



Report for Doug Auclair at KSFZ

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 20 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	Doug's training program consistently produces pilots who are both competent and confident in real-world flying from the moment they earn their certificate. He is remarkably generous, willing to go to the ends of the earth to help even someone he's just met pursue their dreams in aviation. His dedication to providing excellent training and ensuring people remain active in aviation for the long term makes him an instructor who truly stands out.
88.00	Doug is an exemplar of what makes up an excellent flight instructor and business owner. You feel the effects of what Doug has created at Air Ventures Flying School the second you step foot in the door. You are immediately, and without hesitation, welcomed to a community of aviators, where people of all different backgrounds congregate because of their shared love of flight. Personally, I worked with Doug periodically throughout my training and closely with him during my training for my CFI certificate. Doug has a wealth of knowledge and systematic approach that he implements with all students. He particularly emphasizes risk management practices, maintaining proficiency, and always looking to further and improve your skills as a pilot. If you ever have the pleasure of meeting Doug, you'll instantly come to find that he is one of the most accepting and supportive individuals who will go above and beyond to help you achieve your goals.
88.00	Doug is a highly accomplished aviator with more than 20 years experience and a world class method of teaching. His attention to detail and his ability to bridge learning gaps is second to none

90.00	<p>Doug is hard focused on being a hard student and has gone to great lengths to be well educated not just for himself but also for his students and instructors. His flight school is a home for not just students and instructors but for fellow pilots, friends and enthusiasts of aviation.</p>
67.00	<p>This instructor should win a flight training experience award, because he helped me reach the end of my private pilot flight training journey, made the best use of my time, and made me a priority to him. As a last-minute transfer to the flight (school), he personally took me under his wing, and saw me through to my checkride.</p>
88.00	<p>Doug Auclair should win this Flight Training Experience Award because he is an outstanding flight instructor who has worked tirelessly to develop the culture of excellence with his flight school and also revitalized the aviation community at his homebase airport. Doug Auclair provided me with the training I needed to earn both my Instrument and Commercial ratings that enabled me to achieve my dream of a Coast to Coast Flight using renewable Aviation Biofuel and to set an Aviation World Record for Fuel Efficiency. Doug has made it possible for a vast amount of people to achieve their aviation and career goals and I look forward to further training with Doug.</p>
90.00	<p>Hi There! My name is Otto Leisge, and I am three years old (well, 3.5 years old if we want accuracy). Doug let me sit in the co-pilot seat, and for the first time I felt what it was like to belong in the sky. When the plane lifted and my body felt weightless, it wasn't just fun—it felt like my whole self finally matched the world around me. Doug didn't just let me fly; he gave me the gift of feeling free, safe, and understood. That first flight will stay with me forever. I have included a journal entry that my mother Marial Leisge wrote about our experience with Doug. This reflection is a true testament to not only Doug's unwavering dedication to flight, but his character. ---- "Sky High Enthusiasms & Learning To Fly" There's a chapter in Barry Prizant's book Uniquely Human where he writes about "enthusiasms." Not obsessions. Not quirks. But genuine passions that give kids purpose, belonging, and joy. His advice? Don't squash them. Don't ignore them. Use them. Build a life around them. I've been trying to zero in on Otto's most beloved enthusiasms. At the top of the list: airplanes, swimming, rollercoasters. The common denominator? A craving for weightlessness. The subconscious relief of floating through a world that can sometimes feel unbearably heavy. We first met Doug during "Airport Day" in August, where he was letting folks sit in the pilot's seat of his 1949 Stinson 108-3 Voyager. Every person at the airport feels like an open door—I just have to find the courage to push through. For me, the biggest hurdle isn't security clearance. It's my introverted brain whispering, don't bother them... they'll say no. So I blurted out: "Hi, my name is Marial, and this is my son Otto." Doug didn't miss a beat: "Is this THE OTTO?" And just like that, my son had achieved local airport celebrity status. "Do you own this plane?" I asked, already assuming the answer. "Yes," Doug replied, "and I'd be happy to take Otto for a ride." Holding back my disparity for immediate take-off, I respected the man's own life and patiently exchanged numbers and after what can only be described as a series of "enthusiastic" follow-up texts (Barry Pizant would have been proud), we finally got the green light. When we arrived at Doug's Airventures Flight School, the first thing I saw was Doug bottle-feeding his newborn, Duke, while talking shop with a circle of aviators. Honestly, I knew right then: these were our people. It felt like a sign (as I am always looking for them now) that Otto was truly in good hands. "Now, who's flying the plane today?" Doug asked. "YES!" shouted Otto, flapping his arms and jumping amongst a circle of seasoned flight vets. The reality of the situation didn't occur to me until Doug demonstrated how Mom & Dad were to get in the back of the plane, a tight squeeze for such a big moment. The cabin was not big enough for where my imagination was taking me. Doug boosted Otto up with two extra pillows so he could see out the window, slipped the headset on his little head, and fired up the Stinson. Clear prop. The dream was taking off—literally. At about 1,000 feet, Doug let Otto take the yoke. Assisted, yes—but Otto was undeniably in control of his own joy. Before landing, Doug decided to end with a bang. "Okay Otto, last chance to fly. Push the elevator all the way forward." And just like that, my 3-year-old experienced zero gravity. Was this a valuable life lesson in free fall... or just Doug needing some comic relief? Hard to say. Either way, it was radical. Otto couldn't stop giggling about "the feeling in his shirt." On the ride home, I kept shaking my head in disbelief. My little boy—my three-year-old—had just completed his first discovery flight in the co-pilot's seat. Whether it's 1,000 feet above the ground or 1,000 feet under the water, Otto finds his safe place in the extreme edges of experience. His enthusiasms are not distractions. They are his joy, his purpose, his sense of belonging. Prizant reminds us that enthusiasms are the key to connection and growth for kids like Otto. Watching him fly wasn't just about airplanes—it was about lifting him into the space where his passions can carry him higher than gravity ever will.</p>
90.00	<p>Doug is an experienced flight instructor who takes his responsibility as a Master CFI and Owner of AVFS very seriously - he is a passionate aviator and dedicated educator who is on a mission to improve the quality of flight instruction to make the skies safer for everyone.</p>

88.00	<p>I have had the privilege of knowing Doug for the past 15 years, both as a mentor and as my flight instructor. He is not only one of the most skilled pilots I have ever met, but also one of the finest instructors in aviation. His knowledge of flying is matched only by his ability to teach and inspire others, always placing safety and professionalism at the forefront. He is a natural leader who sets the highest standards for himself and his students, creating an environment where pilots can grow with confidence. His dedication to aviation, to his students, and to the advancement of safe flying practices makes him an ideal candidate for this award and a true role model within the aviation community.</p>
74.00	<p>As a DPE, I do not recommend specific instructors, since it's important that I remain impartial. However, when choosing a flight instructor, I encourage students to look for certain qualities. A good instructor emphasizes safety and sound decision making, adapts lessons to the student's learning style, communicates clearly and provides structured yet flexible training. It can also help to talk with other students about their experiences to see how well prepared they felt for their training and check-rides. Ultimately, the best instructor is one who helps you not only pass a check-ride but also develop the judgement and skills to be a safe, confident pilot.</p>
90.00	<p>Doug has been a great instructor. Really helped me with my landings + makes the process enjoyable. Doug has also gone out of his way to introduce me to other pilots & events like OSKOSH which I was able to attend with him.</p>
90.00	<p>Doug Auclair should be considered for a flight training experience award for his unmatched care and devotion. Prior to meeting Doug, I had never met anyone in aviation so involved with students and their individual success, as well as the community at large. Focusing on the student side for a minute, Doug comes through for the students that he works with and counts on him. Being a flight school owner and a professional pilot himself, this is not always an easy task, but Doug makes sure to make the time to work with those who are looking to work with him. On top of this, Doug recognizes each and every one of the flight school students' achievements. Each year, Doug hosts an annual "Winging Gala" to honor and celebrate students' new certificates or ratings. It is without saying that Doug is passionate about students and fostering an environment that values students' hard work. I had a chance to learn from Doug when I was training for my CFI-I rating. Doug possesses the traits of a great educator but on top of that, he has a special way of conveying knowledge to his students in a way that just sticks. I learned from Doug several key teaching skills during my training with him that I use regularly with my own students. Aside from the student aspect, Doug makes it his mission to consistently generate interest and enthusiasm about aviation from the community. Doug does this through hosting several gatherings at his flight school for people, already in aviation or not, to come to and connect. Additionally, Doug makes sure to engage with those potentially interested in aviation by offering opportunities around the school and airplane rides. If this weren't generous enough, Doug's flight school, Air Ventures Flying School, has been designed to be open to absolutely anyone who wants to learn more about flying or just chat and build relationships. As soon as you step into Air Ventures Flying School, the environment is welcoming and open to anyone who wants to be there. It is for these reasons, I believe Doug Auclair should win a flight training experience award.</p>
88.00	<p>Doug is a great instructor and steward of aviation. Doug doesn't just want to train pilots, Doug wants to train great pilots and safe pilots. He isn't in it for the money; he truly cares about each student and their future flight prowess, by decision-making ability, and safety. Doug promotes an environment of community and collaboration in his flight school which also promotes safety.</p>
90.00	<p>Doug is a great CFI, every time I fly with him, I learn something new, and I am not talking about the usual instruction you expect to receive, I mean things that help enhance my flying, be a safer pilot, improve the way I operate my aircraft, those small gems that stick with you, in addition to the normal lesson plan for the flight. His demeanor is always positive and enthusiastic! Despite challenges one may face, the normal frustrations that come with flight training, Doug has a great way of keeping you positive, focusing on the joy of flying while helping you make real progress in realizing your flight training goals. When you reach those goals, Doug and his team go above and beyond to celebrate your successes and assist you with your next aviation goals, be that additional training, or looking for career opportunities. Doug also brings the local Rhode Island aviation community together regularly through local community social events, fly-in's, and is a huge supporter of local small businesses. Recently Doug and AirventuresRI have been adding more content on social media. One touching post was taking his intern Zack flying, or as he put it, Zack took him flying. This is just one example of the genuine person Doug is and the interest he takes in helping everyone enjoy aviation! He always makes himself available, to take a question, help with a problem, provide advice, whatever he can assist with, he does so generously and even at inconvenient times. It is for these reasons that I highly recommend Doug Auclair to receive this award!</p>
84.00	<p>I have known Doug for many years. He has always had the students' best interest by offering excellent instruction while maintaining professionalism. His experience and dedication towards the aviation industry continues to excel. I have no hesitation in recommending him for this award.</p>

86.00	Doug is one of the best instructors I have ever met
81.00	His many years of experience help make this process of learning the very difficult task of instrument flying very easy.
90.00	Doug is a subject matter expert on aviation and is one of the most trustworthy, friendly, and caring individuals. His compassion for seeing success in students is unmatched. He is very approachable and easy to communicate with. He teaches at a very down to earth level that is easy to understand and he doesn't rush anything. He is a role model for the type of teacher I want to be like and I couldn't think of another person worthy of the recognition.
90.00	Doug is hands down the most passionate, knowledgeable, talented, and most importantly inspiring instructor/pilot I have ever had the pleasure of working with or learning from. His passion for aviation is infectious from the moment you walk in the door. He goes out of his way to make everybody feel welcome and part of the close knit community that he has created. Flying with Doug is truly a masterclass. Whether it's the smallest detail in your flying, or a new complex skill you're trying to learn, Doug has the insights and real world experience to make you better. I have lost count the amount of times he has provided me with information or instruction that turned my perspective on something around 180 degrees. Doug is truly a pleasure to work with, and to work for. Without a doubt the best boss I've ever worked for and the best instructor I've ever flown with.
90.00	Doug has a deep passion and care for the aviation community. He puts on and organizes numerous aviation events every year. One big event is the gala. This is to celebrate students that have achieved an additional rating.

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: **24%**

Regional Average: **86**

Your regional percentile ranking: **22%**

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

National Average: **87**

Your national percentile ranking: **21%**

Regional Average: **87**

Your regional percentile ranking: **20%**

5. SubScore Summary for at KSFZ

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	98	97
Community	94	92
Information Sharing	94	94
NetPromoter Score	85	95

Overall Total	94	95
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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: 39%

Regional Average: 98

Your regional percentile ranking: 38%

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

National Average: 99

Your national percentile ranking: 44%

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	19	95%
Somewhat Agree	1	5%

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

Response Choice	Frequency	%
Strongly Agree	19	95%
Somewhat Agree	1	5%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	20	100%

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

Response Choice	Frequency	%
Strongly Agree	19	95%
Somewhat Agree	1	5%

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: 98

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

National Average: 97

Your national percentile ranking: 27%

Regional Average: 97

Your regional percentile ranking: 26%

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

National Average: 98

Your national percentile ranking: 29%

Regional Average: 98

Your regional percentile ranking: 30%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	19	95%
Somewhat Agree	1	5%

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

Response Choice	Frequency	%
Strongly Agree	20	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	5%
Somewhat Disagree	1	5%
Strongly Disagree	18	90%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	18	90%
Somewhat Agree	1	5%
Neither agree nor disagree	1	5%

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: 94

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

National Average: 92

Your national percentile ranking: 47%

Regional Average: 92

Your regional percentile ranking: 44%

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

National Average: 94

Your national percentile ranking: 47%

Regional Average: 94

Your regional percentile ranking: 42%

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	18	90%
Somewhat Agree	2	10%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	10%
Neither agree nor disagree	5	25%
Strongly Disagree	13	65%

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

Response Choice	Frequency	%
Strongly Agree	19	95%
Somewhat Agree	1	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	19	95%
Strongly Disagree	1	5%

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: 30%

Regional Average: 94

Your regional percentile ranking: 27%

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

National Average: 95

Your national percentile ranking: 34%

Regional Average: 95

Your regional percentile ranking: 34%

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	19	95%
Somewhat Agree	1	5%

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

Response Choice	Frequency	%
Strongly Agree	1	5%
Neither agree nor disagree	5	25%
Strongly Disagree	14	70%

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

Response Choice	Frequency	%
Strongly Agree	1	5%
Neither agree nor disagree	1	5%
Strongly Disagree	18	90%

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	19	95%
Somewhat Agree	1	5%

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	%
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10	18	90%
8	1	5%
1	1	5%

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	18	90%
Passive	1	5%
Detractor	1	5%

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: 85

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

National Average: 95

Your national percentile ranking: 7%

Regional Average: 96

Your regional percentile ranking: 7%

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

National Average: 97

Your national percentile ranking: 6%

Regional Average: 98

Your regional percentile ranking: 4%