



Report for Grayson Bertaina at KFIT

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 9 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
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90.00

I know Grayson both professionally and as his student. As such, I can wholeheartedly recommend Grayson for the Flight Training Experience Awards based on his dedication to student learning, efficient teaching, and professional excellence. Grayson recently graduated from the Massachusetts Institute of Technology, an institution internationally renowned for its academic rigor. Despite balancing a full course load, commitments to his ROTC detachment, and responsibilities as a member of the C-suite of a startup company, Grayson made time to mentor several students and see them through their flight training. As an MIT alum myself, I can attest to the impressiveness of Grayson's dedication and resilience in studying aerospace engineering while still showing up to flight lessons with an infectious excitement for aviation, steadfast patience with students, and incredible meticulousness in teaching. There are few ways to demonstrate a dedication to student learning more concrete than through the intentional carving out of time for education while maintaining an extremely busy schedule. Grayson's pedagogy is also worthy of recognition. Grayson's teaching centers around maximizing preparation while reducing cost. He provides his students with an abundance of online resources in preparation for ground school and examinations, free of charge. Furthermore, he readily engages students outside the classroom setting to discuss aviation topics, providing instruction on what students need to succeed at no additional cost. Furthermore, he approaches each flight lesson with a clear objective aimed at making major strides in a student's readiness for a checkride without compromising safety, and he actively provides feedback on student inputs to accelerate their learning. I thoroughly enjoy Grayson's teaching, and I sincerely appreciate Grayson's cognizance of students' financial situations and dedication to helping them spend as little as possible. It is my incredibly positive experience, and that of other students whom I have met, that makes him all the more worthy of recognition. More than this, Grayson does not hesitate to share his excitement for aviation with his students. As the president of the MIT flying club, he would frequently organize fly-outs for both past and current flight students. He also offered free discovery flights for every student of the MIT AeroAstro department's introductory engineering courses, further proving his dedication to sharing his experience and passion with others. Aside from his prowess as an instructor, it is worth mentioning that Grayson demonstrates an uncommon excellence in the field of aviation. Not only is he an accredited Master Flight Instructor and a Gold Seal CFI, he is also a commercial pilot with an impressive litany of type ratings. He is also scheduled to begin his pilot training for the United States Air Force in the coming months. It is for all these impressive accomplishments, in addition to his fierce dedication to his students, that I am proud to recommend Grayson Bertaina for this year's Flight Training Experience Awards.

I have known Grayson Bertaina for over 10 years, through my leadership roles in the USAF (active duty, US ANG, US Reserves) and my supporting of the CAP (Civil Air Patrol) program. I have had the privilege of watching and mentoring and flying with Grayson on his rise from a young adult to becoming a distinguished young man and an inspiring leader to his peers. I have admired his self-directed core personality and his focus on mapping out not only his own future goals in academics, leadership and Flight Instructor flying roles. He takes the time as a FAA Flight Instructor to mentor his peers to have a strategy of success in aviation. ----- His educational achievements have been exemplary and while achieving a top academic ranking, he led many up and coming aviators to see what aerospace opportunities are out there. He took the initiative under my guidance as his mentor, to coordinate and lead multiple trips to Patrick USAF base in FL to give his fellow aviation flight cadets valuable experiences and an introduction to aerospace on NASA's Space Vehicle recovery aircraft, the HC-130. Through his efforts as a FAA Flight Instructor, he has trained many upcoming pilots with a near perfect success rate for their attainment of various FAA Pilot Certifications to include FAA Flight Instructor. ----- Throughout this journey Grayson developed a great passion to train and motivate his peers and next generation of pilots in both civilian and military areas. I guided him as a FAA-CFI to achieve his FAA pilot and flight instructor ratings, and he has excelled as an instructor. ----- Grayson attained his FAA Private Certificate at 17 years old and continued his training and completion of his FAA Instrument, Commercial, and FAA Certified Flight Instructor- (ASEL, AME, Instrument) ratings within approximately a year. ----- The feedback I get from his students, instructors, and examiners is that Gray is a dedicated FAA Flight Instructor and a professional pilot. His extraordinary academic focus led to his first-choice college selection by the esteemed MIT (Massachusetts Institute of Technology) in the Aerospace Engineering program. His driven personality while at his first semester at MIT led to his selection as the lead Flight Instructor for the MIT Aero Club. He has trained many of his fellow MIT students on their FAA Private through Commercial pilot ratings and Flight Instructor. He was recognized by the MIT Aero club students for his inspirational instructional skills and flight skills. His positive energy and motivation are inspiring others to become the next generation of extraordinary aviators.... ----- Grayson is continuously mentoring and inspiring all those around him to seek careers in civilian and military aviation. His long-time aspiration is to become a pilot for the USANG and serve our nation. He is a respectful leader and a very competent aviator. He has a broad background in aerospace engineering and flight operations which would be a great asset to all. ---- ----- As a retired USANG pilot (F-16, HC-130's) and retired UAL B-777 Captain, I am inspired by our next generation of proactive aviators, such as Gray, who will make a great difference to our next generation of aviators. Also, I have served on AOPA's High School Aviation Education Committee under Mark Baker where we implemented many HS Aviation Programs throughout the USA. I would like to highly recommend Grayson Bertaina for consideration for AOPA's "Flight Training Experience Award". Please feel free to contact me anytime concerning Gray's background. Thank you. ---- ----- Respectfully Bob Raskey UAL B-777 Captain (Ret.) A320, B-737, 757, 767, 777 USAF F-16 Instructor, HC-130 Instructor-Pilot FAA Flight Instructor, FAA ATP-ASEL & SEA, AMEL CE-500, CE-525S, DA50, DC-3, HS-125, L-382 Commercial Privileges Rotorcraft-Helicopter, Instrument Helicopter, Glider

90.00

Grayson should absolutely win a Flight Training Experience Award. From the beginning of my training with Grayson, I could feel his passion and enthusiasm for aviation -- it was infectious. Grayson actually tried to convince me to become a pilot for 2 years before I took my first flight with him; he was adamant that I would enjoy flying and he was completely right! I regret that I was reticent for so long. As an instructor, Grayson possess two of the most important skills a teacher can: he is incredibly knowledgeable of the subject matter, and he also communicates that subject matter in a way that makes sense for the student. There is so much knowledge associated with earning your PPL, and the firehose of topics and rote memorization can be difficult to deal with sometimes. Grayson does a great job of showing the practical application of knowledge and why things matter, and really excels at tying ground school concepts into his lessons in the air. Grayson goes above and beyond for his students. As a busy college student in the Boston area without a car, obviously it's pretty difficult to fit flight training in, let alone get to an airport. Grayson was always happy to offer rides to his students whenever they needed them to better facilitate training and timelines. I cannot recommend Grayson enough for this award. Especially after experiencing instruction from other CFIs, Grayson's excellence really shines through! He is by far the best CFI I have ever been privileged enough to learn from, going above and beyond on every aspect for his students.

90.00

90.00	I am writing to wholeheartedly recommend Grayson for the Flight Training Experience Award. He is an exceptional instructor whose guidance has been fundamental to my success as a pilot. Grayson's instructional style is a masterclass in balance. He maintains a steady, professional demeanor that builds confidence, knowing precisely when to be firm and when to be reassuring. He has a rare ability to give students the space to learn from their own decisions, stepping in only when necessary to ensure safety. This approach fosters true independence and skill. What truly sets Grayson apart, however, is his commitment to his students' growth beyond the standard curriculum. On his own initiative, he leveraged personal contacts to organize a cross-country flight for me and another student from Massachusetts to the Florida Keys. This was an invaluable, real-world experience that is difficult to find in a traditional flight school setting. Grayson has guided me from my very first flight to the final stages of my Commercial Pilot License. At each phase, he knew how to build my confidence while challenging me to become a better, more precise pilot. His mentorship hasn't ended as he leaves to fly jets for the Air Force; he has continued to check in to ensure my training was on track, a true testament to his dedication. He has been more than an instructor; he has been a teacher, a mentor, and a friend. Grayson is a true standout in the aviation community, and I cannot think of anyone more deserving of this award.
88.00	Grayson has been a professional and fun flight instructor who is highly invested in my success. I am taking my PPL checkride next week and have done all of my primary training with him. He makes flying fun, but also introduces concepts key to success to make every flight build on the last. I highly recommend Grayson for the AOPA Flight Training Experience Award!
85.00	Mr. Bertaina consistently sends me well trained applicants, whose logbooks are neat and concise. This enables the DPE to quickly determine whether the applicants aeronautical experience meet the minimum requirements. There are typically no surprises during the oral portion of the evaluation. Mr. Bertaina ensures the applicant has been trained in accordance with, and possesses a good understanding of the knowledge, risk management and skill sections of the Airman Certification Standards. Mr. Bertaina's applicants are very confident in the airplane and consistently meet or exceed the standards during the flight portion of the evaluation.
90.00	Grayson has got to be one of the most impressive both students and instructors I've had. We "swapped" commercial ratings, he getting his commercial glider from me, and me getting my commercial SEL from him. Grayson has his life figured out in a way which would make anyone envious. He doesn't miss deadlines, he isn't late, he doesn't let opportunities slip through his fingers. From excelling at MIT to achieving both ATP and (soon) fighter jet ratings when he was 21, as well as an FAA gold seal for instruction, he is a force to be reckoned with. He is both exceptionally intelligent and exceptionally thorough. He understands planes and systems, and loves to explain the ins and outs of why these things work. Grayson was the president of MIT Flying Club, negotiating some difficult waters with the loss of their primary training plane. He did a great job captaining it through those turbulent skies, and ensuring the next generation of MIT students is as enamored of flight as he is.
90.00	Grayson is highly invested in his students' success. He goes the extra mile to make sure they can achieve their aviation dreams and goals, and brings a wealth of experience and knowledge to the table. He tailors his instruction style to his students. Learning to fly with Grayson is a wonderful experience.
90.00	Grayson is knowledgeable, patient, and great attitude. Excellent with students. Always comes prepared and with a smile.

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: **92%**

Regional Average: **86**

Your regional percentile ranking: **92%**

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: 97%

5. SubScore Summary for at KFIT

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	100	97
Community	99	92
Information Sharing	97	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: 53%

Regional Average: 98

Your regional percentile ranking: 49%

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

National Average: 99

Your national percentile ranking: 59%

Regional Average: 99

Your regional percentile ranking: 58%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	9	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: 97

Your regional percentile ranking: 80%

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

National Average: 98

Your national percentile ranking: 89%

Regional Average: 98

Your regional percentile ranking: 89%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
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Strongly Disagree	9	100%
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My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	9	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: 99

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

National Average: 92

Your national percentile ranking: 95%

Regional Average: 92

Your regional percentile ranking: 98%

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

National Average: 94

Your national percentile ranking: 99%

Regional Average: 94

Your regional percentile ranking: 100%

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	9	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Disagree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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	9	100%

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: 97

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

National Average: 94

Your national percentile ranking: 69%

Regional Average: 94

Your regional percentile ranking: 63%

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

National Average: 95

Your national percentile ranking: 79%

Regional Average: 95

Your regional percentile ranking: 79%

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	9	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	11.11%
Somewhat Disagree	1	11.11%
Strongly Disagree	7	77.78%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	11.11%
Strongly Disagree	8	88.89%

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	9	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	9	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	9	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%