



Report for Jason Liska at IA24

Region: Central Southern

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
81.00	He should get the reward for his attention to detail. Weather its the checklist or how the studant is flying.
90.00	This instructor has extensive experience in flight training in the military. He is easy to work with and communicates well. He is very dedicated. He puts students at ease.
89.00	Jason's love of teaching flight is obviously his primary motivation whenever I have trained or flown with him. His extensive knowledge is communicated in a confident friendly way. You feel safe physically flying with him but also feel safe to ask questions and know areas of deficiency will be met with a warm informative response. He enjoys what he does and is obviously there because he wants to be not because it is a job or time building endeavor. I would love for him to tech my children how to fly. I have been private pilot for 25 years and would put the flight education of my kids in his hands.
82.00	Jason has a passion for flying and for teaching. He approaches his lessons with a lot of dedication and always tries to take the perspective of the student, including the motivations of the student, into consideration. If there was one piece of feedback, then it is that he does like to talk. Sometimes this leads to lessons taking more time than needed. On the other hand, you do learn a lot from talking to him!

71.00	While I only had the opportunity to work with him on a few occasions, I was impressed by Jason's engaging and professional manner. He is a highly experienced instructor, which is evident in his ability to confidently explain the how, why, and real-world applicability of a topic. Additionally, he is a strong communicator, promptly and thoroughly responding to any questions. Jason is clearly paramount to the organization and running of the small, private flying club at which he instructs. The rest of the club leadership did not seem to really have their act together, so the planes were often not in the best flying condition, which limited my work with Jason primarily to an AATD. On a couple of occasions when we did fly, I was impressed by his ability to provide explain useful feedback in flight. Again, he has an ability to explain not just what we are doing but how and why we are doing it. In particular, his instruction on stalls as well as grass landings was excellent. It is true that Jason is not as punctual as other instructors with whom I have worked, although this is perhaps more due to/indicative of the informal culture of a rural flying club. In conclusion, I enjoyed my experiences learning from Jason and have no hesitation in recommending him for the Flight Training Experience Award.
78.00	Jason is a highly experienced instructor with a distinguished military background. His blend of expertise and calm, steady demeanor sets him apart as one of the best flight instructors in the field.

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: **82**

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

National Average: **86**

Your national percentile ranking: **4%**

Regional Average: **87**

Your regional percentile ranking: **2%**

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

National Average: **87**

Your national percentile ranking: **1%**

Regional Average: **87**

Your regional percentile ranking: **0%**

5. SubScore Summary for at IA24

Region: Central Southern

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	92	98
Customer Focus	95	97
Community	88	92
Information Sharing	87	94
NetPromoter Score	100	95
Overall Total	92	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: 92

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

National Average: 98

Your national percentile ranking: 4%

Regional Average: 99

Your regional percentile ranking: 5%

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

National Average: 99

Your national percentile ranking: 1%

Regional Average: 99

Your regional percentile ranking: 0%

6.3 Responses per Question

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

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

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

Response Choice	Frequency	%
Strongly Agree	4	66.67%
Somewhat Agree	2	33.33%

I felt safe flying with my CFI.

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

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: 95

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

National Average: 97

Your national percentile ranking: 7%

Regional Average: 99

Your regional percentile ranking: 5%

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

National Average: 98

Your national percentile ranking: 5%

Regional Average: 99

Your regional percentile ranking: 4%

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	4	66.67%
Somewhat Agree	1	16.67%
Neither agree nor disagree	1	16.67%

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 Disagree	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: 88

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

National Average: 92

Your national percentile ranking: 8%

Regional Average: 93

Your regional percentile ranking: 8%

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

National Average: 94

Your national percentile ranking: 3%

Regional Average: 93

Your regional percentile ranking: 4%

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	4	66.67%
Somewhat Agree	1	16.67%
Neither agree nor disagree	1	16.67%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	2	33.33%
Strongly Disagree	4	66.67%

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

Response Choice	Frequency	%
Strongly Agree	2	33.33%
Somewhat Agree	4	66.67%

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	2	33.33%

Somewhat Agree	4	66.67%
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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: **87**

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

National Average: **94**

Your national percentile ranking: **5%**

Regional Average: **95**

Your regional percentile ranking: **2%**

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

National Average: **95**

Your national percentile ranking: **1%**

Regional Average: **95**

Your regional percentile ranking: **0%**

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	4	66.67%
Somewhat Agree	2	33.33%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	33.33%
Somewhat Disagree	2	33.33%
Strongly Disagree	2	33.33%

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

Response Choice	Frequency	%
Somewhat Disagree	3	50%
Strongly Disagree	3	50%

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	3	50%
Somewhat Agree	1	16.67%
Neither agree nor disagree	2	33.33%

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	3	50%
9	3	50%

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.

Promoter: 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: 98

Your regional percentile ranking: 64%

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

National Average: 97

Your national percentile ranking: 62%

Regional Average: 97

Your regional percentile ranking: 68%