Report for Robert Keleti at N12

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 9 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
85.00	I started with Robert about a year ago and I already have my private pilot license and instrument rating! Robert is simply the best instructor I could ask for, he’s patient, explains everything in great detail, and make sure you’ll be the best pilot you can be.
90.00	10/9/25, 8:14 PM Training with Robert Keleti wasn't just about learning to fly an airplane — it was about mastering the skills, mindset, and discipline required to succeed in aviation. Robert challenged me, pushed me forward, and believed in me even before I believed in myself. Today, every time I step into the cockpit, I carry with me the high standards he instilled in me. Robert doesn't just teach you to pass exams — he teaches you to master the profession. His experience, passion, and commitment to excellence are simply unmatched. If you're serious about aviation and want to be among the very best — believe me, you need Robert Keleti by your side. I am proud to have trained with the best.
87.00	Robert is the most experienced CFI i’ve ever met. There is a reason why he instructs with such passion , even at his age, when usually CFI is a “get to airlines job” now days. Robert lives and breathes aviation. I’ve been taught and seen examples, some the “old school” way combines with the modern , more “technologically advanced” pilotage ways which I carry with me until today as a professional pilot. Robert is truly one of a kind. A legend.

84.00	Robert is a reliable source of knowledge about aviation and flying. He fosters a calm, confident atmosphere among his students by explaining concepts with great patience both before and during the flight. Safety is his top priority, and he never compromises on it. Learning to fly with him is not only enjoyable but also a genuine privilege.
89.00	Robert Keleti is the only instructor I've ever known who deserves the award. I've met Robert in a point where my aviation career seems to be over. When I finished my flight training- I was limited, scared and non confident. I thought that it is what expected and that would not be able to fit for aviation career after all. I met Robert with my doubts and asked for advice. Robert took me to restart everything I knew about aviation. The way how Robert teach is different compared to any teaching method I've ever met before- Robert teach each student like they are his own sons. He teaches to prepare you for the real life, for the moment you'll be there on the sit without him- to fly with confidence and extreme knowledge that make the flight safe and enjoyable. Robert filled me with personal training, he saw my weakness and together with guides questions he was able to spot what need to be better. Time is never factor for Robert. He teach you as much as needs to be done for the current mission. Countless times Robert spent with me above and beyond the schedule session we had. I never left any lesson with him when I didn't stop to process and just say wow. The insights, the thoughts and the investment in the student for me make Robert not only the instructor of the year, he is the instructor of my decade. Robert is an educator which all his mission is simple, create safe aviation experience with the best costumer service that possibly be. My final words will be the honest truth, I'm currently flying PC-12 as a first officer, before I met Robert I never thought I'll be able to fly anything, anywhere and I owe him my career. For many more safer flights together!
86.00	I had the opportunity to be Robert’s student this past year, and the experience was outstanding! Robert’s teaching style is clear, he is very patient, and highly professional, which helped me become both a more confident and capable pilot. I would strongly recommend Robert to anyone seeking excellent instruction and guidance.
88.00	Extremely personable, efficient in time management, empathetic and understanding to challenges a student may face, provides a balance encouragement and training to give students the best chances for safety and success.
90.00	It is my honor to nominate Robert Keleti for recognition of his extraordinary dedication, compassion and service to others through aviation. While many know Robert as an exceptional flight instructor with decades of experience, what truly defines him is his humanity and generosity. Robert has been voluntarily providing free introductory flights to children battling cancer — many of whom arrive at the airport directly after chemotherapy, physically weak yet full of hope. I have personally witnessed the joy and light he brings to these children. Robert welcomes them with kindness, takes them flying with patience and care, and gives them a few unforgettable moments above the clouds — moments where illness and pain are left behind. Whenever Robert learns of a new child in cancer treatment visiting the area, he immediately rearranges his schedule to make it happen. Before heading to the airport, he even stops at the supermarket to buy cakes and candy, turning each flight into a small celebration. His compassion extends beyond cancer patients — he also offers these uplifting flights to children with Down syndrome, sharing with them the beauty and freedom of flight. Through these acts of kindness, Robert demonstrates that aviation is not only about skill and precision, but also about heart and humanity. He uses his passion for flying to inspire, comfort, and heal — bringing hope where it’s most needed. Robert Keleti is far more than an instructor; he is a role model, a mentor, and a beacon of compassion in our aviation community. I can think of no one more deserving of this recognition.
89.00	Dear Sirs, Robert Keleti was my VFR instructor and he continues this journey with me on the way to my IFR. His dedication is beyond any expectations, keeping in touch and answering my calls at any time, sending me periodically material relevant to FAA rules and flight knowledge updates. His instructions and classes are always in my mind when flying as he always stressed good flight planning, safety of the plane and its detailed inspection as well as professional communication, courtesy in communicating, safety in the air (use of flight following services, permanently screening for other planes and checking instruments, etc). We constantly study aircraft accidents and discuss and analyze the reasons that lead to them and how to improve awareness based on the lessons we learned from them. Robert has become a good friend, not only my instructor. He's someone I look up to and one who shares with me a passion for aviation. If there's an instructor who is totally engaged and devoted to aviation and his students, the one who deserves to be commended it is Robert Keleti. I thank you for your attention! Yehoshua Oren.

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: 49%

Regional Average: 86
Your regional percentile ranking: 48%

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

National Average: 87
Your national percentile ranking: 52%

Regional Average: 87
Your regional percentile ranking: 57%

5. SubScore Summary for at N12

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	94	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: 99

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

National Average: 98
Your national percentile ranking: 53%

Regional Average: 98
Your regional percentile ranking: 49%

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

National Average: 99
Your national percentile ranking: 59%

Regional Average: 99
Your regional percentile ranking: 58%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	9	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: 59%

Regional Average: 97
Your regional percentile ranking: 56%

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

National Average: 98
Your national percentile ranking: 67%

Regional Average: 98
Your regional percentile ranking: 70%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	9	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	9	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: 94

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

National Average: 92
Your national percentile ranking: 48%

Regional Average: 92
Your regional percentile ranking: 48%

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

National Average: 94
Your national percentile ranking: 50%

Regional Average: 94
Your regional percentile ranking: 49%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	9	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	11.11%
Somewhat Agree	1	11.11%

Neither agree nor disagree	1	11.11%
Strongly Disagree	6	66.67%

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

Response Choice	Frequency	%
Strongly Agree	7	77.78%
Somewhat Agree	2	22.22%

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	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: 95

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

National Average: 94
Your national percentile ranking: 37%

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: 41%

Regional Average: 95
Your regional percentile ranking: 45%

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	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	22.22%
Somewhat Disagree	2	22.22%
Strongly Disagree	5	55.56%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	11.11%
Strongly Disagree	8	88.89%

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	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	9	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	9	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%