Report for Eesha Ellahi 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 6 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 |
|---|---|
| 80.00 | I think she's very polite and nice, and over the past year she's been extremely helpful and educational. She pushes me just out of my comfort zone so I am constantly making forward progress, but not so far that I panic or get stressed out. She also does a good job at keeping me in control of my learning. She makes sure I keep up with ground school and that I read the right manuals at the right time. |
| 90.00 | Eesha is always very friendly both on the ground and in the cockpit. Her preflight discussions always help me to prepare and understand what our flight will be about and our post flight debriefs allowed be me understand my mistakes and correct them once and for all. |

| | |
|---|---|
| 90.00 | I am writing to wholeheartedly support the application of Ms. Eesha Ellahi for a Flight Training Experience Award. I have been flying for a little over a year now, with almost a year of that being with her. I have worked with her to obtain my Private Pilot's Certificate, Instrument Rating, and am currently working with her on my Commercial Pilot's Certificate. Eesha has most definitely been a notable, hardworking, and successful instructor at my flight school, and it has been shown through her students' success. I will focus on my personal experiences and how Eesha has been responsible for my growth in aviation. Over the course of my aviation journey, Ms. Ellahi has been an instructor, mentor, and good friend to me, and I have much to share on the impact she has had on me. My experience working with Eesha began very early on in my Private Pilot Training in November of 2023. I was originally working with another instructor who left my school with little notice. All my lessons were rescheduled to be with various instructors, one of them being Eesha. With my multiple instructors on my lesson schedule, I was not quite sure how I would get back on track towards my Private Pilot's Certificate. Nevertheless, Eesha took on the role of getting me back on track by organizing with the other instructors on how my lesson structure would be. Because of that, even before I was able to have her as my full-time instructor on my schedule, she still began immediately guiding my progression by organizing my time with other instructors and making goals for each lesson. It was from this point that I realized that Eesha was the perfect instructor for my goals. She was an instructor with a busy and packed schedule at my school, but the level of dedicated guidance each student received remained highly personalized. Because of that, I passed my Private Pilot Checkride in May 2025 with only 55 hours of flight time. The lessons I've learned from her, however, go beyond just maneuvers. There was once a lesson I had booked on her schedule in the DA40, a plane that I had only recently started flying in at the time, and a plane that she had only recently started instructing in. The winds started picking up near the lesson, and the convective SIGMET issued looked like a real hazard. While my young pilot self was considering these conditions being okay to go out and fly in, my instructor took this as an opportunity of learning. She didn't just say that we were not flying that day. She took the time to give me a lecture, like a friend, like a mentor, to warn me against my hazardous attitude. It was a serious talk that she gave. She greatly emphasized how these flying decisions are decisions of my personal safety, and are not about my growth in flying ability. It's a conversation that I still remember now for every flight I take. The decision on whether to fly or not is an important one, and it's quite possibly the most important lesson my instructor has taught me. Through my training, Eesha has been a phenomenal instructor, guiding me through my aviation journey. She is hard-working, dedicated, and committed to my success. But she has also become my friend, whether it's paying the FBO fee for us to explore a new city on an XC, or talking about life on the ride back from the practice area, she is most definitely an impactful member of the aviation community. As a young pilot building my future in aviation, the level of progression I've had in my training can be significantly linked to Eesha's instruction, and I truly hope that you consider her for a Flight Training Experience Award. |
| 90.00 | Eesha is a very humble, intelligent, and hardworking instructor. When I had a learning plateau, Eesha was able to recognize and help me overcome it. She is able to sit back and observe her students so she can understand what they need to continue growing. She also makes flying very enjoyable, and being able to have fun while learning is so important to help keep students motivated. You can tell which students are hers because they show just as much determination and motivation as her. She also knows how to simplify maneuvers and concepts so students are able to better understand. You can tell she really cares about every one of her students. She has only been instructing for about a year, but you can also tell how much work she has put in to becoming a great instructor. |
| 90.00 | Eesha is an outstanding flight instructor who made every lesson both engaging and informative. Her calm, professional approach helped me understand complex flying concepts with ease. Each session was thoughtfully planned, emphasizing safety and building real-world skills. She was always flexible and accommodating to my availability to train. I highly recommend Eesha to anyone looking for a knowledgeable and supportive CFI. |

| | |
|---|---|
| 90.00 | I believe Eesha is the perfect applicant for this award due to her passion to help students. I always notice her drive when a student is falling behind. She always goes the extra mile to make sure her students are comfortable doing what they love. Eesha is a safe, smart, talented and amazing instructor who really cares for her students and always shows up. She is constantly offering help if you need it and at any hour of the day she's a phone call away. She constantly takes initiative when it comes to making sure the student is okay. From my personal experience I have struggled at times and when others gave up on me Eesha never looked away. I admired her ability to keep going with me even when things got hard. I believe her winning this reward will give her the recognition she deserves because she truly is what you want as an instructor. She does not care how many times you have a set back because she knows what to do to make you successful. She will never turn away from you instead she will run through the problem you're having with you. She will never leave you alone or not pay attention to you she will make sure you're always in the correct headspace for whatever you're doing. She's an exciting instructor one who loves to have fun will keeping it business professional. She has great communication with her peers and chief instructor. She gives you that accelerating feeling when she's teaching you. She will never hide strategy's from you and will sit with you until you get it. She's organized and makes sure things keep going smoothly. She doesn't lack a single attribute a instructor has. Eesha is truly a once a life time instructor where it would be very rare to get her level of patience and respect. Shes very understanding and will never just give up. She will find a way to make sure you understand. I've had nothing but a great experience with Eesha and to me she's the best instructor and friend to fly with. |

## 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: 75%

Regional Average: 86
Your regional percentile ranking: 76%

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

National Average: 87
Your national percentile ranking: 83%

Regional Average: 87
Your regional percentile ranking: 86%

## 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 | 98 | 98 |
| Customer Focus | 99 | 97 |
| Community | 97 | 92 |
| Information Sharing | 98 | 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: 98

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

National Average: 98
Your national percentile ranking: 11%

Regional Average: 98
Your regional percentile ranking: 9%

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

National Average: 99
Your national percentile ranking: 6%

Regional Average: 99
Your regional percentile ranking: 5%

6.3 Responses per Question

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 5 | 83.33% |
| Neither agree nor disagree | 1 | 16.67% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 100% |

I felt safe flying with my CFI.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 5 | 83.33% |
| Somewhat Agree | 1 | 16.67% |

## 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: 51%

Regional Average: 97
Your regional percentile ranking: 46%

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

National Average: 98
Your national percentile ranking: 64%

Regional Average: 98
Your regional percentile ranking: 63%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 100% |

My CFI was not invested in my success.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Disagree | 6 | 100% |

My CFI was reliable and on-time for scheduled lessons

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 5 | 83.33% |
| Somewhat Agree | 1 | 16.67% |

## 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 amember of the general aviation community.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 6 | 100% |

My instructor expressed that people like me should not fly.

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Disagree | 6 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Agree | 5 | 83.33% |
| Neither agree nor disagree | 1 | 16.67% |

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 | 5 | 83.33% |
| Neither agree nor disagree | 1 | 16.67% |

## 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: 98

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

National Average: 94
Your national percentile ranking: 80%

Regional Average: 94
Your regional percentile ranking: 76%

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

National Average: 95
Your national percentile ranking: 89%

Regional Average: 95
Your regional percentile ranking: 89%

## 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 | 6 | 100% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Neither agree nor disagree | 1 | 16.67% |
| Strongly Disagree | 5 | 83.33% |

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

| Response Choice | Frequency | % |
|---|---|---|
| Strongly Disagree | 6 | 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 | 6 | 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 | 6 | 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 | 6 | 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%