



Report for Declan Hickton 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 15 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
86.00	He's a very honest instructor but also a great teacher. He wants the best for his students and does a great job of keeping a friendly dynamic, but also pushing his students to make them the most successful. Great job of understanding his students and putting in effort for their success and what's best for them. Great instructor!!!
90.00	Declan is an awesome instructor who is talented, flexible and fun while maintaining high professional standards. He played a critical role in training me to solo, one of the most gratifying experiences I've had in my life.
90.00	Declan is a very good instructor. He is knowledgeable, a great pilot, and is patient with his students and has a good demeanor.
90.00	Declan is extremely talented in not only flying but teaching the fundamentals in an engaging and interesting way. He is constantly pushing his students to try new things and build their skills. During cross country flights he uses the extra time to teach how to respond to emergency situations, how to constantly stay ahead of the aircraft, to be prepared for issues to arise, and other practices to improve the safety and efficiency of the flight. Outside of the cockpit, he is always willing to help out, answer questions, or shift his schedule around to accommodate his students. Declan is a great instructor who not only keeps his cool when needed, but makes learning a lot of fun and goes out of his way to tailor his teaching to best fit his individual students.

90.00	Should win this award for his excellent aviation knowledge and ability to share that knowledge with students in an easy to grasp way
90.00	Declan has guided me from a private pilot all the way through my commercial training and has been dedicated to building my confidence as a pilot throughout my training. He treats instructing as more than a job. he has made himself available away from the airport and after training hours for further instruction. There were times were I underestimated my abilities as a pilot and he reminded me to trust in my training, which led me to accomplish the task at hand without a problem. I really hope to know Declan for a long time after my training days are done, for he is someone who has kept my love for aviation alive.
74.00	Declan is a pleasure to work with and a true asset to our team. He genuinely cares about his students and the overall flight training experience. He embodies the idea that learning and enjoyment are not mutually exclusive, that effective lessons can and should combine both. Declan is extremely knowledgeable, well prepared, and detail-oriented. At the same time, he's humble and direct enough to admit when he doesn't know something, which makes him approachable and authentic. Since I've returned to instruction after more than a decade away from the cockpit, I've found Declan to be an invaluable resource, someone I can seek advice from, bounce ideas off of, and learn from. My students consistently enjoy flying with him, and I regularly rely on him for stage checks or as a secondary instructor when scheduling conflicts arise. He's an outstanding instructor, mentor, and colleague who elevates the learning environment for both students and instructors alike.
90.00	1.Dedicated to Student Success Genuinely cares about each student's progress and goes the extra mile to help them reach their goals. 2.Positive Learning Environment Creates a calm, encouraging atmosphere that makes every flight lesson enjoyable and productive. 3.Strong Focus on Safety Always reinforces safe habits and good judgment, helping students develop a professional mindset.
90.00	Declan is very thorough with his students and knowledgeable
80.00	Declan is an outstanding instructor. He tailors his lessons to my specific needs. He is encouraging when things are difficult. And he provides tough love when he knows I can do better. He reviews the schedule ahead of time and is always punctual. I feel that he is invested in my success and I strive to make him proud.
90.00	Declan is a very experienced pilot and instructor who is very knowledgeable and easy to communicate with.
89.00	I would very much like to recommend Declan Hickton for the AOPA Flight Training Experience Award because he represents the very best in flight instruction. Declan is not only a top notch pilot, but he is also an instructor who brings professionalism and confidence to every lesson. No matter the situation, he maintains a steady presence that immediately puts his students at ease and creates an ideal learning environment. His instruction is always clear, patient, and focused on developing both skill and judgment, and he tailors every lesson to his students' individual needs and goals. Declan also goes above and beyond to connect training with real-world aviation by organizing tours to the ATC TRACON facility, giving his students a firsthand look at how air traffic controllers operate. That kind of hands-on exposure deepens understanding and builds confidence when communicating in busy airspace. He doesn't just train competent pilots; he shapes confident, knowledgeable aviators who truly understand the system they operate in. Declan Hickton is an outstanding instructor who absolutely deserves recognition for his dedication and excellence in flight training.
90.00	Declan is an exceptional flight instructor whose deep aviation knowledge and calm demeanor made every lesson productive and enjoyable. They consistently emphasized safety, helping me build strong foundational skills and confidence in the cockpit. Their ability to explain complex concepts clearly was invaluable throughout my training. Thanks to their guidance, I passed my check ride smoothly and feel well-prepared for prepared for my next steps. I am currently working with him on my next rating.
90.00	Declan is not only an incredibly skilled and competent instructor, he cares for his students and wants the best for them. Declan has expertly guided me through 3 ratings. He teaches in an approachable manner that always made me feel comfortable in the airplane. Asking questions is not intimidating, and making mistakes is just part of the learning process. Declan goes beyond the syllabus to help his students learn. He conducts thorough debriefs after the lesson to ensure his students understand the lesson. He has used his free time to organize tours of ATC facilities to help his students understand the ATC system. I've been flying with Declan for most of his time as a CFI and he has become a well-rounded, skillful, and considerate instructor.

90.00 Declan has always been a motivating and encouraging instructor who works hard to teach his students everything he knows. He never just does the bare minimum; he goes above and beyond to make learning a fun experience for each student. He is constantly encouraging his students to keep trying, even if they make mistakes. Every lesson is not just a repeat of the day before; he finds some way to make it more challenging or have us try something new. You can truly tell he is there because he enjoys working with each student. After each lesson, if I did not understand something, he would take the time not only to explain it. He would also go through where we would find that answer. This really shows that he not only wants his students to be knowledgeable, but also to be good pilots and know where to find the answers, even if we don't know.

#### 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: 63%

Regional Average: 86

Your regional percentile ranking: 62%

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

National Average: 87

Your national percentile ranking: 68%

Regional Average: 87

Your regional percentile ranking: 70%

#### 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	100	98
Customer Focus	99	97
Community	97	92
Information Sharing	94	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: 100

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

National Average: 98

Your national percentile ranking: 83%

Regional Average: 98

Your regional percentile ranking: 79%

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

National Average: 99

Your national percentile ranking: 90%

Regional Average: 99

Your regional percentile ranking: 88%

#### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	15	100%

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

Response Choice	Frequency	%
Strongly Agree	15	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	15	100%

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

Response Choice	Frequency	%
Strongly Agree	15	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: 40%

Regional Average: 97

Your regional percentile ranking: 37%

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

National Average: 98

Your national percentile ranking: 49%

Regional Average: 98

Your regional percentile ranking: 50%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	15	100%

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

Response Choice	Frequency	%
Strongly Agree	15	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	6.67%
Strongly Disagree	14	93.33%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	15	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: 97

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

National Average: 92

Your national percentile ranking: 78%

Regional Average: 92

Your regional percentile ranking: 75%

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

National Average: 94

Your national percentile ranking: 85%

Regional Average: 94

Your regional percentile ranking: 83%

### 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	14	93.33%
Somewhat Agree	1	6.67%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	6.67%
Neither agree nor disagree	2	13.33%
Strongly Disagree	12	80%

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

Response Choice	Frequency	%
Strongly Agree	15	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	14	93.33%
Somewhat Agree	1	6.67%

## 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: 29%

Regional Average: 94

Your regional percentile ranking: 25%

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

National Average: 95

Your national percentile ranking: 32%

Regional Average: 95

Your regional percentile ranking: 30%

## 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	15	100%

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

Response Choice	Frequency	%
Strongly Agree	1	6.67%
Somewhat Agree	1	6.67%
Neither agree nor disagree	1	6.67%
Somewhat Disagree	1	6.67%
Strongly Disagree	11	73.33%

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

Response Choice	Frequency	%
Strongly Agree	1	6.67%
Somewhat Agree	1	6.67%
Strongly Disagree	13	86.67%

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	15	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	15	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	15	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%