



Report for Jorge Gonzalez at KTMB

Region: 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 34 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
90.00	Jorge is an exceptional and dedicated instructor who goes above and beyond for his students. He's very patient and adapts his teaching style to ensure you truly understand each concept. He pays close attention to detail, communicates even after hours, and provides all the resources needed to succeed. I've earned both my Private and Instrument licenses with him and wouldn't ask for anyone else.
90.00	I truly enjoy flying with Jorge Gonzalez as my flight instructor. He is very knowledgeable and is able to explain difficult concepts in a way that makes it easy to grasp. He is very understanding and has a lot of patience with students. He prioritizes safety while making the learning experience enjoyable and low stress. He loves his job as a flight instructor and it really shows. His positive attitude and great mood are contagious.
90.00	He goes above and beyond to make every flight lesson engaging, safe, and productive. He's incredibly patient and takes the time to explain concepts until they fully make sense. His passion for aviation shows in the way he motivates students to reach their goals and builds confidence in the cockpit. He genuinely cares about each student's success and creates a positive, professional learning environment. He truly deserves this award for his dedication and excellence in flight training.

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86.00	<p>I had the privilege of training with Jorge as my flight instructor during my instrument rating, and I can confidently say that his instruction played a key role in my success and development as a pilot. Jorge brings a rare combination of deep technical knowledge, calm professionalism, and a genuine passion for aviation education. From our very first lesson, he demonstrated an exceptional ability to clearly explain complex IFR concepts, procedures, and regulations in a way that was easy to understand and retain. Whether we were flying in actual IMC or working through approaches under the hood, Jorge consistently emphasized precision, safety, and good decision-making. What truly stood out to me was Jorge's patience and dedication. He always took the time to ensure I was fully confident in each skill before moving on, and he tailored each lesson to my individual progress. His calm demeanor and steady guidance in the cockpit helped me build not only my technical skills, but also my confidence as a pilot. Because of his outstanding instruction, professionalism, and the genuine care he shows for his students, I wholeheartedly believe Jorge deserves to be recognized as the Best Flight Instructor in the Southern Region. His commitment to excellence in aviation training makes a lasting impact on every pilot he works with, and I can think of no one more deserving of this honor.</p>
90.00	<p>Jorge Gonzalez should win Flight training experience award because he had been nothing but nice to me and all the students. Whenever we have a question about a subject he takes his time and explains in detail to make sure we understand it to the best of our abilities. He has a lot of patience with us whenever we have a little bit of a harder time with something, he changes up words to make it as simple and understanding as possible.</p>
90.00	<p>Jorge should win a Flight Training Experience Award because of his sheer dedication and commitment to the development of his students to becoming both excellent and safe pilots. He is a great instructor who truly goes the extra mile to see his students learn and more importantly succeed in their aviation journey.</p>
90.00	<p>Jorge is an exceptionally knowledgeable instructor who skillfully tailors his lessons to meet each student's needs. He consistently demonstrates unwavering support for me and all his students across various licenses</p>
90.00	<p>Jorge is an outstanding flight instructor! He's very responsible, professional, and always goes above and beyond to make sure I understand every part of my training. He constantly motivates me to do better and gives me the confidence to keep improving. Whenever I have any concerns or problems with my studies, he's always there to help and explain things clearly. I truly appreciate his patience and dedication. Learning with him has been an amazing experience.</p>
84.00	<p>Jorge Gonzalez should win a Flight Training Experience Award due to his continued investment and interest into his students' flight training. He allows you to make discoveries on your own while always being there to guide you to the right decision/outcome. He is communicative with his training, always attempting to make his and your time as efficient as he possibly can. Although there is a syllabus he follows, he also tailors and adjusts the lesson plan to reach the level of his students.</p>
90.00	<p>I'd like to recommend Jorge for Best Instructor of the Southern Region because he's truly one of a kind when it comes to flight training. From day one, Jorge made flying something I looked forward to every single time. He has this rare mix of patience, professionalism, and passion that makes learning both challenging and enjoyable. He doesn't just teach you how to fly — he teaches you how to think like a pilot. Whether it's breaking down a tricky maneuver, explaining systems, or helping you stay calm when things get intense, he's always there with the right mix of encouragement and honest feedback. What really stands out about Jorge is how much he cares. He remembers where each student struggles, adapts his teaching style, and celebrates every bit of progress with you. He makes you want to be better — not just to pass a checkride, but to truly earn the title of pilot. There are plenty of good instructors out there, but Jorge goes above and beyond every single day. He deserves to be recognized as one of the best because he's exactly the kind of instructor who makes aviation better for everyone around him.</p>
90.00	<p>George has been an amazing instructor who has guided me through my instrument training. He has taken his time with me, doing group grounds and connecting me with other students. He helps each other out, creating a sense of community. He also simplifies things for me to understand, which has helped me get through my instrument training.</p>

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88.00	<p>I first came in contact with Jorge when I was doing my multi engine training and was making a payment after a flight. He asked me how the flight was, I was telling him how I'm getting use to the emergency procedures and how it was a lot to remember. He told me not to stress so much about it, I have more time to go through the memory items and checklist than I think so don't rush it. Those simple words gave me a lot of confidence for my next flight. Fast forward to a couple of weeks ago I got to train with Jorge because my instructor was out of town. I was having a hard time maintaining my altitude doing steep turns. Jorge pulls out an instrument cover and tells me to place it on the horizon in front of me and to focus on it while I'm turning.. I was able to maintain my altitude. Then he had me take it off but still focus on the spot while I'm turning. I did, and I was able to maintain the altitude. That one tip helped my steep turns tremendously in the multi. Jorge is an awesome instructor with the knowledge, and the patience to help aspiring pilots to achieve their goals in a fun, but safe learning environment. He is one of the instructors I would recommend him to everyone.</p>
90.00	<p>Excellent instructor.</p>
90.00	<p>I fully endorse this instructor for the Flight Training Experience Award because of their great dedication to excellence in aviation education. Their power to motivate students and guide them toward becoming confident skilled pilots is remarkable. This commitment to students and creating a supportive merit based training atmosphere adds a great deal to the instructors overall excellence in both training and delivery along with his motivational attributes of teaching. This makes him an outstanding candidate for this important award.</p>
82.00	<p>Jorge Gonzalez deserves this award not only for his exceptional instructional skills but also for his incredible hard work and dedication. He is kind, patient, and extremely knowledgeable. From the first day he walked in as a student to now becoming a Gold Seal Instructor with over 2,000 hours, Jorge continues to inspire everyone around him with his passion and professionalism.</p>
86.00	<p>As a student fortunate enough to learn under his guidance, I can say without hesitation that Jorge exemplifies everything an outstanding instructor should be knowledgeable, passionate, patient, and deeply invested in the success of every student. From the very first class, Jorge set a tone of mutual respect and high standards. His teaching style strikes the perfect balance between clarity and challenge. He has a unique ability to break down complex concepts in a way that's not only easy to understand but also engaging. He doesn't just teach he inspires. What truly sets Jorge apart is his commitment beyond the classroom. He's approachable, always available for extra help, and genuinely cares about his students' growth both academically and personally. Jorge goes far above and beyond what's required</p>
90.00	<p>Flying with Jorge Gonzalez has consistently been a solid, high-level experience. He's one of those pilots who just has it — sharp flying skills, clear communication, and a calm, confident presence in the cockpit. You can tell right away that he knows his stuff, and he carries himself in a way that makes you want to match that standard. What I really appreciate is how smooth and structured he makes everything. Even when things get busy, he explains what's happening in a way that actually clicks. It's never just "do this, do that" — he gives you the reasoning behind it, and that's the kind of instruction that sticks with you long after the flight is over. He has a natural ability to create a professional but comfortable environment. He holds you to a high standard without making it feel overwhelming, and that balance is rare. Every flight with him has made me sharper and more confident in my own flying. Jorge's skill and professionalism are exactly what you want in a flight instructor. He brings a strong mix of experience, clarity, and leadership that raises the bar for everyone he flies with. That's why I genuinely think he deserves to be recognized with the AOPA Flight Training Experience Award.</p>
85.00	<p>From the very first flight, Jorge has proven to be an exceptional instructor and mentor. His passion for aviation shines through in every lesson, and his dedication to helping students succeed goes far beyond expectations. He brings the perfect balance of professionalism, patience, and positivity to every flight and ground session. Jorge has a unique ability to explain complex concepts in a simple, practical way that makes everything click. He doesn't just teach to help you pass a checkride — he teaches to make you a confident, safe, and skilled pilot for life. Every student who flies with him feels supported, motivated, and inspired to give their best. What makes Jorge truly special is the genuine care he shows for his students' progress. He celebrates their milestones as if they were his own, always encouraging them to push higher and believe in themselves. His passion, dedication, and leadership perfectly represent what an outstanding flight instructor should be. Jorge isn't just creating pilots — he's shaping the next generation of aviators. He truly deserves to win this award.</p>
90.00	<p>1. Very patient when concepts are not being understood 2. Explains concepts in a clear and simple way 3. Friendly and fun to fly with!</p>

90.00	Jorge is a professional instructor who is always available to help his students with whatever they need. He breaks down concepts, tailors his lessons on a student-to-student basis and is always looking forward to his students success. Jorge also always stresses aviation safety and its importance to every student, ensuring that they become safe pilots in the future.
90.00	Jorge is simply put just the best at what he does in every way.
86.00	Jorge Gonzalez is a great flight instructor. He is calm, professional, and always encouraging. He creates a safe and positive learning environment, which helped me feel more confident while flying. Jorge helped me see where I could improve and guided me through it, which really helped me grow as a pilot. Thanks to him, I built strong skills that I'll use throughout my flying career. My experience with him has been the best in my aviation training.
90.00	Because Jorge is extremely diligent and caring of his students. He went out of his way to make sure I understood the material. He explained things that are technical pretty easily and simplified things. He was patient whenever I would make a mistake and gave me the space to learn from it. I also loved how we were very keen on following the 141 syllabus so that everything was organized and I always knew exactly what I needed in terms of flight hours and ground lessons. Jorge was my instructor for both instrument and commercial and I passed both check rides on the first try. He is also personable and easy to talk to. All of these things have made. The experience of learning how to fly very enjoyable.
86.00	Jorge s an incredible instructor who genuinely cares about his students and their success. He's extremely knowledgeable, patient, and always takes the time to explain things clearly—both on the ground and in the air. He makes every lesson engaging and ensures you understand not just how to do something, but why. His attention to safety and professionalism is unmatched, and he's helped me become a much more confident and skilled pilot. I couldn't ask for a better instructor and highly recommend him to anyone serious about flying!
86.00	He should win this award because he is the best of the best when it comes to instruction and he really cares about his students success!
86.00	Jorge is very committed & dedicated to his craft.
88.00	Jorge Gonzalez exemplifies excellence in flight instruction through his deep technical knowledge, patient teaching style, and unwavering commitment to safety. He tailors each lesson to his students' needs, fostering confidence and strong decision-making skills in the cockpit. Jorge's professionalism, mentorship, and passion for aviation inspire every student he trains, making him a standout candidate for the Flight Training Experience Award.
74.00	He's amazing
90.00	Jorge absolutely deserves to win a Flight Training Experience Award. He is patient, knowledgeable, and dedicated to helping students truly understand every aspect of flying — not just pass a checkride. His teaching style balances professionalism with approachability, creating a positive and motivating learning environment. He consistently emphasizes safety, good judgment, and solid airmanship, and takes the time to tailor each lesson to the student's pace and learning style. Training with him has been both educational and genuinely enjoyable.
88.00	Instructor is knowledgeable, goes the extra mile for students, and has a true passion for teaching
79.00	He should win because he's very knowledgeable.
74.00	He's the best duh
90.00	Jorge Gonzalez should absolutely win a Flight Training Experience Award because he embodies the qualities of an outstanding flight instructor. From the very first discovery flight, he demonstrates genuine passion for aviation and a deep commitment to his students' growth and confidence. Jorge combines professionalism, patience, and enthusiasm, making every lesson both educational and enjoyable. His ability to explain complex concepts clearly and calmly, while maintaining a safe and encouraging environment, helps students build strong foundational skills and trust in their own abilities. Through stage checks and beyond, Jorge's dedication to excellence ensures that each student not only meets training standards but also develops a true love for flying. His mentorship and positive attitude make him a role model within the aviation community and a deserving candidate for this prestigious recognition.
90.00	Jorge is an amazing instructor at Aviator Zone, he caters to his students needs and always makes time in order to better explain more difficult subjects and will make sure you completely understand a topic before moving on. I would highly recommend him to anybody that is currently looking to start flight training.

## 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: 38%

Regional Average: 81

Your regional percentile ranking: 19%

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

National Average: 87

Your national percentile ranking: 39%

Regional Average: 88

Your regional percentile ranking: 14%

## 5. SubScore Summary for at KTMB

Region: 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	100	98
Customer Focus	98	97
Community	95	92
Information Sharing	93	94
NetPromoter Score	97	95
Overall Total	97	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: 100

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

National Average: 98

Your national percentile ranking: 65%

Regional Average: 92

Your regional percentile ranking: 58%

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

National Average: 99

Your national percentile ranking: 78%

Regional Average: 100

Your regional percentile ranking: 59%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	34	100%

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

Response Choice	Frequency	%
Strongly Agree	34	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	34	100%

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

Response Choice	Frequency	%
Strongly Agree	33	97.06%
Somewhat Agree	1	2.94%

## 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: 98

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

National Average: 97

Your national percentile ranking: 31%

Regional Average: 91

Your regional percentile ranking: 19%

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

National Average: 98

Your national percentile ranking: 35%

Regional Average: 99

Your regional percentile ranking: 14%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	33	97.06%
Somewhat Agree	1	2.94%

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

Response Choice	Frequency	%
Strongly Agree	33	97.06%
Somewhat Agree	1	2.94%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	2	5.88%
Somewhat Disagree	1	2.94%
Strongly Disagree	31	91.18%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	33	97.06%
Somewhat Agree	1	2.94%

## 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: 95

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

National Average: 92

Your national percentile ranking: 64%

Regional Average: 88

Your regional percentile ranking: 50%

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

National Average: 94

Your national percentile ranking: 68%

Regional Average: 95

Your regional percentile ranking: 41%

### 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	33	97.06%
Somewhat Agree	1	2.94%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	4	11.76%
Neither agree nor disagree	3	8.82%
Somewhat Disagree	1	2.94%
Strongly Disagree	26	76.47%

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

Response Choice	Frequency	%
Strongly Agree	31	91.18%
Somewhat Agree	3	8.82%

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	31	91.18%
Somewhat Agree	2	5.88%
Neither agree nor disagree	1	2.94%

## 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: 93

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

National Average: 94

Your national percentile ranking: 21%

Regional Average: 88

Your regional percentile ranking: 27%

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

National Average: 95

Your national percentile ranking: 20%

Regional Average: 96

Your regional percentile ranking: 23%

### 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	34	100%

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

Response Choice	Frequency	%
Strongly Agree	6	17.65%
Somewhat Agree	1	2.94%
Somewhat Disagree	4	11.76%
Strongly Disagree	23	67.65%

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

Response Choice	Frequency	%
Strongly Agree	3	8.82%
Neither agree nor disagree	1	2.94%
Strongly Disagree	30	88.24%

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	33	97.06%
Somewhat Agree	1	2.94%

## 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	33	97.06%
8	1	2.94%

## 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	33	97.06%
Passive	1	2.94%

## 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: 97

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

National Average: 95

Your national percentile ranking: 19%

Regional Average: 91

Your regional percentile ranking: 19%

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

National Average: 97

Your national percentile ranking: 23%

Regional Average: 99

Your regional percentile ranking: 14%