



Report for Kevin Machado at KSFZ

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
90.00	<p>As a student pilot trying to obtain my private pilot's license I know I wouldn't be this far in my training without his knowledge and abilities. I switched over to this instructor after my original instructor left which has been the best move for my flying career. He has helped every step of the way improving my understanding of certain concepts in my overall flight training with patience and fine tuning towards my learning style. He has also taken care of the more intricate details following through on major milestones that my other instructor never completed where I would have had to stop my training. I am truly grateful he added me as a student and would highly recommend him to anyone. He loves what he does and it shows through his work every time I go flying with him. He is very knowledgeable, proficient, caring, dedicated, to name a few and has exceeded my expectations as an instructor. I hope to continue my flying career by becoming a CFI emulating him as my role model of an inspiring flight instructor.</p>

90.00	I have known Kevin for a few years and have become good friends. This relationship started when he became my flight instructor after my original instructor left for a job with the airlines. Immediately, I recognized him to be extremely knowledgeable and experienced when it comes to flight training and aviation in general. Safety is his primary concern. He is also very personable which helped with the training delivery and led us to be good friends even while my training continues. Due to my work schedule, my frequency of training has highs and lows. Kevin is very accommodating and keeps me on pace, even reviewing skills when I've had a longer break. I am 100% comfortable flying with Kevin and feel so fortunate to be learning under his tutelage. It's instructors like him that get students flying and keep pilots flying safely and proficiently. He truly has a passion for everything aviation.
74.00	Excellence is what he strives for in all his instructing
88.00	Kevin is a highly knowledgeable instructor who has been teaching for various years. He is very personable with each and every one of his students. He deserves a flight training award for going above and beyond for his students. He is always accommodating, friendly and genuinely cares about each individual and their aviation success.
90.00	Kevin has proven to be an outstanding flight instructor, displaying excellent aeronautical decision-making and problem-solving abilities. His students have not only achieved success in their flight training but have also gained strong confidence in their flying abilities under his mentorship. Kevin's approach to flight instruction is thorough, engaging, and safety-focused, which has led to a high rate of student retention and successful checkrides.
78.00	Kevin is a phenomenal flight instructor, he is passionate, confident, and made my flight a memorable experience!
81.00	I had the pleasure of training with Kevin and I couldn't have asked for a better flight instructor. From day one, he was professional, patient, and incredibly knowledgeable.
90.00	Kevin Machado should win this award, due to his passion, commitment and dedication to aviation. Not only does he have great interest in aviation, he makes others truly interested in his passion as well. Kevin is not only just an instructor of mine, he is considered a great friend, and his professionalism cannot be matched.
90.00	Kevin's teaching style is what expanded my love for general aviation! He has always taught me everything I need to know and more. If I were to start over again, Kevin would be my first choice!

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: **86**

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

National Average: **86**

Your national percentile ranking: **15%**

Regional Average: **86**

Your regional percentile ranking: **8%**

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

National Average: **87**

Your national percentile ranking: **12%**

Regional Average: **87**

Your regional percentile ranking: **4%**

5. SubScore Summary for at KSFZ

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	93	97
Community	93	92
Information Sharing	92	94
NetPromoter Score	100	95
Overall Total	96	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	9	100%

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: 93

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

National Average: 97

Your national percentile ranking: 5%

Regional Average: 97

Your regional percentile ranking: 4%

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

National Average: 98

Your national percentile ranking: 2%

Regional Average: 98

Your regional percentile ranking: 1%

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 Agree	3	33.33%
Strongly Disagree	6	66.67%

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: 93

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

National Average: 92

Your national percentile ranking: 42%

Regional Average: 92

Your regional percentile ranking: 39%

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

National Average: 94

Your national percentile ranking: 41%

Regional Average: 94

Your regional percentile ranking: 33%

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 Agree	3	33.33%
Strongly Disagree	6	66.67%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

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: 92

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

National Average: 94

Your national percentile ranking: 15%

Regional Average: 94

Your regional percentile ranking: 8%

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

National Average: 95

Your national percentile ranking: 13%

Regional Average: 95

Your regional percentile ranking: 7%

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	1	11.11%
Somewhat Disagree	1	11.11%
Strongly Disagree	6	66.67%

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

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

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%