Report for Elayne Humphrey at 2GC

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 21 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
82.00	Mrs. Elayne is an outstanding instructor who can be summarized into one word…passionate! She is extremely knowledgeable and has an immense love for aviation, making sure that her students are held to a standard that not only passes minimums but strives for excellence. Mrs. Elayne was my first introduction to the industry and I credit her for teaching me everything I know. From in depth analogies to fun sorties, she challenged me to work hard every session! I am now pursuing my aviation career at Embry Riddle aeronautical university and have had the chance to meet lots of instructors, without a doubt, Mrs. Elayne is one of a kind when it comes to teaching our future generation of pilots!
90.00	This instructor is an asset to the community at Cape Fear Aviation. She has constantly gone out of her way to ensure that every student has access to any and all resources that not only give plenty of preparation, but comfort in knowing that every area of understanding is and can be covered. She is an excellent teacher in the air and on the ground who is prepared for every situation and or question and patient and reliable for every type of student. She always puts safety and understanding first to ensure that proper training is assured. As a student, I have never once felt like I was not receiving what I needed from her service. She is an amazing part of the aviation training community.
90.00	My flight instructor has been absolutely amazing! She is extremely knowledgeable, patient, and always makes sure I understand every concept before moving on. Her passion for aviation really shows, and she's helped me grow so much as a pilot. I always feel supported and confident during lessons. Couldn’t ask for a better instructor!

89.00	The Flight School owner, Chief Pilot, and their CFIs put in the work to ensure their students are successful. It's apparent by all of the documents they've developed that they grant their students access to in their online system. Allowing them to preread and come as prepared as possible for a flight lesson. The transparency, candor, and enthusiasm to train students is greatly apparent here over other flight schools and I believe that's a direct reflection of the Chief Pilot, Elayne. I came in from out of town and decided to attend their school because they were top ranked. She got me scheduled with Erik Ravenberg who was fantastic.
90.00	Elayne is one of the most patient and polite instructors I have ever had the pleasure of working with. She takes the time needed for each student to absorb and comprehend their lessons, ensuring that the student is comfortable with their maneuvers and is fully prepared to take the practical check ride.
81.00	Her instruction is very thorough and follows through all the way.
90.00	Elayne displays all of the attributes required of a professional flight instructor. Her technical expertise and adherence to standards are unmatched.
89.00	As a flight instructor and as an individual, Elayne is an outstanding woman. She's always achieving high goals and encouraging others to reach theirs as well. Her kindness and courage are an inspiration to all who know her.
88.00	This instructor should win a Flight Training Experience award due to their quality of teaching instruction, the qualities of airmanship they display and pass on to students, and the investment they personally make in giving each student the best learning experience they possibly can have. Elayne puts high expectations on her students, but she also provides them all the resources necessary to reach them. Her teaching style is crystal clear on the ground and in the air. She shows patience, competence, and absolute confidence in her students ability to grow. She's one of the best instructors I've ever had. There's no doubt in my mind she deserves the flight training experience award.
90.00	Elayne absolutely deserves to win the AOPA Flight Training Experience Award. From the very first lesson, she made me feel comfortable and confident in the airplane. She has a way of explaining things that just makes sense, and she never makes you feel rushed or embarrassed for asking questions. Elayne is patient, encouraging, and always focused on safety, but she also keeps training fun and exciting. What really stands out about her is how much she cares about her students. She takes the time to understand how each person learns and adjusts her teaching style to fit. She celebrates every little win and helps you push through the tough moments when things don't click right away. It's clear that she genuinely wants every student to succeed, not just pass a checkride. Elayne's passion for flying is contagious. You can tell she loves what she does, and that energy inspires everyone around her. She's more than just an instructor—she's a mentor, a motivator, and someone who makes you believe you can achieve your dream of becoming a pilot.
90.00	Elayne is a consummate professional who encourages proficiency, common sense, and a commitment to excellence.
74.00	She is great and really cares about her students success and focus. This is a big deal as so many CFIs are indifferent - she is not like this and she is awesome. She knows the material very very well
89.00	She's very passionate about aviation and makes every effort to help her students
76.00	Mrs Elayne teaches because it is her passion. Most other CFIs I've worked with teach to build hours and only know what they need to know for the job. Elayne has a much broader depth of knowledge that she is always excited to share and even more excited to add to.
90.00	Elayne is an excellent instructor who shows passion for aviation in how she teaches her students. Her patient and consistent coaching paired with her enthusiasm to share knowledge sets her apart from any other instructor I've had.
90.00	She was super prepared for our intensive instructor course. Able to get all three of us through the course in our time frame. She was able to adjust to our different needs when one of us was struggling. When my head was scrambled trying to figure out some maneuver. She could demonstrate it perfectly. I felt she encouraged when needed was tuff as well. And built up our confidence going for our check ride.
89.00	Great instructor with great knowledge and skills. Probably the best instructor I've flown with. I got my CFI training with her and I hope to be as great as her.
86.00	I believe Elayne has an abundance of not only experience but patience that it takes to win this award. She has experience in multiple aircraft's and taught many students ranging from all ages.

89.00	Truly appreciate all the MEI training I've flown with Elayne over the past few weeks. She's a great instructor!
90.00	Elayne is unlike any Flight Instructor I have ever met! She takes as much time as she needs to make sure you understand the material and she promotes the highest level of safety on each flight you take with her. She does not stop caring for you even after you finish training with her. I call Elayne from time to time to ask questions about becoming a new CFI. I am never scared to ask Elayne any questions I have when training with her. She never makes you feel like you should know the answer and she is willing to admit that she is not sure. If it's something she does not know she will find you the answer and go the extra mile to explain it to you. She is always willing to answer any question and never makes me feel like I am holding her up. Students are not just another dollar or another flight hour to her, and she doesn't just want to get you your licenses and send you on your way. She wants to make sure you are the best and safest pilot you can be. I am happy that I was able to do most of my flight training with Elayne and I believe I would not be as good as I pilot without her.
90.00	I've had the opportunity to work with a vast number of flight instructors across the untied states from specialist flight training to master cfi instruction. And the time spent learning from Elayne has been transformational to my skillset and how I show up in the cockpit every day. Her deep expertise and multifaceted teaching style brings a high standard of flight instruction. Her strong professional demeanor, high emotional intelligence skillset, and willingness to continually grow as a seasoned instructor is refreshing. Not only am I grateful to learn under her but her mentorship has changed the trajectory of my professional development as a pilot.

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: 87

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

National Average: 86
Your national percentile ranking: 35%

Regional Average: 86
Your regional percentile ranking: 32%

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

National Average: 87
Your national percentile ranking: 35%

Regional Average: 87
Your regional percentile ranking: 37%

5. SubScore Summary for at 2GC

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	99	97
Community	94	92
Information Sharing	95	94
NetPromoter Score	95	95

Overall Total	96	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: 34%

Regional Average: 98
Your regional percentile ranking: 34%

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

National Average: 99
Your national percentile ranking: 36%

Regional Average: 99
Your regional percentile ranking: 38%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	18	85.71%
Somewhat Agree	3	14.29%

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

Response Choice	Frequency	%
Strongly Agree	21	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	21	100%

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

Response Choice	Frequency	%
Strongly Agree	20	95.24%
Somewhat Agree	1	4.76%

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: 43%

Regional Average: 97
Your regional percentile ranking: 39%

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

National Average: 98
Your national percentile ranking: 53%

Regional Average: 98
Your regional percentile ranking: 54%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	20	95.24%
Somewhat Agree	1	4.76%

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

Response Choice	Frequency	%
Strongly Agree	21	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	4.76%
Strongly Disagree	20	95.24%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	21	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: 94

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

National Average: 92
Your national percentile ranking: 43%

Regional Average: 92
Your regional percentile ranking: 40%

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

National Average: 94
Your national percentile ranking: 43%

Regional Average: 94
Your regional percentile ranking: 36%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	19	90.48%
Neither agree nor disagree	2	9.52%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	9.52%
Somewhat Agree	1	4.76%
Neither agree nor disagree	1	4.76%
Strongly Disagree	17	80.95%

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

Response Choice	Frequency	%
Strongly Agree	19	90.48%
Somewhat Agree	1	4.76%
Neither agree nor disagree	1	4.76%

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	17	80.95%
Somewhat Agree	1	4.76%
Neither agree nor disagree	3	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: 95

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

National Average: 94
Your national percentile ranking: 44%

Regional Average: 94
Your regional percentile ranking: 46%

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

National Average: 95
Your national percentile ranking: 49%

Regional Average: 95
Your regional percentile ranking: 59%

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	21	100%

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

Response Choice	Frequency	%
Strongly Agree	1	4.76%
Neither agree nor disagree	1	4.76%
Somewhat Disagree	1	4.76%
Strongly Disagree	18	85.71%

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

Response Choice	Frequency	%
Strongly Agree	1	4.76%

Somewhat Agree	1	4.76%
Somewhat Disagree	1	4.76%
Strongly Disagree	18	85.71%

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	90.48%
Neither agree nor disagree	2	9.52%

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	19	90.48%
9	1	4.76%
8	1	4.76%

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	20	95.24%
Passive	1	4.76%

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: 95

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

National Average: 95
Your national percentile ranking: 17%

Regional Average: 96
Your regional percentile ranking: 12%

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

National Average: 97
Your national percentile ranking: 20%

Regional Average: 98
Your regional percentile ranking: 13%