



Report for Mark Witte at KHEF

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 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
88.00	Mark Witte absolutely deserves to win a Flight Training Experience Award because of his dedication, patience, and genuine passion for aviation. He goes above and beyond to make sure every student not only understands the material but also feels confident and safe in the airplane. His teaching style is clear and structured, yet flexible enough to adapt to each student's needs. He makes complex topics simple, give honest and constructive feedback, and create an encouraging learning environment that makes you look forward to every flight lesson. Thanks to his professionalism and mentorship, I've become a much more skilled and confident pilot.
84.00	He has a cool background. His instruction is very valuable.
90.00	Mark always provides high quality and engaging lessons. He is super supportive and cares about his students. He is knowledgeable and with that he helps everyone grow.
86.00	Very customer service oriented and cares about his peers around him!
83.00	Mark is a seasoned instructor with a plethora of knowledge. He is skilled at providing quality instruction in a way that is easy to comprehend and apply.

90.00	<p>Mark is an excellent instructor. His is professional on both the ground and in the air and was very supportive of me every step of the way as I progressed toward my PPL check-ride. I was always able to reach him to get information I needed, even after normal hours, but that is the kind of customer focused pilot he is. He is known in our Northern Virginia flying community as a dedicated instructor who is invested in the safe completion of his students.</p>
84.00	<p>Mark is an outstanding instructor who truly prioritizes safety and high quality training. Through my instrument and CFI preparation, he consistently explained not just what to do, but why it matters for risk management and sound decision-making. He keeps lessons engaging and tailored to each student, making sure you're confident before moving forward. Mark is incredibly supportive and always willing to go the extra mile, whether reviewing procedures after a flight or sharing resources that help you improve. He builds a positive learning environment and genuinely cares about helping you become a safe, knowledgeable, and professional pilot.</p>
81.00	<p>Always has your back. Honest and constructive when it comes to feedback. Learned many things that I did not learn at my previous school.</p>
82.00	<p>Mark Witte has been providing me superb training for my instrument rating. I am a private pilot who had not flown in over 30 years and then bought a Cirrus SR22. I had some of instrument training with two other instructors before I met Mark. Mark, however, has provided training at a level far, far beyond what the other two instructors were providing even though they were themselves competent. I am nearing the time of my check ride and Mark's objective is to have me perform at a professional level with no mistakes. To this end, Mark spends time at each lesson working on my radio communications, avionics usage, understanding the regulations, extensive briefing of approaches, arrivals, departures, weather analysis, etc. as well as flying the airplane with precision and safety. He has taught me many techniques for ensuring that all aspects of instrument flying is accomplished smoothly and safely. Mark's demeanor is demanding (as would be expected from a former Green Beret) yet always encouraging and this has motivated me to strive to exceed the minimum requirements of a check ride. I truly believe I would not have reached this point in my aviation skills without Mark's professionalism focused on my success.</p>
90.00	<p>During my time at our flight school, I have had the unique opportunity to not only work with Mark as a fellow flight instructor, but experience firsthand the high-quality training he provides to his students as my primary instructor for multi-engine training. Mark embodies to the highest possible degree the qualities that make an instructor truly great. Firstly, he leads by example and always goes out of his way to help his colleagues succeed. As I joined the school as a new flight instructor, Mark always made himself available as a mentor to offer guidance and answer any questions I could think of. He made my entry into the ranks of professional instructors as smooth as possible. Mark always makes the extra effort to foster a sense of community, taking our group beyond simply a collection of qualified individuals and transforming our instructor cadre into a community invested in helping each succeed and provide the highest quality training. Just as importantly, Mark has always been the first to ask the question: How can we make this technique or procedure better to help our students succeed? Mark's experience and dedication to providing the highest quality training by utilizing all available resources and encouraging others to do the same in a collaborative way places him at the top of all the instructors I have had the opportunity to train under and work with over the years. Mark has been nothing short of instrumental in my journey from flight student to new instructor, to now beginning a Part 121 training program. I knew when I started multi-engine training with Mark I would be getting absolute top-notch training. Mark's calm and supportive, yet demanding teaching style pushed me to be the very best at all times, no exceptions. I never felt more confident and prepared going into a checkride than with Mark's training and endorsement. I feel exceptionally well prepared for the future having had the opportunity to receive Mark's training and guidance both as a student and colleague. Mark exemplifies the qualities that make a truly great flight instructor. He fosters what I think is so important in aviation: a desire to always strive to enhance your own knowledge and encourage others to do the same. He receives my strongest endorsement for this recognition.</p>

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: 16%

Regional Average: 86

Your regional percentile ranking: 11%

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

National Average: 87

Your national percentile ranking: 15%

Regional Average: 87

Your regional percentile ranking: 9%

5. SubScore Summary for at KHEF

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	98	98
Customer Focus	96	97
Community	92	92
Information Sharing	94	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: 98

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

National Average: 98

Your national percentile ranking: 20%

Regional Average: 98

Your regional percentile ranking: 21%

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

National Average: 99

Your national percentile ranking: 16%

Regional Average: 99

Your regional percentile ranking: 18%

6.3 Responses per Question

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

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

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	8	80%
Somewhat Agree	2	20%

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: 96

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

National Average: 97

Your national percentile ranking: 9%

Regional Average: 97

Your regional percentile ranking: 7%

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

National Average: 98

Your national percentile ranking: 7%

Regional Average: 98

Your regional percentile ranking: 7%

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	2	20%
Strongly Disagree	8	80%

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: 92

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

National Average: 92

Your national percentile ranking: 22%

Regional Average: 92

Your regional percentile ranking: 20%

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

National Average: 94

Your national percentile ranking: 16%

Regional Average: 94

Your regional percentile ranking: 9%

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	8	80%
Somewhat Agree	2	20%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	10%
Neither agree nor disagree	3	30%
Strongly Disagree	6	60%

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

Response Choice	Frequency	%
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Strongly Agree	8	80%
Somewhat Agree	2	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	8	80%
Somewhat Agree	1	10%
Neither agree nor disagree	1	10%

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: 94

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

National Average: 94

Your national percentile ranking: 23%

Regional Average: 94

Your regional percentile ranking: 16%

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

National Average: 95

Your national percentile ranking: 22%

Regional Average: 95

Your regional percentile ranking: 14%

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	90%
Somewhat Agree	1	10%

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

Response Choice	Frequency	%
Strongly Agree	1	10%
Somewhat Agree	1	10%
Somewhat Disagree	2	20%
Strongly Disagree	6	60%

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

Response Choice	Frequency	%
Neither agree nor disagree	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	9	90%
Somewhat Agree	1	10%

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	10	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	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: 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%