Report for Dmitriy Kosovskiy at KPAO

Region: Pacific

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 7 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
89.00	Dmitriy has an incredibly high standard for what's good and what's not, and I think that's a very important feature for an instructor. He's always on time, diligent, he cares, and he's willing to go above and beyond to explain concepts.
90.00	Dmitriy has trained me for the instrument rating. While I am older than him, his teaching style and personality invokes respect and appreciation. He has a knack for identifying the areas of weakness and works on those in partnership with the student very efficiently and at the same time in a friendly and supportive way. His teaching method is scenario based, and altogether it facilitates healthy and pragmatic ADM and CRM understanding along with pure piloting skills. I have a peer group of pilot friends, about my age and certified approximately at the same time; when I fly ifr practices with them taking turns piloting / safety pilot, I notice my advantage with ADM and flight planning and execution - thanks to Dmitriy's training. And he never hesitated to introduce me to other students and to the broader pilot community around SF Bay Area.
88.00	Dmitriy is the best flight instructor that I have had in 30 years of flying. His technical knowledge and the stick and writer skills are second to none. He is constantly learning and sharing that knowledge with his students. His bedside manner where he knows when to be tough, and when to be supportive is almost uncanny. His attention to safety and Pilot debris following each lesson set him apart from any other instructor that I've ever worked with.

90.00	Dmitriy deserves to win a Flight Training Experience Award for seamlessly blending his passion for aviation with his dedication to teaching, inspiring his students to achieve their aviation goals. Dmitriy has taught me the concepts of instrument flying and has helped me feel prepared in the aircraft, not only to pass a checkride but also to be ready for real life scenarios, while promoting safe flying. During my training, Dmitriy has used great training references, and worked with me effectively using my personal strengths and addressing my weaknesses to achieve the desired outcomes efficiently. Overall, Dmitriy is a true aviation professional and an exceptional instructor that I highly recommend to others.
90.00	My instructor exemplifies what safe, effective flight training should be. He is exceptionally detail-oriented and insists on doing everything by the book — not out of rigidity, but because he genuinely believes safety and good habits start from day one. He has a deep understanding of aircraft systems, procedures, and aerodynamics, and he's able to explain even the most complex topics in a clear, practical way. Every lesson felt purposeful and organized, and his calm, safety-first attitude built confidence in me as a student pilot. Thanks to his professionalism and mentorship, I earned my PPL feeling truly prepared to fly responsibly. He absolutely deserves recognition for raising the standard of instruction.
88.00	As a student, I couldn't have asked for a better flight instructor. Their calm and patient teaching style made even the most challenging maneuvers feel achievable. Every lesson was well-structured, with clear explanations and real-world examples that helped everything click. They always emphasized safety while still encouraging confidence and independence in the cockpit. Thanks to their guidance, I feel fully prepared for my flights. Truly an outstanding instructor who inspires both skill and passion for flying.
90.00	Dmitry K. deserves this award because he shows the highest standards of Instruction and Safety, focusing not just on technical skills but on the holistic development and long-term success of his students. As the example - he's been my Certificated Flight Instructor since 2020, successfully guiding me through my Private Pilot License (PPL), Instrument Rating (IR), then Commercial Pilot License (CPL) and ultimately my CFI certificate. He is a consummate professional, incredibly patient, and has a remarkable talent for making complex aviation concepts easy to understand. Anyone seeking a dedicated and knowledgeable instructor would be fortunate to train with Dmitry, because he successfully mentor students across the entire developmental spectrum from a novice flyer to a commercial pilot and beyond.

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: 89

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

National Average: 86
Your national percentile ranking: 93%

Regional Average: 87
Your regional percentile ranking: 96%

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

National Average: 87
Your national percentile ranking: 99%

Regional Average: 87
Your regional percentile ranking: 100%

5. SubScore Summary for at KPAO

Region: Pacific

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	98	92
Information Sharing	99	94
NetPromoter Score	100	95
Overall Total	99	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: 42%

Regional Average: 99
Your regional percentile ranking: 46%

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

National Average: 99
Your national percentile ranking: 46%

Regional Average: 99
Your regional percentile ranking: 43%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

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

Response Choice	Frequency	%
Strongly Agree	7	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
Strongly Agree	7	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: 98
Your regional percentile ranking: 77%

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: 79%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
Strongly Agree	7	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	7	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	7	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: 89%

Regional Average: 94
Your regional percentile ranking: 96%

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

National Average: 94
Your national percentile ranking: 95%

Regional Average: 93
Your regional percentile ranking: 100%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	7	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	1	14.29%
Strongly Disagree	6	85.71%

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

Response Choice	Frequency	%
Strongly Agree	7	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	6	85.71%
Somewhat Agree	1	14.29%

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: 99

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

National Average: 94
Your national percentile ranking: 90%

Regional Average: 95
Your regional percentile ranking: 96%

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

National Average: 95
Your national percentile ranking: 98%

Regional Average: 95
Your regional percentile ranking: 100%

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	100%

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

Response Choice	Frequency	%
Somewhat Disagree	1	14.29%
Strongly Disagree	6	85.71%

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

Response Choice	Frequency	%
Strongly Disagree	7	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	7	100%

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	7	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	7	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: 99
Your regional percentile ranking: 58%

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: 64%