



Report for Nina Ricciardi 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 5 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
78.00	She should due to her dedication.
86.00	Nina should win this award because she is truly an amazing teacher. I have been her student for 6 months and she truly has made an impact on me and my learning. She adapts to my learning style and really tests my knowledge especially on parts that I have more trouble with, and she doesn't judge me if I'm having a hard time in a subject. She goes in depth and makes sure i 100% know it, then will continue to make sure I know what i'm doing. She's a very understanding person and has a great personality. She has me decide if we have a go no go for our lesson, so i know what to take into account and what to look for when making decisions. She never cancels lessons because she doesn't want to work. She deserves this award.
83.00	I've been training with Nina a little over a year now while working full time. She's been very accommodating with my schedule and I feel I've made steady progress towards my goal of obtaining my private pilot's license. She's always early to our lessons, understanding of any difficulties that arise, and just overall a really empathetic instructor. I couldn't ask for a more positive introduction to the aviation world and strongly feel that she's deserving of this award.

83.00	From the jump, I could tell Nina wanted to be an instructor. All of her ground lessons were very detailed and colorful, she used helpful tips that she learned in her training, and she wants to see her students succeed. I have fun in my lessons with her and look forward to flying with Nina whenever I get the chance
90.00	I believe that my instructor Nina should win the award because not only is she an amazing instructor, but a good person. Having Nina as my instructor makes me feel comfortable and excited to fly every week. She makes it fun while also teaching me things i've never known. She's very good at explaining things, and if I don't understand something, she goes at it in another perspective. I believe that Nina is very deserving of this award because of how much time she not only puts in for herself, but her students. I couldn't have asked for a better instructor.

#### 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: **84**

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

National Average: **86**

Your national percentile ranking: **9%**

Regional Average: **85**

Your regional percentile ranking: **23%**

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

National Average: **87**

Your national percentile ranking: **5%**

Regional Average: **87**

Your regional percentile ranking: **14%**

### 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	100	98
Customer Focus	99	97
Community	89	92
Information Sharing	83	94
NetPromoter Score	100	95
Overall Total	94	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: 87%

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

National Average: 99

Your national percentile ranking: 90%

Regional Average: 99

Your regional percentile ranking: 93%

#### 6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	5	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	5	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: 49%

Regional Average: 95

Your regional percentile ranking: 57%

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

National Average: 98

Your national percentile ranking: 62%

Regional Average: 98

Your regional percentile ranking: 57%

### 7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Strongly Agree	4	80%
Somewhat Agree	1	20%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	5	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	5	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: 89

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

National Average: 92

Your national percentile ranking: 10%

Regional Average: 91

Your regional percentile ranking: 17%

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

National Average: 94

Your national percentile ranking: 5%

Regional Average: 94

Your regional percentile ranking: 0%

### 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	4	80%

Somewhat Agree	1	20%
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My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	20%
Strongly Disagree	4	80%

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

Response Choice	Frequency	%
Strongly Agree	2	40%
Somewhat Agree	2	40%
Neither agree nor disagree	1	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	4	80%
Neither agree nor disagree	1	20%

## 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: 83

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

National Average: 94

Your national percentile ranking: 3%

Regional Average: 92

Your regional percentile ranking: 10%

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

National Average: 95

Your national percentile ranking: 0%

Regional Average: 95

Your regional percentile ranking: 0%

### 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	5	100%

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

Response Choice	Frequency	%
Strongly Agree	1	20%
Somewhat Agree	1	20%
Neither agree nor disagree	2	40%
Strongly Disagree	1	20%

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

Response Choice	Frequency	%
Strongly Agree	1	20%
Somewhat Disagree	2	40%
Strongly Disagree	2	40%

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	5	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	4	80%
9	1	20%

### 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	5	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%