



Report for Mitchell Krupp at KSFZ

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 22 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	He deserves the award because out of all the instructors I have had, no one has explained, demonstrated or facilitated the learning of difficult maneuvers and concepts in the same manner or degree. He deeply cares about my training and has allowed me to receive my private, instrument and commercial certificate in under a year and a half while being a full time college student. he stands out as a great person, instructor and friend and has allowed my aviation career to get it's much needed start.
90.00	Dedicated to safety. Great communication skills
90.00	Mitch was a very patient person. He offered multiple insights and perspectives helping me through those periods of training when I felt stuck! I feel Mitch deserves this award because he genuinely cares about his students proficiency, safety and support!

90.00	<p>Mitchell Krupp is a Certified Flight Instructor and Certified Instrument Instructor who has been an integral part of Air Ventures for over two years. During his time here, he has consistently demonstrated exceptional skill, professionalism, and dedication to his students' long-term success. Mitchell has achieved an impressive record of 17 first-attempt checkride passes, a testament to both his teaching ability and his commitment to thorough preparation. His instructional style combines diligence, patience, and high standards, ensuring that students not only succeed in passing checkrides but also develop into safe, competent aviators. In addition to his instructional achievements, Mitchell has proven himself to be a hardworking team player who contributes positively to the collaborative culture at Air Ventures. He consistently goes above and beyond to support both his students and his colleagues. Mitchell currently holds a Conditional Job Offer with Republic Airlines, reflecting his strong professional trajectory and the recognition of his capabilities by the airline industry. His combination of technical knowledge, instructional excellence, and dedication to aviation makes him a valuable asset to both his students and the broader aviation community.</p>
90.00	<p>Having worked with Mitchell for the last year, I can confidently say that he is one of the greatest instructors I have encountered. His dedication to his students, as well as his passion for aviation make him one of our most desired CFIs here at Air Ventures Flying School. He consistently encourages his students to achieve their goals, while providing a supportive and constructive learning space. Mitchell is invested in every student, and it shows.</p>
74.00	<p>Mitchell in my opinion is the perfect instructor. He takes the time out to get to know each of his students to ensure everyone has a different learning experience while making sure the syllabus is adhered to. Every lesson is fun, different, and you leave feeling accomplished. Even times when I feel like I've made mistakes in lessons, he's reassured me that perfection is not the goal. And has patience to teach me until I can get it the right way. I haven't had as much fun and motivation while flying until I got Mitch as an instructor. I don't think there is anyone else more deserving of of this award.</p>
88.00	<p>I've had the pleasure of knowing Mitchell for a little over three years. During that time, I've observed several of his lessons and flights, and I've consistently been impressed by the quality of his instruction. Mitchell excels at building strong relationships with his students and thoughtfully tailoring his teaching style to fit each individual's needs. He is approachable, friendly, and professional—traits that are invaluable in a flight instructor. Mitchell is also exceptionally driven in his teaching. He provides a structured path for each student, while remaining flexible and supportive in helping them develop personalized goals and career pathways. I wholeheartedly recommend Mitchell Krupp for this award and sincerely thank you for considering him.</p>
87.00	<p>Mitch has demonstrated a high degree of professionalism and desire to train all of his students to a high level of competency and proficiency. He is pleasant to be around and truly cares about the aviation industry. I have no hesitation on recommending him for this award.</p>
89.00	<p>Mitchell should win a flight training experience award for his dedication to his role as an instructor and for bringing value to the community that has been built at Airventures flight school in RI. He is very welcoming and understands that being a flight instructor goes beyond the classroom and cockpit. He exhibits this by not just showing up to instruct but by also being apart of the flight schools recreational soccer team and always making himself available for additional questions. Over the years, I have gotten to know Mitchell and now I have him as my instructor for CFI. He has shared his experiences and we are able to easily relate with each other over our common experiences. These are my reasons why Mitchell should win an award from AOPA.</p>
90.00	<p>Mitch is an outstanding flight instructor. His level of knowledge and understanding of how to teach is beyond most CFIs. He has the most students at the flight school and that's not because he was just handed them, students request to fly with Mitch over the other CFIs because of his ability to teach in a fun and relaxed environment. He is on his way out of working as a CFI but he puts in the same amount of effort as if it's his first day as a CFI. That is something you don't see often, I've had instructors mentally checkout when they get a job offer at the airlines, etc, this is not the case with Mitch. I highly recommend Mitch to receive all the praise and recognition he deserves.</p>
86.00	<p>I highly recommend Mitch for an award. As my CFI instructor, he demonstrated a consistent dedication to safety and a very effective teaching style. He brings a well-rounded perspective to training, ensuring that students are not only prepared for checkrides but also for real-world flying. Now as a lead instructor and colleague, he continues to set a high standard of professionalism and provides valuable mentorship to other instructors, myself included.</p>
90.00	<p>Great instructor, he knows how to teach things in different ways to fit the needs of his students. He'll stop and make sure you really understand something before moving on so you're confident in what you're doing or talking about.</p>

88.00	Mitchell is the most committed instructor i've ever worked with. He's calm, patient, and present every lesson without fail. I've been working with him for over a year now and I would recommend him to anyone interested in flight training. He is always available at any time of day, he gives his full attention during every lesson, and he makes me feel like i'm succeeding even when i'm struggling. I think he's the best instructor at the school and I think many many people would agree. Cannot speak highly enough about him!
80.00	Mitch is a great instructor! He is very knowledgeable and cares a lot about the progress of his students which seems rare nowadays with flight instructors.
89.00	Mitchell is an excellent flight instructor. I'm working on my flight instructor certificate with him. His dedication as a flight instructor really stand out. He goes above and beyond to share helpful resources, communicates clearly and always makes sure I understand what each lesson will cover. He adapts to my learning style and takes the time to explain what we are working on thoroughly.
90.00	As a student pilot training with Mitch, I have experienced his professionalism, patience, and dedication to teaching. He explains complex topics in a clear and practical way, emphasizes safety in every lesson, and adjusts his instruction to match my pace and learning style. Mitch has helped me build confidence in both my skills and decision-making, and he creates an environment that makes training both productive and enjoyable. His commitment to his students and to high standards of instruction makes him truly deserving of a Flight Training Experience Award.
90.00	This instructor has helped me through everything. Anything I've needed all I had to do was text him and he answers immediately. I'm always comfortable asking him any kinds of questions.
90.00	Mitchell provided a great training experience. He created an effective training plan that helped me achieve my goals in the most efficient way possible.
87.00	I believe Mitch should win a Flight Training Experience Award because he's knowledgeable, patient, and really cares about his students. He explained things clearly, challenged me in the right ways, and made sure I was ready and confident for my instrument checkride.
90.00	I've been learning instrument flight with Mitch. Mitch is above all *patient*. I'm an older learner and as much as I'd like to pick things up quickly, it's just not the case. Mitch is always there with an encouraging word or new approach (see what I did there) to get over the latest sticking point. Each lesson has more improvement and he shares in the joy of your accomplishment. Mitch is funny, approachable, and personable, and shares in building the local flying community as a senior instructor.
90.00	I recently completed my flight review with Mitchell, and I can't recommend him highly enough. He not only made the entire process clear and confidence building, but he's also been instrumental in helping me progress through my IFR rating. Mitchell has a gift for breaking down complex concepts into practical, easy-to-apply skills, and he creates a learning environment that feels supportive, professional, and encouraging. His patience, depth of knowledge, and dedication to safety have made me a more confident and capable pilot. Whether it's sharpening fundamentals or tackling challenging IFR procedures, Mitchell always goes the extra mile to ensure I fully understand and feel prepared.
82.00	I am honored to nominate Mitchell Krupp, FAA Certified Flight Instructor for recognition as AOPA award. Over the past year, Mr. Krupp has exemplified the highest standards of professionalism, safety, and service in his roles as a flight instructor. In every interaction, he demonstrates the qualities we should all strive for in aviation education: integrity, patience, professionalism, and a passion for developing safe, competent pilots. I can think of no one more deserving of recognition in this capacity. Please don't hesitate to contact me for any additional information to support this nomination. Sincerely,

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: **55%**

Regional Average: **86**

Your regional percentile ranking: 54%

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

National Average: 87

Your national percentile ranking: 59%

Regional Average: 87

Your regional percentile ranking: 64%

5. SubScore Summary for at KSFZ

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	99	98
Customer Focus	99	97
Community	96	92
Information Sharing	95	94
NetPromoter Score	100	95
Overall Total	98	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: 35%

Regional Average: 98

Your regional percentile ranking: 35%

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

National Average: 99

Your national percentile ranking: 37%

Regional Average: 99

Your regional percentile ranking: 41%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	20	90.91%

Neither agree nor disagree	2	9.09%
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My CFI tailored their lessons plans to accommodate my personal strengths and weaknesses.

Response Choice	Frequency	%
Strongly Agree	22	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	22	100%

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

Response Choice	Frequency	%
Strongly Agree	22	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: 99

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

National Average: 97

Your national percentile ranking: 39%

Regional Average: 97

Your regional percentile ranking: 35%

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

National Average: 98

Your national percentile ranking: 46%

Regional Average: 98

Your regional percentile ranking: 46%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	22	100%

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

Response Choice	Frequency	%
Strongly Agree	21	95.45%

Somewhat Agree	1	4.55%
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My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	4.55%
Strongly Disagree	21	95.45%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	21	95.45%
Somewhat Agree	1	4.55%

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: 96

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

National Average: 92

Your national percentile ranking: 73%

Regional Average: 92

Your regional percentile ranking: 69%

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

National Average: 94

Your national percentile ranking: 80%

Regional Average: 94

Your regional percentile ranking: 78%

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	22	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	9.09%

Neither agree nor disagree	2	9.09%
Strongly Disagree	18	81.82%

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

Response Choice	Frequency	%
Strongly Agree	21	95.45%
Somewhat Agree	1	4.55%

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	19	86.36%
Somewhat Agree	2	9.09%
Neither agree nor disagree	1	4.55%

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: 32%

Regional Average: 94

Your regional percentile ranking: 29%

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

National Average: 95

Your national percentile ranking: 37%

Regional Average: 95

Your regional percentile ranking: 38%

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	22	100%

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

Response Choice	Frequency	%
Strongly Agree	2	9.09%
Neither agree nor disagree	4	18.18%
Somewhat Disagree	2	9.09%
Strongly Disagree	14	63.64%

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

Response Choice	Frequency	%
Strongly Agree	1	4.55%
Somewhat Disagree	1	4.55%
Strongly Disagree	20	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	22	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	22	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	22	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: 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%