Report for Savannah Baker at T82

Region: Central 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 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
90.00	have been flying for 57 years and recently decided to get tail wheel training. Savannah Baker stands out as an excellent instructor. She always took the time to make sure I understood what she was teaching and helped me learn at my own pace. She was very serious about me learning everything that I needed to know to be a successful and safe tail wheel pilot. She did not mind staying after hours to answer my many questions. I appreciated the fact that she would not only answer my questions, but she would take the time to make sure I fully understood the subject. During one afternoon flying lesson, Savannah quickly realized I was just not understanding what she was trying to teach me. It was not because of the way she was teaching; it was because I was being hardheaded and just continuing to do it my way. She very professionally ended the lesson, explaining to me that I she believed that I needed to take some time to absorb what she was trying to teach me. She was 100% correct! I came back the next day, thanked her for letting me work it out and the flying was very successful after that. I truly believe Savannah took a personal interest in making sure I would be a safe and knowledgeable tail wheel pilot.

86.00	Savannah Baker is absolutely an instructor worthy of winning the Flight Training Experience Award. I had the pleasure to fly with Savannah as part of a Tailwheel experiencing program for my employer. She is absolutely amazing. She taught the courseware for our program thoroughly and did a great job synchronizing my experience level with the topics being discussed. She is a supremely effective instructor in flight and gave me plenty of room to complete my maneuvers while also having enough situational awareness to provide verbal feedback or step in when necessary. There is no doubt in my mind that if I were to send a prospective pilot to learn from a top-tier instructor, I would send them Savannah's way!
90.00	I was assigned Savannah as my instructor when I signed up for tailwheel training and endorsement with Tac Aero. She was very communicative days prior and left me really assured. Savannah is a very experienced tailwheel pilot and it was evident in her instruction. She was very knowledgeable and was very effective at teaching on the ground and in the air. Savannah is super patient and she could easily adapt instruction to things I was struggling with as learning to fly a super cub isn't the easiest thing and during the second day towards the end I was having a real hard time. She provides a safe and great learning environment and went above and beyond to ensure I was a safe and comfortable tailwheel pilot. Would absolutely love to learn more tailwheel skills from her in the future.
89.00	Savanah is an outstanding instructor providing "spot on" instruction in the air and on the ground. She is thorough and always keeps a calm, positive demeaner even in stressful situations and tough questions. She did an outstanding job making what can be very complex Tail Wheel ground training simple and fun. The entire TacAero Team is outstanding - but Savanah is probably one of the best young instructors I've worked with in over 40 years of flying GA.
90.00	Savannah instructs at a level that greatly exceeds her flight hours on paper and her experience relative to her peers. When receiving instruction from Savannah in initial tailwheel certification, she quickly developed a clear picture of her student's capacity for learning and utilized the right instructional tools to enable an effective and efficient training flow. Additionally, Savannah is an excellent example of how age is just a number. Her ground and flight instruction were always conducted in a highly professional manner and with the knowledge and skill one would expect of a more senior instructor. Any student that received instruction with Savannah saw great advances in proficiency and skill in tailwheel aircraft. Lastly, Savannah embodies the core principles of a professional flight instructor: humble, credible, and approachable. She was always willing to share personal stories to enhance training and enable further understanding for her student. Savannah deserves to be recognized as an outstanding instructor, pilot, and aviation professional.

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: 88%

Regional Average: 87
Your regional percentile ranking: 89%

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

National Average: 87
Your national percentile ranking: 98%

Regional Average: 87
Your regional percentile ranking: 100%

5. SubScore Summary for at T82

Region: Central 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	100	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: 99
Your regional percentile ranking: 89%

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: 96%

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: 100

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

National Average: 97
Your national percentile ranking: 83%

Regional Average: 99
Your regional percentile ranking: 83%

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

National Average: 98
Your national percentile ranking: 89%

Regional Average: 99
Your regional percentile ranking: 90%

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	5	100%

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: 96

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

National Average: 92
Your national percentile ranking: 72%

Regional Average: 93
Your regional percentile ranking: 71%

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

National Average: 94
Your national percentile ranking: 79%

Regional Average: 93
Your regional percentile ranking: 80%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	100%

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	5	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	5	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: 95
Your regional percentile ranking: 86%

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: 96%

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 Disagree	5	100%

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

Response Choice	Frequency	%
Strongly Disagree	5	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	4	80%
Somewhat Agree	1	20%

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	5	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	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: 98
Your regional percentile ranking: 64%

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: 68%