Your regional percentile ranking: **32%**

5. SubScore Summary for at M54

Region: 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	100	97
Community	92	92
Information Sharing	96	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: 47%

Regional Average: 92

Your regional percentile ranking: 31%

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

National Average: 99

Your national percentile ranking: 52%

Regional Average: 100

Your regional percentile ranking: 27%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	7	87.5%
Somewhat Agree	1	12.5%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	8	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: 100

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

National Average: 97

Your national percentile ranking: 83%

Regional Average: 91

Your regional percentile ranking: 85%

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

National Average: 98

Your national percentile ranking: 89%

Regional Average: 99

Your regional percentile ranking: 86%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	8	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	8	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	8	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: 92

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

National Average: 92

Your national percentile ranking: 32%

Regional Average: 88

Your regional percentile ranking: 23%

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

National Average: 94

Your national percentile ranking: 29%

Regional Average: 95

Your regional percentile ranking: 18%

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	5	62.5%
Somewhat Agree	3	37.5%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	2	25%
Strongly Disagree	6	75%

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

Response Choice	Frequency	%
Strongly Agree	5	62.5%
Somewhat Agree	3	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	6	75%
Somewhat Agree	2	25%

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: 48%

Regional Average: 88

Your regional percentile ranking: 54%

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

National Average: 95

Your national percentile ranking: 53%

Regional Average: 96

Your regional percentile ranking: 45%

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	7	87.5%
Somewhat Disagree	1	12.5%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	25%
Strongly Disagree	6	75%

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

Response Choice	Frequency	%
Strongly Disagree	8	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	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	8	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	8	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: 91

Your regional percentile ranking: 62%

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

National Average: 97

Your national percentile ranking: 62%

Regional Average: 99

Your regional percentile ranking: 59%