Report for Maxwell Dalby at 3CK

Region: Great Lakes

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
87.00	Max has been a pleasure to have as an instructor. I was his first student to pass their ppl and I continued my training with him and now going for my ifr. Max has learned how i like to learn and has adjusted his methodology to match what works for me to learn most effectively. He also know that i like to be challenged and he figures out ways to challenge me but also keep me safe and continuously learning. I am very happy with him as an instructor.
86.00	I think max should win the award because he has been such a great teacher and friend, over the time I have had him as my instructor he has made flying fun, and enjoyable. He also made me the pilot I am right now, ensuring that I'm safe and understand what i need to know to best prepare me for the flight.
88.00	Max should win this award cause he's able to build a connection with his students and is able to help and understand what they are struggling on independently and help. I have recommended 2 of my own friends to him and they have both also had a positive experience with his as well

90.00	I wholeheartedly believe that my instructor, Max Dalby, deserves recognition through the Flight Training Experience Awards. Max was instrumental in helping me achieve my Private Pilot License, and he is now guiding me through the next step—earning my Instrument Rating. His commitment to aviation and his students is nothing short of extraordinary. Max is consistently punctual and professional. His encyclopedic knowledge of aviation and ability to recall and apply that knowledge in training is remarkable, especially given his youth. He possesses a calm and friendly personality that creates a supportive learning environment. Even when training becomes difficult, Max has the unique ability to break down complex concepts into clear, manageable parts, ensuring that his students not only understand but also gain confidence in their abilities. What truly sets Max apart is his personal investment in student success. He doesn't simply instruct—he mentors, encourages, and builds up his students, giving them the confidence to succeed in both flight and life. You can feel that he genuinely cares about your journey, not just your checkride. His maturity, focus, and passion for aviation inspire those around him. Max's dedication is evident in the time he devotes to his craft—his car is almost always parked outside Blue Skies Flying Services, a symbol of his tireless commitment. While it's clear that the airlines will soon seek his talents, I know our flight school, and the aviation community as a whole, are incredibly fortunate to have him right now.For his professionalism, his passion, and his unwavering dedication to his students, I cannot imagine a more deserving candidate than Max Dalby for this award.
88.00	Max is truly an amazing instructor. Not only is he patient but his ability to teach and work with his students is truly incredible. I have grown significantly as a student and with my aviation knowledge with his hands on teaching style, Max is truly good at what he does.
90.00	He is a great pilot and teacher who will encourage you but also will let you know what to improve on and exactly how to do it. He shows he cares about his job and his students progress.
81.00	Should win. Max cares thoroughly not just about his students meeting requirements, but fully understanding and flying to their best level of execution. I personally have been a demanding student, with specific requirements of mysekf and the process beyond base curriculum. Max has enthusiastically answered questions, memorialized notes/actions, helped address ideas I have for training to be constructive/relevant. Flight training is what you make it, and Max has gone above and beyond to match ambitious goals.
80.00	Max, since day one of me becoming his student, has been nothing but positive and consistent with his teaching while always making sure I thoroughly understand the concepts of what we cover. He's cheery and can critique what others need to change while not being negative about it. He makes me actually look forward to flying with every upcoming lesson!
90.00	I believe that Max is deserving of this reward, I have been his student for a little over a year by now and I am very impressed by his capabilities. Whenever I fly with him I feel very safe and I believe that he is very well educated on the material he is teaching. He is always great at communicating with me about flight lessons and great with explaining the material when I get confused. I can tell that he genuinely enjoys his job and wants to see his students progress. I am very glad to have Max as my instructor and I believe he will accomplish great things in his future. I know max is more than deserving of this reward.

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: 25%

Regional Average: 85
Your regional percentile ranking: 43%

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

National Average: 87
Your national percentile ranking: 22%

Regional Average: 87
Your regional percentile ranking: 29%

5. SubScore Summary for at 3CK

Region: Great Lakes

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	91	92
Information Sharing	96	94
NetPromoter Score	100	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: 99

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

National Average: 98
Your national percentile ranking: 53%

Regional Average: 99
Your regional percentile ranking: 47%

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

National Average: 99
Your national percentile ranking: 59%

Regional Average: 99
Your regional percentile ranking: 36%

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	8	88.89%
Somewhat Agree	1	11.11%

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: 33%

Regional Average: 95
Your regional percentile ranking: 37%

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

National Average: 98
Your national percentile ranking: 37%

Regional Average: 98
Your regional percentile ranking: 29%

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	8	88.89%
Somewhat Agree	1	11.11%

My CFI was not invested in my success.

Response Choice	Frequency	%

Neither agree nor disagree	1	11.11%
Strongly Disagree	8	88.89%

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: 91

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

National Average: 92
Your national percentile ranking: 18%

Regional Average: 91
Your regional percentile ranking: 30%

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

National Average: 94
Your national percentile ranking: 11%

Regional Average: 94
Your regional percentile ranking: 14%

8.3 Responses per Question

After training with my CFI,I feel like amember of the general aviation community.

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	11.11%
Neither agree nor disagree	2	22.22%
Somewhat Disagree	2	22.22%
Strongly Disagree	4	44.44%

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

Response Choice	Frequency	%
Strongly Agree	5	55.56%
Somewhat Agree	4	44.44%

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	7	77.78%
Somewhat Agree	2	22.22%

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: 96

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

National Average: 94
Your national percentile ranking: 45%

Regional Average: 92
Your regional percentile ranking: 57%

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

National Average: 95
Your national percentile ranking: 50%

Regional Average: 95
Your regional percentile ranking: 43%

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	%
Neither agree nor disagree	1	11.11%
Somewhat Disagree	2	22.22%

Strongly Disagree	6	66.67%

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

Response Choice	Frequency	%
Somewhat Agree	1	11.11%
Somewhat Disagree	1	11.11%
Strongly Disagree	7	77.78%

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 Questionaire 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	8	88.89%
9	1	11.11%

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: 84
Your regional percentile ranking: 63%

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

National Average: 97
Your national percentile ranking: 62%

Regional Average: 97
Your regional percentile ranking: 57%