Report for Robert Berlyn 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 10 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
88.00	I worked with Bob closely while working toward my CFI certificate and now work with Bob as a CFI at Air Ventures Flying School. Bob has a wealth of information when it comes to flying, both on the ground and in the air. He promotes proficiency and safety in flying. He is a very welcoming individual, always courteous and friendly to all who walk into Air Ventures and always willing to offer help to those who need it no matter what. With the rest of the staff at Air Ventures, he is particularly interested in the professional development of the flight instructors he oversees and making them better at what they do so they can achieve their ultimate goals and help their students become competent pilots.
90.00	Bob is without question the most knowledgeable aviation I have ever met. No matter how involved the question is, Bob always has the answer. In addition, due to his lifetime of experience, he has stories and anecdotes for basically any situation imaginable. This has the benefit of driving home points of emphasis and making lessons really stick. I have benefited immensely from his time helping me both in the air and on the ground, and I do my best to model much of my instructing on his example.
90.00	Bob was exceptionally committed to my success. Not just to pass the flight exam but to be a safe, competent pilot who exhibits good judgement. He often discussed the practical applications of maneuvers and knowledge

90.00	Bob was my CFI this past year and I worked with him to get my complex endorsement. Based upon my time flying with Bob and from getting to know him in his role as chief flight instructor at my flight school, I definitely think he should win a Flight Training Experience Award. Bob is one of the most conscientious, dedicated and safety-minded pilots out there, not to mention incredibly good at passing those qualities on to his students. He's got an affable, welcoming persona and it's very present in his instructional style. His aviation resume is lengthy and distinguished and as a student that instills you with the confidence that you're flying with a consummate professional who is at the highest level of their craft. I had just purchased a Comanche 180 and didn't yet have my complex endorsement. Before working with Bob, I had a convoluted understanding of the transition to complex aircraft because most of the material I picked up either barely scratched the surface of the subject or went in the opposite direction and discussed manifold pressure and RPM's to such a degree that it felt like I'd need to be an A&P before ever moving on to something with a constant speed prop. But from our first flight together, Bob showed me that I was still doing exactly what I had done flying Cherokees - all the same rules applied, there was just an extra control and an extra switch. And as we progressed through the curriculum, he made sure I stayed focused on the big picture. Sometimes as lower time pilots, we become fixated on minutiae and it takes a good instructor to bring your attention back to what matters - flying the airplane. I remember on one of our flights I just kept staring at the manifold pressure as it was a few tenths off of the cruise numbers from the POH and I nervously asked if that was okay. Bob simply responded by shrugging his shoulders. I don't think he was trying to convey anything profound with that gesture, but it's honestly stuck with me because it made me think (in the abstract), "Here's a guy with thousands upon thousands of hours and he's not overly concerned with the decimal places on the digital manifold pressure reading." And in retrospect, I've come away with two things. First, having flown the Comanche a lot more now, yeah, I rarely fret about a tenth of an inch of Hg and secondly, I think part of Bob's style is making sure you're a competent aviator but letting you worry about the details. And that style really helped me build my confidence in an unfamiliar airplane. On one flight we stopped for some lunch at KPYM. As we were coming out of the diner, a younger pilot stopped us and excitedly said, "Hey, Bob Berlyn!" He went on to say that he was a former student who Bob had worked with - or possibly done a checkride with, I forget the exact details - and that Bob had really left an impression on him. It's a great feeling for everyone when out of the blue a former student offers those kinds of accolades in some random situation. And I'd be amiss if I didn't mention that Bob, besides being a great instructor, is a true ambassador for the aviation community as he's a champion of promoting inclusivity and an environment where everyone feels welcome and respected. I know for a fact that there are numerous individuals out there who have benefited from this and it sets a great example for others to live up to. I sincerely believe that Bob is exactly the type of instructor that deserves the recognition of a Flight Training Experience Award.
90.00	Bob is the go-to instructor based on his FAA and commercial flight experience. His positive attitude and affective training attitude makes him highly approachable for new students as well as seasoned flyers. I have always enjoyed flying with Bob as well as hangar talk around the flight school.
90.00	Very patient and knowledgeable!
90.00	Very experienced pilot and instructor. Bob is patient and gives great guidance for the correct techniques.
90.00	Bob is a wonderful flight instructor and comes with a lot of knowledge and experience. He has a way of explaining things so that it all just makes sense. Bob has patience and is very helpful to students at Air Ventures.
90.00	Bob Berlyn is a well respected instructor and check pilot at AirVentures at North Central airport. His flying skills include both single and multi engine aircraft. Bob teaches students not only to meet the test standards but to exceed them . As a former FAA inspector, he is well knowledge in all aspects of aviation. He is always available to help any pilot who has questions about flying and airport safety. As a former FAA inspector, he often speaks and shares his knowledge at the local seminars at North Central Airport.
86.00	Bob introduced me to AirVentures Flying School. He answered every question I had and made me feel welcome. He doesn’t just stop their, as a student pilot he is always around to answer and questions you have and ready to give advice.

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: 95%

Regional Average: 86
Your regional percentile ranking: 94%

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

National Average: 87
Your national percentile ranking: 99%

Regional Average: 87
Your regional percentile ranking: 99%

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	100	98
Customer Focus	100	97
Community	98	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: 98
Your regional percentile ranking: 79%

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: 88%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	10	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	10	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: 100

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

National Average: 97
Your national percentile ranking: 83%

Regional Average: 97
Your regional percentile ranking: 80%

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

National Average: 98
Your national percentile ranking: 89%

Regional Average: 98
Your regional percentile ranking: 89%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	10	100%

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

Response Choice	Frequency	%

Strongly Agree	10	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	10	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	10	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: 98

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

National Average: 92
Your national percentile ranking: 90%

Regional Average: 92
Your regional percentile ranking: 88%

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

National Average: 94
Your national percentile ranking: 95%

Regional Average: 94
Your regional percentile ranking: 93%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	10	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	10%
Strongly Disagree	9	90%

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

Response Choice	Frequency	%
Strongly Agree	10	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	10	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: 87%

Regional Average: 94
Your regional percentile ranking: 83%

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

National Average: 95
Your national percentile ranking: 96%

Regional Average: 95
Your regional percentile ranking: 93%

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	10	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	10%
Strongly Disagree	9	90%

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

Response Choice	Frequency	%
Strongly Disagree	10	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	10	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	10	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	10	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: 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%