



Report for Milne "CC" Pocock at 1L4

Region: Western

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 11 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 I said in my Bush Air review, CC is the reason for the success of Bush Air. I am going to repeat the reasons CC should win for both best flight school and for best instructor. Here is why: CC at Bush Air isn't just another flight instructor—he's someone who fundamentally re-imagines what safety in aviation training should look like. In all my experience with flight schools, I've never encountered an instructor with his unique perspective on teaching people to fly safely. What sets CC apart is his ability to explain the "why" behind everything. And I mean everything. Most instructors can teach you what to do and how to do it, but CC goes deeper. He understands the principles at such a fundamental level that he can answer any question you throw at him with clarity and purpose. That's rare in flight instruction, and it's invaluable as a student. His brilliance isn't just in his own skill—though he's exceptional—it's in how effectively he transfers that knowledge. He has this gift for taking complex concepts and making them click. When I finished training with him, I didn't just feel more confident; I was genuinely safer and significantly more skilled than I ever expected to be. That's the kind of instructor who deserves recognition. CC's approach produces better, safer pilots, and that's exactly what this industry needs more of. Bush Air, under his instruction, represents the gold standard in flight training.</p>

90.00	I recently completed CC's Level 2 Advanced Backcountry Flying Course in Southern Nevada using my own Cessna 182P, and it was transformative for my role as a mountain instructor. Set against the challenging deserts and high-elevation ridges near Las Vegas, the course honed mountain flying skills like navigating tight canyons, density altitude takeoffs, and off-airport takeoffs and landings in rugged terrain. CC's strong emphasis on aviation safety—incorporating FAA risk management tools, thorough pre-flight operations, and conservative decision-making—directly enhanced my safety protocols and reduced operational risks. His clear breakdowns of complex maneuvers built unbreakable confidence in challenging situations, while equipping me to teach them effectively. Patient and precise, CC's A+ instruction elevated my mountain flying expertise and safety mindset. Essential for advanced mountain pilots—highly recommend!
90.00	To say CC does tailwheel and backcountry training like no other, with results like no other, is an understatement. He's the definition of specialized, professional instruction; a gifted teacher in all respects. His specialty is teaching special circumstances – experiencing and building confidence in the slow corner of the envelope, achieving proficiency there, and executing in the real world. I'm sure he's extraordinary at primary instruction, but how he tailors teaching advanced techniques to pilots of varied experience, abilities, and personalities is a work of art. On the ground and in the airplane, he senses a student's strengths and needs and always says just the right thing. Learning from CC is an exercise in how many “ah ha moments” one can have in a single flight. Flight Training Experience Award? I've been around, and CC's as good as it gets.
90.00	Training with CC Pocock was an unforgettable experience. He's not just an instructor — he's a true master of bush flying and tailwheel operations. From the very first flight, it's clear that his knowledge and experience go far beyond what you'll find in a standard training environment. CC has a rare ability to teach complex concepts like stall and spin awareness, energy management, and short-field techniques in a way that's clear, practical, and backed by real-world experience. He doesn't just show you how to do something — he helps you understand why it works, and how to apply it safely in any situation. He pushes you to expand your comfort zone, but always in a structured, safety-focused way. Learning from someone with his depth of experience gives you a completely new appreciation for what good airmanship really means. If you want to become a better, more confident, and truly well-rounded pilot, CC is the instructor you want to learn from.
90.00	CC Pocock is CFI that everyone can learn from no matter their level of experience. CC is committed to safely instructing backcountry students in the actual off airport environment under real conditions with exercises that takes students to new levels outside of the conventional training box and puts you in situations that exist in a nature in the real world. I feel more prepared than ever before to handle winds, difficult short LZs, emergencies, and survival. CC's training has left an indelible impression on my aviation experience that I will benefit for many years and flights to come.
90.00	One of the best instructors I have had the training from.
83.00	CC and Bush Air provide a unique kind of training that is desperately needed. His emphasis on basic stick and rudder and actually thinking with the plane is really valuable. The course is expensive but you get a lot of bang for your buck. Would recommend to anyone who's interested in actually flying an airplane.
74.00	Best instructor I ever had. Great backcountry flying course for my Maule M7.
82.00	CC Pollock is an extremely knowledgeable backcountry flight instructor. He is an excellent teacher and makes sure you not only understand the task, but also execute it correctly. The school has a very relaxed atmosphere, and I highly recommend CC for this award.
90.00	He provides a very unique training experience focused on backcountry flying techniques with a goal of becoming a safer, more skilled and more confident pilot. His training was very effective due to his deep knowledge, one-of-a-kind skills, well thought-out course resources he provided, and his natural teaching ability.
86.00	CC Pocock is a unique flight Instructor! In my 24 years of aviation I never had such a CFI like him who knows the plane and the aerodynamics so well as he does. And he has the confidence to show the limits of aerodynamics during flights to make everyone a safer and more proficient pilot! He also has the honesty and the respect to point out weak areas at any level to make improvements of any skills and take life saving improvements home. Next to the flying part, he is also a great host and makes the whole course a adventure and definitely makes it a great memory. I wish him all the best and many more happy landings.

#### 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: 27%

Regional Average: 86

Your regional percentile ranking: 35%

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

National Average: 87

Your national percentile ranking: 25%

Regional Average: 86

Your regional percentile ranking: 39%

## 5. SubScore Summary for at 1L4

Region: Western

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	97	97
Community	92	92
Information Sharing	95	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: 100

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

National Average: 98

Your national percentile ranking: 83%

Regional Average: 99

Your regional percentile ranking: 85%

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

National Average: 99

Your national percentile ranking: 90%

Regional Average: 98

Your regional percentile ranking: 89%

#### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	11	100%

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

Response Choice	Frequency	%
Strongly Agree	11	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	11	100%

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

Response Choice	Frequency	%
Strongly Agree	11	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: 97

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

National Average: 97

Your national percentile ranking: 22%

Regional Average: 97

Your regional percentile ranking: 45%

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

National Average: 98

Your national percentile ranking: 23%

Regional Average: 96

Your regional percentile ranking: 50%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Neither agree nor disagree	1	9.09%

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

Response Choice	Frequency	%
Strongly Agree	11	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	9.09%
Strongly Disagree	10	90.91%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	11	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: 92

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

National Average: 92

Your national percentile ranking: 28%

Regional Average: 94

Your regional percentile ranking: 35%

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

National Average: 94

Your national percentile ranking: 23%

Regional Average: 93

Your regional percentile ranking: 39%

### 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	81.82%
Somewhat Agree	1	9.09%
Neither agree nor disagree	1	9.09%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	18.18%
Neither agree nor disagree	1	9.09%
Strongly Disagree	8	72.73%

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

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Somewhat Agree	1	9.09%

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	81.82%
Somewhat Agree	1	9.09%
Neither agree nor disagree	1	9.09%

## 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: 95

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

National Average: 94

Your national percentile ranking: 31%

Regional Average: 94

Your regional percentile ranking: 35%

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

National Average: 95

Your national percentile ranking: 36%

Regional Average: 93

Your regional percentile ranking: 39%

## 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	11	100%

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

Response Choice	Frequency	%
Strongly Agree	1	9.09%
Strongly Disagree	10	90.91%

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

Response Choice	Frequency	%
Strongly Agree	1	9.09%
Strongly Disagree	10	90.91%

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	81.82%
Neither agree nor disagree	2	18.18%

## 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	11	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	%
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Promoter	11	100%
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### 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: 93

Your regional percentile ranking: 70%

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

National Average: 97

Your national percentile ranking: 62%

Regional Average: 93

Your regional percentile ranking: 72%