



Report for Logan Yoon at KSYI

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 10 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	As someone who has been surrounded by hundreds of aviation instructors of all types, Logan truly thrives through helping people become their best selves. He is flexible to anything life throws at him, and he cares deeply about each of his individual students, and how they can best learn and succeed.
84.00	Consistently goes above and beyond for his students in areas not covered by the schoolhouse or monetary contributions such as airplane ownership, optimizing flying time, and studying habits. His teaching style lets you build trust with the aircraft while also building memories not just burning fuel around the airport which is a way better learning experience. I thoroughly enjoyed learning under his instructing and continued after my PPL to learn from him.
89.00	Logan is a remarkable instructor that cares. Although he is young, he is not one of the typical "frat boy" flight instructors that plague aviation education with their desire to milk the clock, make money, and go to the airlines. He is caring and always willing to answer questions; however, is tough and rigorous in his standards for flight training. His number one goal is for his students to be safe and proficient. Not only has he been my instructor, I would not hesitate for any of my daughters to receive flight instruction from Logan.

89.00	Logan did a great job whisking me through training from IFR training through to my CFI certificate. As an adult learner he was very focused on my goals and communicated clearly the pathway forward. He advocated on my behalf at every step. I felt like I had a coach, mentor and sounding board. He helped the dream become a reality!!
88.00	Logan has been the best instructor I could have hoped for. Even from our first lesson he put so much confidence in me. Our training has been goal oriented and focused each time. He has been flexible with my schedule with a toddler and has put in so much time after hours to get me prepared. His passion and knowledge for aviation has made me want to make this a career for myself and I believe it was fate he became my instructor. Aviation is a serious business and should not be taken lightly but it is also so rewarding and fun. We make sure to incorporate real scenario based training which has made me more comfortable with planning flights, enroute ops, and communication. Flying to a new airport is not as scary as it seemed at first and instead is a challenge met with great reward. Furthermore he has made sure to make me feel like I'm part of the aviation community meeting with other pilots in the FBOs, mechanics and other personnel even taking a trip up to Oshkosh for my first Airventure. (a memory I will never forget) Fly safe and have fun!!
90.00	Logan is a highly self motivated and professional individual. He has accomplished so much in his aviation journey. He is an excellent instructor that encourages his students and is there for any questions they have. He takes extra time out of his day without compensation to make sure his flight students are well prepared for tests and check rides and will even go hang out while the check ride is being taken just to celebrate with his students when they succeed. He is a leader among his colleagues and was the chief flight instructor for Hawkins aviation.
90.00	He went over and beyond to assist me in training which ranged from my commercial to my CFI. Always was there when I had questions. Overall amazing CFI 10/10 recommend!
84.00	Logan is a caring instructor who sets high standards for himself and his students. As a DPE, I have worked with him for several years and find him always eager to learn ways to improve his instruction.
90.00	When I was going for my CFII he was very helpful in getting primary sources down and had a great understanding of instrument flight. He also had a lot of trust in me which gave me a lot of confidence in myself to perform. Handled the checkride well for me and got me where I needed to be. Great guy, and extremely nice!
90.00	Logan Yoon deserves to win a Flight Training Experience Award because like all good pilots and great Instructors, he is always learning. Logan is voraciously curious and always excited to share practical and essential information with both his students and colleagues. I can confidently and genuinely say that Logan's dedication to general aviation is both admirable and infectious!

#### 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: **78%**

Regional Average: **81**

Your regional percentile ranking: **81%**

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

National Average: **87**

Your national percentile ranking: **87%**

Regional Average: **88**

Your regional percentile ranking: **77%**

#### 5. SubScore Summary for at KSYI

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	99	98
Customer Focus	98	97
Community	99	92
Information Sharing	97	94
NetPromoter Score	100	95
Overall Total	99	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: 32%

Regional Average: 92

Your regional percentile ranking: 19%

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

National Average: 99

Your national percentile ranking: 33%

Regional Average: 100

Your regional percentile ranking: 14%

### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	80%
Somewhat Agree	2	20%

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

Response Choice	Frequency	%
Strongly Agree	10	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	10	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: 98

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

National Average: 97

Your national percentile ranking: 24%

Regional Average: 91

Your regional percentile ranking: 12%

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

National Average: 98

Your national percentile ranking: 26%

Regional Average: 99

Your regional percentile ranking: 5%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	10	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	10%
Strongly Disagree	9	90%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	9	90%
Somewhat Agree	1	10%

## 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: 99

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

National Average: 92

Your national percentile ranking: 94%

Regional Average: 88

Your regional percentile ranking: 96%

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

National Average: 94

Your national percentile ranking: 98%

Regional Average: 95

Your regional percentile ranking: 95%

#### 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	10	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	1	10%
Strongly Disagree	9	90%

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

Response Choice	Frequency	%
Strongly Agree	10	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	10	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: 97

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

National Average: 94

Your national percentile ranking: 66%

Regional Average: 88

Your regional percentile ranking: 69%

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

National Average: 95

Your national percentile ranking: 75%

Regional Average: 96

Your regional percentile ranking: 64%

### 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	10	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	10%
Somewhat Disagree	1	10%
Strongly Disagree	8	80%

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

Response Choice	Frequency	%
Somewhat Agree	1	10%
Strongly Disagree	9	90%

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	10	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	90%

9	1	10%
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## 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	10	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: 91

Your regional percentile ranking: 62%

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

National Average: 97

Your national percentile ranking: 62%

Regional Average: 99

Your regional percentile ranking: 59%