



Report for Joshua Delaney 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 5 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	Josh should win a Flight Training Experience Award. He couples his experience with empathy to appropriately understand how to best teach a student. He is candid with feedback and collaboratively goes through his lessons for the day with the student. This ensures that the student knows how the flight is going to go and what to expect. Each flight feels like a thoughtful and meaningful effort from Josh to work with the student.
89.00	Josh is an incredible instructor and pilot. I always know what we'll cover, I always have every resource to study outside of our flight time, I always have the freedom to fail and learn while maintaining a safe flight, I always feel and am treated like a fellow pilot and fellow member of the aviation community not simply as a student. Josh took me from not being able to get my landings down to my first solo in about 6-7 hours of instruction. He is very mature for his age and an expert at his craft. I would fly with him any day, I trust him to teach me, and with my life, he absolutely deserves this award.
90.00	I have roughly 50 hours of dual received from Josh. Having flown with countless instructors in my army and civilian aviation career, I can confidently say that Josh is the best instructor I've ever had. He is patient, kind, knowledgeable, and takes the time to get to know his students. I had a very hard loss and my life and a new flight instructor I barely knew outside of the cockpit called me, texted me, and made himself available for anything I needed. He is more than just an instructor but a friend.

80.00 I think this school should win a Flight Training Experience Award for a few reasons. First, the amount of effort and flexibility the instructors have is unmatched. Day in and day out they strive to make the students succeed and help in anyway possible. Next, the costs for this training are some of the lowest I have seen in the area. This tremendously helps for people working full time or part time jobs paying for flight school. Lastly, the amount of aircraft available to fly is huge. If some planes are down for maintenance, there are always more to be flown.

90.00 This instructor should win a Flight Training Experience Award because they bring patience, skill, and true dedication to every lesson. They take time to understand how each student learns and make sure the material is clear and practical. Every flight feels purposeful and focused on safety. Their professionalism and calm approach build confidence, making learning both effective and enjoyable.

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: **88**

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

National Average: **86**

Your national percentile ranking: **59%**

Regional Average: **86**

Your regional percentile ranking: **58%**

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

National Average: **87**

Your national percentile ranking: **63%**

Regional Average: **87**

Your regional percentile ranking: **66%**

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	100	98
Customer Focus	99	97
Community	92	92
Information Sharing	98	94
NetPromoter Score	100	95
Overall Total	98	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: 83%

Regional Average: 98

Your regional percentile ranking: 79%

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

National Average: 99

Your national percentile ranking: 90%

Regional Average: 99

Your regional percentile ranking: 88%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	5	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: 99

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

National Average: 97

Your national percentile ranking: 49%

Regional Average: 97

Your regional percentile ranking: 44%

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

National Average: 98

Your national percentile ranking: 62%

Regional Average: 98

Your regional percentile ranking: 63%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	4	80%
Somewhat Agree	1	20%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	5	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	5	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: 25%

Regional Average: 92

Your regional percentile ranking: 24%

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

National Average: 94

Your national percentile ranking: 20%

Regional Average: 94

Your regional percentile ranking: 13%

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	5	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	1	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Strongly Agree	3	60%
Somewhat Agree	1	20%
Somewhat Disagree	1	20%

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	4	80%
Neither agree nor disagree	1	20%

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: 98

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

National Average: 94

Your national percentile ranking: 75%

Regional Average: 94

Your regional percentile ranking: 73%

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

National Average: 95

Your national percentile ranking: 84%

Regional Average: 95

Your regional percentile ranking: 87%

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	5	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	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Strongly Disagree	5	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	5	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	5	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	5	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%