Report for Mikayla Murphy at KAPC

Region: Pacific

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 7 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
85.00	The Flight Training Experience Award is defined as an award to identify and recognize the flight schools and instructors evaluated as “best” through the eyes of their customers. Mikayla was my instructor for my Private Pilot License from late May 2025- early August 2025, and I can say with full confidence that she was one of the best instructors I will probably ever have. I told her my goals of getting my license in a couple months and she worked twice as hard as I did to provide me with lesson plans, homework, and the best instruction I could get. She also worked full days with me and prioritized my learning when it came to check-ride prep. Also, she overcame challenges with me such as, having to switch from a traditional six-pack to a G-1000 a week before my check-ride because the plane was down for maintenance. Mikayla and I flew around 50 hours together this summer and during those few months she kept me on top of my flight hours, along with my ground instruction. She also made sure I had all my applications and paperwork to continue through solos and all the way to check-ride. When there was a problem, I never hesitated to ask her or rely on her. All this in mind, Mikayla is truly the best candidate for the Flight Training Experience Award because I could not have asked for better experience
83.00	Mikayla is an extremely kind and welcoming person, which has helped me significantly through my flight training over the past months. Throughout my training with Mikayla, she has thoroughly explained to me the areas that I needed work on, all while maintaining a professional and friendly approach. She is more than qualified to win this award based on my experiences that I have flying and learning with her.

90.00	Mikayla is extremely professional and very knowledgeable. She is patient and methodical. She guides in a very methodical yet calming way. She's inspiring and encouraging. I don't think I would have been as encouraged to go on as I am if it hadn't been from Mikayla and her kind and loving guidance.
90.00	Calm, collected, and patient. As I wrap up my training and prepare for my checkride I want to wholeheartedly recommend Mikayla Murphy, her instruction has been the most critical factor in my journey toward becoming a pilot. Flight training is inherently stressful and in every challenging moment Mikayla maintained a calm demeanor and even tone when speaking, helping lower the stress level while also teaching constructively. She was excellent at finding my weak points in knowledge and bringing them up to standard while providing encouragement and positive feedback. Any student who trains with her on the ground or in the air is getting the best mentor.
85.00	Mikayla should win a flight training experience award because she holds a high level of professionalism and positive learning environment.
90.00	Mikayla does an excellent job at being a flight instructor. She is patient and understanding of all learning styles. From the ground to the aircraft, the instruction is phenomenal. She is truly invested in advancing the student not just gaining the hours for herself. She puts in very long days and deserves an award for it!
90.00	Mikayla has a real talent for teaching, evaluating, and helping her students make up for any deficiencies. She is a team player and brings fun and good humor to the hard work. She is safe and reliable.

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: 51%

Regional Average: 87
Your regional percentile ranking: 42%

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

National Average: 87
Your national percentile ranking: 54%

Regional Average: 87
Your regional percentile ranking: 43%

5. SubScore Summary for at KAPC

Region: Pacific

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	99	97
Community	93	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: 42%

Regional Average: 99
Your regional percentile ranking: 46%

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

National Average: 99
Your national percentile ranking: 46%

Regional Average: 99
Your regional percentile ranking: 43%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
Strongly Agree	7	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

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: 53%

Regional Average: 98
Your regional percentile ranking: 42%

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

National Average: 98
Your national percentile ranking: 64%

Regional Average: 99
Your regional percentile ranking: 43%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	7	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	7	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: 36%

Regional Average: 94
Your regional percentile ranking: 19%

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

National Average: 94
Your national percentile ranking: 34%

Regional Average: 93
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	7	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	14.29%
Somewhat Disagree	1	14.29%
Strongly Disagree	5	71.43%

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

Response Choice	Frequency	%
Strongly Agree	5	71.43%
Somewhat Agree	1	14.29%
Neither agree nor disagree	1	14.29%

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	6	85.71%
Neither agree nor disagree	1	14.29%

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: 58%

Regional Average: 95
Your regional percentile ranking: 50%

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

National Average: 95
Your national percentile ranking: 65%

Regional Average: 95
Your regional percentile ranking: 57%

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	6	85.71%
Somewhat Agree	1	14.29%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	14.29%
Somewhat Disagree	2	28.57%
Strongly Disagree	4	57.14%

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

Response Choice	Frequency	%
Strongly Disagree	7	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	7	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	7	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	7	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: 99
Your regional percentile ranking: 58%

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: 64%