Report for John Zimmerman at KDWH

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 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
86.00	Jack is a great instructor. His primary emphasis flying with me has always been safety first, and sticking to the letter of the book on everything. He is kind and positive and a great instructor!
90.00	My instructor goes above and beyond in every aspect of flight training. They combine deep technical knowledge with a calm, encouraging teaching style that builds both skill and confidence. Every lesson is well-planned, focused on safety, and tailored to my progress. They take the time to explain not just how to do things, but why - which has made me a much more thoughtful and prepared pilot. They've helped me overcome challenges, from radio work to landings, always with patience and professionalism. It's clear they're passionate about aviation and genuinely invested in their students' success. Their dedication, positive attitude, and commitment to excellence make them an outstanding mentor who truly deserves this award.
86.00	I believe my instructor deserves to win the Flight Training Experience Award as he is really determined and takes flying not only as a job but as a passion to teach other people about aviation. He trained me for my PPL from my very first flight all the way till my checkride and I continue to enjoy every flight lesson with him on the path to IR.
86.00	Great instructor, ensures you’re getting the most bang for your buck, 10/10 would recommend.

86.00	Jack has been the ideal instructor. He has been patient, reliable, and a great partner in the learning process. He has gone above and beyond to tailor the training I've received to my learning style and to work around my non standard schedule. This flexibility has allowed me to work through the process on my own time while retaining the structure necessary to ensure I have a well rounded skillset needed to fly safely.
84.00	He is very respectful and patient. He is knowledgeable in explaining every aspect of the aircraft and gives instructions as to when, how and why to do things in the cockpit. I feel his instructions and teachings are very incremental based on the time as a student pilot in tra
90.00	Jack is just a great guy. He is very knowledgeable, patient, and kind. His demeanor during training makes you feel at ease and confident. He genuinely cares about his students.
85.00	I like how he keeps a casual atmosphere with the student while still remaining focused and consistent when training the student. This helps keep an atmosphere where the student feels comfortable voicing concerns and also makes the training itself more enjoyable.
90.00	Jack is VERY knowledgeable across all dimensions of instruction and he has a very calming presence in the cockpit with nervous students. He coaches and instructs in a way that builds confidence as students grow in capabilities. It is a pleasure to fly with Jack. One of the most important aspects of Jack's approach is the constant focus on safety. Students are conditioned to approach every flight and every situation with a "safety first" mentality. Hi example and mentoring make the safety mindset "second nature" in his students.

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: 31%

Regional Average: 87
Your regional percentile ranking: 38%

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

National Average: 87
Your national percentile ranking: 30%

Regional Average: 87
Your regional percentile ranking: 42%

5. SubScore Summary for at KDWH

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	99	98
Customer Focus	100	97
Community	92	92
Information Sharing	96	94

NetPromoter Score	89	95
Overall Total	95	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: 29%

Regional Average: 99
Your regional percentile ranking: 42%

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

National Average: 99
Your national percentile ranking: 28%

Regional Average: 99
Your regional percentile ranking: 48%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Neither agree nor disagree	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: 99
Your regional percentile ranking: 83%

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

National Average: 98
Your national percentile ranking: 89%

Regional Average: 99
Your regional percentile ranking: 90%

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	%
Strongly Disagree	9	100%

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: 92

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

National Average: 92
Your national percentile ranking: 23%

Regional Average: 93

Your regional percentile ranking: 32%

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

National Average: 94
Your national percentile ranking: 18%

Regional Average: 93
Your regional percentile ranking: 34%

8.3 Responses per Question

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

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

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	11.11%
Neither agree nor disagree	1	11.11%
Strongly Disagree	7	77.78%

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

Response Choice	Frequency	%
Strongly Agree	6	66.67%
Somewhat Agree	3	33.33%

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	6	66.67%
Somewhat Agree	1	11.11%
Neither agree nor disagree	2	22.22%

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: 96

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

National Average: 94
Your national percentile ranking: 45%

Regional Average: 95
Your regional percentile ranking: 38%

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

National Average: 95
Your national percentile ranking: 50%

Regional Average: 95
Your regional percentile ranking: 42%

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	%
Strongly Agree	1	11.11%
Neither agree nor disagree	2	22.22%
Strongly Disagree	6	66.67%

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

Response Choice	Frequency	%
Strongly Disagree	9	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	9	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	8	88.89%
8	1	11.11%

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	8	88.89%
Passive	1	11.11%

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: 89

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

National Average: 95
Your national percentile ranking: 10%

Regional Average: 98
Your regional percentile ranking: 6%

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

National Average: 97
Your national percentile ranking: 9%

Regional Average: 97
Your regional percentile ranking: 8%