Report for Rafael Dubena at KDAB (Daytona Beach Int'l Airport)

Region: Southern

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 13 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	To whom it may concern, I am very pleased to recommend Rafael Dubena for the Flight Training Experience Award. Having him as my primary Instrument instructor and doing activities during Commercial, CFI, and CFII, have been the root to my knowledge and experience. Rafael represents a level of knowledge that does not intimidate students, but inspires them to learn more in different forms. This motivates students to ask questions and expand their thought process, making the airspace a safer environment daily. Rafael is an instructor with a pristine level of experience, but is also a mentor who cares about the aviation community and those around him. Please feel free to email me if you have any further questions. Regards, Ashton Blalock

86.00	Since resuming my flight training at Embry-Riddle following the recovery period after the pandemic, I have had the privilege of being instructed by Rafael. He was my ground instructor from the very beginning of my Private Pilot, Instrument, and continues to guide me through my current Commercial Pilot training. Throughout this time, Rafael has consistently demonstrated exceptional professionalism, patience, and dedication to me and other of his students' success. Rafael has imparted a wide range of valuable lessons, techniques, and perspectives that have significantly enhanced my development as a pilot. His instruction extends beyond the technical aspects of flying; he emphasizes decision-making, situational awareness, and the importance of maintaining professionalism and composure in various flight and ground scenarios, which applies to the real world flying. His teaching approach not only builds strong aeronautical knowledge but also instills confidence and critical thinking skills that are essential in aviation. Furthermore, Rafael's contributions reach well beyond the classroom and the cockpit. He actively volunteers with his local church and at the Daytona International Airport, demonstrating his deep commitment to both the aviation industry and the broader community. For these reasons, I wholeheartedly and strongly recommend Rafael for this award. His unwavering dedication, perseverance, and genuine commitment to both aviation and community service make him an outstanding role model and a truly deserving candidate for this recognition.
90.00	Dubena is truly the best flight instructor I've ever had, and he continues to be the person I look up to now that I'm an instructor myself. His ability to teach with patience, clarity, and genuine passion for aviation completely shaped the way I approach my own students. He never just taught to pass a checkride, he taught to create confident, knowledgeable, and safe pilots. The environment he built in every lesson made me feel supported and motivated to improve, and I now strive to give my students that same experience. Dubena set the standard for what great instruction looks like, and I'm grateful every day for the impact he's had on my career and the kind of instructor I've become.
90.00	Rafael is a very intelligent and caring flight instructor. Having him as an instructor was a great experience. His training was very valuable due his ability to display information in a very understandable and comprehensive way. He always came to flight activities very enthusiastic and made flight training very enjoyable.
86.00	Rafael Dubena was my CRJ-200 base training instructor, and his exceptional knowledge and flight skills truly stood out. He consistently connected technical concepts to real-world applications, which made the training both practical and engaging. His study guide was incredibly detailed and easy to follow, allowing me to study not only efficiently but also effectively. Thanks to his passion, dedication, and enthusiasm for teaching, I was able to adapt to the CRJ quickly and build strong confidence in my training.
90.00	Instructor Rafael Dubena truly deserves the Flight Training Experience Award. At Embry-Riddle Aeronautical University's Daytona Beach Campus, he is among the most respected instructors, embodying the core values of flight training professionalism, safety, and genuine care for his students. He consistently tailors each lesson to the individual student's level and needs, making even complex concepts easy to grasp. He patiently helps students overcome their weaknesses. As a student pilot currently completing my Private Pilot training, I have encountered challenges in the IFR course, particularly in IFR Navigation and Instrument Interpretation. Concepts such as HSI/CDI interpretation, understanding TO/FROM indications, and maintaining positional awareness were especially challenging for me as a VFR-oriented student. However, Instructor Dubena expertly guided me through these difficulties using Embry-Riddle's advanced simulators and valuable external learning materials. He also shared portions of his own lesson plans, which helped me clearly understand the logic behind IFR procedures. Instructor Dubena maintains a friendly and supportive attitude, ensuring that students never feel intimidated. He encourages questions and views mistakes as opportunities to learn. His approachable yet professional demeanor makes training both effective and enjoyable. Moreover, his safety-focused philosophy and scenario-based training help students develop sound judgment and decision-making skills that directly translate to real-world flying. He encourages students to become active members of the aviation community through organizations such as AOPA, ERAU Alpha Omicron Alpha (AOA), and ERAU Flight Line Assimilation Program (FLAP). His passion for teaching and dedication to student success make him an exemplary instructor, and I firmly believe he deserves the Flight Training Experience Award.
88.00	Rafael Dubena has been the best instructor, training me for my Instructor Pilot standardization training for Embry-Riddle. He always made me feel confident about my skills and teaching. He insured I was ready to work with students by putting me scenarios where I would have to critically think to come up with the best decision per the FOM and SOPM of ERAU while ensuring safety and great customer service.

90.00	Rafael is an incredible, motived, and dedicated flight instructor who is wholeheartedly devoted to the success and advancement of his students and all others that he mentors. I had the privilege of meeting Rafael in the early stages of my private pilot flight training at Embry-Riddle Aeronautical University when I needed help with cross-country flight planning. By the time I left our aviation learning center, not only did I feel confident in planning future cross country flights, but I felt as if I could help others who may be struggling. We met again when I was assigned to him for my instrument flight course. I can say without hesitation that having Rafael as an instructor made me a safer and more confident pilot. His wealth of knowledge and depth of instruction ensured that I was thoroughly prepared not only for checkride, but for a long future of aviating and sound aeronautical decision making in our national airspace system. He doesn't just feed his students information to recall, he relates it to practical, real-world experiences supplemented with small-scale demonstrations. Prior to each flight, we carefully reviewed objectives and expectations. Post flight, our debriefs were always thorough and he always left detailed comments in our system so I could review what we discussed again later. His style of teaching unlocked a deeper understanding of certain concepts which previously, I felt I only had surface level knowledge. His flexibility and willingness to work with me outside of our regularly scheduled activities led me to clean pass all three phases of Embry-Riddle's instrument checkride process in under 24 hours, something almost unheard of at the University. Just prior to my graduation in December of 2024, I was lucky enough to have Rafael accompany me on my final flight at Embry-Riddle. Although it had been nearly 2 years since we last flew together, it seemed like no time at all had passed as we worked seamlessly together again. Rafael remains committed to preparing his students to not just pass a checkride, but to be the finest aviators they can be. I am very proud to have been one of Rafael's students and honored to call him a friend. I cannot think of another individual more deserving of recognition for an outstanding flight training experience.
86.00	As my CFI instructor, I always looked up to IP Dubena's professionalism and teaching style. He is extremely knowledgeable in what he teaches, and is also humble enough to admit when he does not know something. I have known him since earning my Private certificate, and although he did not become my primary instructor until my CFI course, he was consistently willing to help and offer guidance along the way. It has always been clear to me that he cares not only about developing competent pilots, but also about the wellbeing of his students outside of training. IP Dubena does not need additional flight hours, yet he consistently volunteered extra time to help me when I needed additional training. One quality that truly sets him apart, even compared to other excellent instructors I have had, is that he provides feedback even when things go well, reinforcing that we can always improve and continue learning. His persistence and standards were empowering. I believe he deserves this award because, despite not needing the hours, he continues to provide high-quality flight instruction and consistently invests extra effort into his students' success. In addition, he is dedicated to his own professional growth; whether researching fully electric aircraft or teaching CFI ground labs, he continuously seeks to expand his knowledge and abilities. His example has inspired me to become more well-rounded as well.
90.00	I'm proud to support Rafael Dubena for the Flight Training Experience Award. Rafael isn't just an outstanding instructor — he's also an incredible coworker. Working alongside him, I've seen firsthand how dedicated he is to his students and to aviation as a whole. He's patient, professional, and always willing to lend a hand or share his knowledge. Rafael creates an environment that's positive, safe, and inspiring, both in the cockpit and at work. He brings out the best in everyone around him, students and colleagues alike. His passion and commitment truly make him deserving of this recognition.
86.00	Instructor Rafael Dubena is one of the best instructors I have had. He is very attentive, has great knowledge and commitment to flight training and the aviation community. He never fails to come to class with the best energy and ready to teach. Overall, I feel like he has prepared me to be a great instructor myself, and I believe he should win a Flight Training Experience Award
90.00	Rafael Dubena deserves to win a Flight Training Experience Award because of his passion for both flight and helping others grow. He has played a crucial part in my flight training, including my Private Pilot Certificate, Commercial Pilot Certificate, and, currently, my Flight Instructor Certificate. Throughout the time I have known Rafael, he has shown an obvious love for flying and instructing. He truly understands the importance of Fundamentals of Instructing, a quality reflected by his students' success. While being professional, his demeanor is welcoming, and it does not take long to realize he wants his students to succeed. Rafael Dubena is not afraid of the challenges that flight instruction presents. Instead, he breaks them down and tackles the issue, making it easier for the people who follow after him as well. His lessons are cohesive and comprehensive, and it is apparent that he puts a lot of thought into each lesson, being flexible with any hurdle that appears or any troubles a student may be having. Not only is Rafael focused on his own students, but he is also dedicated to his whole community. On campus at Embry-Riddle Aeronautical University, he serves as an advisor for the Professional Asian Pilots Association (PAPA) and is an active alumnus for our aviation honors society, Alpha Omicron Alpha. If a student ever needs advice, Rafael is always eager and helpful in providing what he knows. He shares his experiences to improve students' awareness and promote growth in his community. Rafael's qualities and dedication make him a perfect candidate for the Flight Training Experience Award.

90.00	Rafael Dubena should win the Flight Training Experience Award for various reasons. To start off, he deserves to win the Flight Training Experience Award because he is both an outstanding professor and an exceptional flight instructor. He is highly professional, knowledgeable, and always takes the time to ensure his students fully understand the material, both in the classroom and in the cockpit. His engaging teaching style makes learning enjoyable and encourages students to stay curious and motivated. He creates an inclusive and supportive environment where everyone feels comfortable asking questions and confident in their progress. His passion for aviation is contagious, and he goes above and beyond to help each student reach their goals. Overall, he inspires confidence, builds strong connections, and makes every student feel like they truly belong in aviation.

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: 89

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

National Average: 86
Your national percentile ranking: 82%

Regional Average: 81
Your regional percentile ranking: 88%

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

National Average: 87
Your national percentile ranking: 91%

Regional Average: 88
Your regional percentile ranking: 86%

5. SubScore Summary for at KDAB (Daytona Beach Int'l Airport)

Region: Southern

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	98	97
Community	96	92
Information Sharing	99	94
NetPromoter Score	100	95
Overall Total	99	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: 92
Your regional percentile ranking: 81%

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

National Average: 99
Your national percentile ranking: 90%

Regional Average: 100
Your regional percentile ranking: 82%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	13	100%

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

Response Choice	Frequency	%
Strongly Agree	13	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	13	100%

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

Response Choice	Frequency	%
Strongly Agree	13	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: 98

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

National Average: 97
Your national percentile ranking: 35%

Regional Average: 91
Your regional percentile ranking: 31%

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

National Average: 98
Your national percentile ranking: 39%

Regional Average: 99
Your regional percentile ranking: 27%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	13	100%

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

Response Choice	Frequency	%
Strongly Agree	13	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Agree	1	7.69%
Strongly Disagree	12	92.31%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	13	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: 96

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

National Average: 92
Your national percentile ranking: 70%

Regional Average: 88
Your regional percentile ranking: 65%

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

National Average: 94
Your national percentile ranking: 76%

Regional Average: 95
Your regional percentile ranking: 59%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	13	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	15.38%
Somewhat Agree	1	7.69%
Strongly Disagree	10	76.92%

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

Response Choice	Frequency	%
Strongly Agree	13	100%

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	13	100%

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: 99

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

National Average: 94
Your national percentile ranking: 86%

Regional Average: 88
Your regional percentile ranking: 96%

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

National Average: 95
Your national percentile ranking: 95%

Regional Average: 96
Your regional percentile ranking: 95%

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	13	100%

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

Response Choice	Frequency	%
Somewhat Disagree	1	7.69%
Strongly Disagree	12	92.31%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	7.69%
Strongly Disagree	12	92.31%

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	13	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	13	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	13	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: 91
Your regional percentile ranking: 62%

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

National Average: 97
Your national percentile ranking: 62%

Regional Average: 99
Your regional percentile ranking: 59%