



Report for Scott Kelly at KHEF

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 8 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
86.00	Scott is an analytical instructor that has exceptional attention to detail. He has also consistently demonstrated a very thoughtful approach when engaging with students. He comes prepared for each lesson, tailored to meet the specific needs of the student.
86.00	Scott Kelly is an excellent instructor. He merges the standardized syllabus of part 141 flight training with lessons he learned from practical experience to ensure the student has an experience that is as enriching as possible. Lessons were planned ahead and developed to be as productive as possible by combining the needs of the syllabus (I.E time building hours) with skills that could be improved upon. For example, during time building cross countries, this instructor would regularly quiz and challenge my ADM offering various hypotheticals for engine failures, weather, etc. Overall, this instructor converts a rigid part 141 syllabus to a personalized educational experience while striving to make the student an intelligent and good stick-and-rudder pilot.

90.00 Scott is an absolutely fantastic instructor. Quite honestly, he is the best ground instructor I have ever had over the last three years of my training. Why? One, he actually genuinely cares about his student's success. That can be rare given the fact that many instructors are at schools to simply build time and then move on. This is not the case with Scott - he has, on multiple occasions, spoken to me at length about a number of different topics. One of the most memorable experiences I had with Scott was his explanation of how a variable pitch propeller worked. More specifically, how it was different from a fixed pitch propeller that I was accustomed to. The way that he was able to explain it, relating it to a bicycle, made me truly understand it in a way that I would not have been able to by myself. Quite frankly, I had spent over an hour trying to figure it out, but could not. On a number of occasions, Scott has made himself available to me for advice and planning tips. Scott does this because he wants me to be a part of the safety culture in general aviation because that makes us all much safer. I can also remember a nearly 30 minute conversation as I was going on a night solo flight as part of my commercial rating. We talked extensively about how to develop a really good 'go/no-go' weather decision model in the future and then he helped to teach me a bit more about convective SIGMETs. Scott is also a valuable source of information in regards to general aviation when it comes to choosing a future aviation career. He has been there to answer questions and guide me in the next steps I have taken. In fact, part of the reason that I have started CFI training - after completing my commercial rating and multi engine add on - is because of the benefits Scott has brought to my attention. Most notably is the benefit that he feels he gives to the general aviation community as an instructor, but also that it has made him an even better pilot. Furthermore, Scott is certainly a pilot that I'd like to emulate, and because I trust him, I decided to pursue CFI. What does this mean? This means that I am a happy customer that feels a much stronger connection to not only Aviation Adventures, but also to the broader flight community. As an Army Officer, that is what drew me to stay in the military - the camaraderie and bonds shared with my fellow Officers, NCOs, and Soldiers. Instructors like Scott keep me wanting to come back for flight training, and push me to work harder to become a better pilot. The best pilot I can possibly be. Talk about self actualization. I have had very, very few instructors throughout a long career (over 20 years now - in the Army, corporate America, private, and not for profit sectors), that truly cared about me as much as Scott does. This should speak volumes about who he is as a person. Scott is an asset and a value add to our aviation community. I highly encourage you to select him for this award! Thanks, Greg

90.00 Scott is a great flight instructor, my 5th, so I can speak to this with some experience. I simply couldn't get the basics down in order to solo as a new student, and previous instructors had just given up on me. Scott and I went on one flight, then he outlined what we needed to work on in the next 2 flights, and I solo'd right after that. His experience with a wide range of students and ability to come up with exercises to show why his students are capable of each of the skills needed to be a proficient and safe pilot are why he has a reputation out our flight school of being the CFI to fix the "problem students" such as myself. When I haven't scheduled a lesson he texts me to remind me to keep at it. He sends me youtube videos of landing techniques that explain the problems I was facing, he has explained to me how the ground and tower crews work at our airport, encouraging me to go introduce myself and bring those guys something nice for all they do for us students, and it was only after flying with him a few times that I felt I would actually become a pilot--and I did! The questions below appear tailored to explain why Scott is a great instructor: he is prepared, a professional, and truly cares about the success of each of his students, and encourages us to do our best and want to be aviators.

89.00 Scott is really great at connecting with his students on a personal level and he does a great job breaking such large amounts of information into manageable chunks. I personally got so much out of our ground sessions during my private pilot training.

89.00 Scott Kelly should be strongly considered for a flight training experience award because he consistently demonstrates exceptional instructional skills, professionalism and dedication to a student's learning. He emphasizes safety, clear communication and confidence building in every lesson. Scott does a phenomenal job creating an environment that promotes learning while also keeping safety the top priority. Outside of flight instruction, Scott contributes to the aviation community through mentorship of other pilots (myself included) he is a true professional and a great friend. I think Scott Kelly more than deserves this award. Throughout my training I have had multiple different instructors and none of them compare to the level of professionalism and positive impact that Scott has.

90.00 Scott was my flight instructor during the initial months of my private pilot training and saw me through my first solo. Through his instruction and coaching, my eyes were opened to the world of aviation. In the first few days of knowing him, he took the time to meet with me for ground lessons to make sure I felt comfortable with the curriculum and his teaching style. When we began flight lessons, I struggled with confidence. Scott gave me pep talks during and after our lessons and shared personal stories about his own process of building self-confidence as a pilot. He was always calm in the cockpit and made me feel very safe when I was first learning how to handle the controls. After each lesson, he gave me an assessment of areas where I was performing well and areas where I could grow. Based on these discussions, he would build a plan for the next lesson so that I always knew what to expect. Early in my training, Scott had to make an emergency landing after an engine failure on a cross-country flight with another student. I was so impressed with his ability to get right back to instructing and how he discussed the incident with his students. He took this opportunity to stress the importance of knowing emergency procedures, but he did so in a way that didn't scare us or discourage us from continuing to pursue our goals. I would have gladly remained Scott's student if he hadn't moved out of state. Scott continues to check in with me and see how my training is coming along. Even now, as an instrument student, I often think fondly of my time with him and those early lessons that were so critical to the continuance of my flight training. Scott is an excellent instructor, a compassionate person, and very deserving of this award.

88.00 Scott Kelly is an excellent CFII with a passion for aviation and teaching. He makes lessons very informative and educational while remaining friendly and respectful. He is very knowledgeable and acts as a role model figure for each flight and ground lesson.

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: **81%**

Regional Average: **86**

Your regional percentile ranking: **80%**

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

National Average: **87**

Your national percentile ranking: **90%**

Regional Average: **87**

Your regional percentile ranking: **92%**

5. SubScore Summary for at KHEF

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	99	97
Community	96	92
Information Sharing	98	94
NetPromoter Score	100	95

Overall Total	99	95
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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	8	100%

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

Response Choice	Frequency	%
Strongly Agree	8	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	8	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: 56%

Regional Average: 97

Your regional percentile ranking: 51%

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

National Average: 98

Your national percentile ranking: 65%

Regional Average: 98

Your regional percentile ranking: 66%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	8	100%

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

Response Choice	Frequency	%
Strongly Agree	8	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	8	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	7	87.5%
Somewhat Agree	1	12.5%

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: 67%

Regional Average: 92

Your regional percentile ranking: 63%

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

National Average: 94

Your national percentile ranking: 72%

Regional Average: 94

Your regional percentile ranking: 68%

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	8	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	2	25%
Strongly Disagree	6	75%

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

Response Choice	Frequency	%
Strongly Agree	7	87.5%
Somewhat Agree	1	12.5%

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	7	87.5%
Neither agree nor disagree	1	12.5%

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: 98

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

National Average: 94

Your national percentile ranking: 72%

Regional Average: 94

Your regional percentile ranking: 67%

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

National Average: 95

Your national percentile ranking: 81%

Regional Average: 95

Your regional percentile ranking: 82%

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	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	12.5%
Somewhat Disagree	2	25%
Strongly Disagree	5	62.5%

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

Response Choice	Frequency	%
Strongly Disagree	8	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	8	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	8	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	8	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%