



Report for Seth Garner at KJYO

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 17 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
83.00	He is very patience with me. He has a good mindset... I meant like he always brings a good energy to me. Taught me step by step and very detailed about the stuff. I'm so glad that I had flown with you!
88.00	He is a great instructor that knows how to explain complex topics and is always willing to answer questions. He keeps a schedule and follows the rules without cutting corners.
90.00	Seth Garner went above and beyond to make the process of getting my high performance endorsement straightforward and educational. He took the time to go beyond the minimum standard during training both on the ground and in the air to make sure that I was not only a safe pilot, but a competent one. The extra effort he put in exemplifies what it means to be a great instructor. He has all of the qualities of the best flight instructors including patience, empathy, and good communication skills. Seth Garner goes beyond the expectations of a flight instructor and it is obvious to me that he is deeply invested in the success of his students.

90.00 Seth has several qualities that make him an excellent flight instructor. Here are 4: 1. Knowledgeable - Demonstrates a superb grasp of aviation technical and regulatory subject matter. Additionally, he is very skillful in tailoring his instructional approach to help me perform at the highest level. 2. Professional - Always on time, and he keeps track of my questions, and is quick to follow up with responses. 3. Resourceful - Offers more than one way to get the student to achieve goals, and develops instructional material to convey industry best practices. 4. Ernest - Demonstrates genuine and sincere care for how I am progressing towards my goals, and makes himself available for questions outside of paid instructional time.

88.00 Truth be told, I am very picky when it comes to what I look for in a flight instructor. Schedule often times can interfere with that, so I make do with whomever is available. I rent from a flight school and typically the instructors are previous students turned instructors, machinating hours for their next endeavor. Not picking on them, but internal agenda and long-term experience, or lack thereof, do affect how an instructor teaches. Getting someone to accomplish a task, step-by-step, is indeed instructive, and for some enough. But for me, feeling like I am being tested each time for each task because this is the only method the instructor knows how to teach unfortunately does not accomplish it all for me. Things just don't seem to sink in this way. It almost becomes more of a deterrent leading to some disinterest. What I believe sets an instructor apart is when they not only instruct, but also coach. This is what sets Seth apart. From the first takeoff to the final landing, this is exactly what I had been looking for. An instructor who isn't just turning hours looking for the pilot to accomplish a task and check that box but genuinely has an interest in the student's growth. An instructor who not only has long term knowledge and experiences he continuously transfers but also always maintains a patience and passion with his students. Sessions with Seth not only focuses on the development and sharpening of the student's knowledge and skills but their overall growth, and in my opinion, continuous growth truly makes for an overall better pilot.

90.00 Seth was such a great instructor during my flight training over this past summer. He went above and beyond with communication before and after each flight. I never felt in the dark when it came to my upcoming flights. Expectations were always laid out and he went out of his way to build material catered to each of his students based on where they were with their training. Not only was he an excellent teacher, I truly felt like I made a lifelong friend as Seth was so personable and friendly to talk with, whether it's about aviation or not. I could tell how passionate he was about flying and it showed during our lessons. I was especially grateful in how serious he took safety in all of our flights, but also made sure to keep things light and playful when appropriate. I've had so many instructors and teachers over my military and academic journey, and I can say without a doubt that Seth is one of the best instructors I have ever had.

90.00 1.Outstanding Instruction – Makes difficult topics easy to understand and adjusts teaching to fit each student's needs. 2.Safety Leadership – Always emphasizes safe flying practices and sound decision-making. 3.Student Dedication – Goes above and beyond to ensure students succeed in both training and confidence. 4.Inspiring Passion – Shares a love for aviation that motivates students to reach their goals. 5.True Mentorship – Acts as both a professional instructor and a mentor, guiding students for success beyond training.

90.00 Seth took me from old, rusty pilot to certified and comfortable to fly again in only 2 flights with some ground instruction. He is a very approachable instructor who relates to his students. I was very nervous getting back into GA flying after a 4 year break, and Seth put me at ease immediately. He assessed my background and tailored his instruction to my recency and ability. He was always available to answer questions, even the ones I had for him after hours. He is credible, humble, and approachable. I would definitely recommend Seth to anyone looking to learn to fly.

87.00 Seth is a very experienced and knowledgeable instructor who clearly instructs for the love of flying. Seth takes great care of his students and truly cares about their timely progress toward their certificates and ratings. Seth routinely goes above and beyond the call of duty to ensure the success of his students. For instance, he spent countless hours putting together a detailed guide on the GFC500/700 autopilot systems so that his students have a deeper understanding of how they work and how to use them. Seth also inherited a struggling student, who had over 100 hours before soloing. Several instructors had already unsuccessfully attempted to get something to click with this student. Seth took this student under his wing, really got to know the student, and made significant progress, eventually getting the student to solo and even pass the private pilot practical exam. I, and many other instructors, commended Seth for his commitment to that student and the hard work he put in to get the student across the finish line. It was not an easy feat.

86.00	<p>Seth Garner has gone above and beyond in his instruction for me, a rusty pilot. He listens intently as I describe recent lapses in flying skills and uses that information to set our goals for each training session. During flight instruction, he calmly walks me through appropriate procedures and corrections while assisting with radio calls and other crew tasks to reduce my workload and ensure I can give full attention to the piloting skill I am attempting to hone. Seth knows the airplane I fly - a DA-40 - and its systems, and he walks me through both the how and the why for emergency procedures that we practice. In response to my questions about how best to use and incorporate the GFC-700 Auto Pilot into my VFR flying, Seth responded during instruction with demonstration and practice. He then followed up by providing me - at no additional charge - an 18-page Automated Flight Control System (AFCS) Overview that he put together, which has simplified and expanded my knowledge and effective use of the GFC-700. With his safety-first focus, Seth Garner is my choice of instructor to begin my IFR training.</p>
88.00	<p>Seth is an outstanding instructor, and I believe there is no one more deserving for an AOPA Flight Training Experience Award than him. I have been a CFI/CFII for over two years and began flying with Seth about a year and a half ago, as he was working on reinstating his instructor certificate. I was immediately impressed with his flying experience and knowledge, and it was a joy to help him achieve his reinstatement because it helped me improve as pilot and instructor, as well. As an instructor, Seth has a contagious positive attitude that would make anyone feel welcome to learn how to fly. As colleagues, I now observe Seth in a professional setting, where he always shows up for each individual student, no matter their skill level or background. For instance, our school had one particular student, who was caught in no man's land, bouncing around from instructor to instructor with no solo date in sight. Seth proactively took in this student and not only helped her solo, but she was able to achieve her PPL several months later. Some instructors may have given up on a student in this case but not Seth. All in all, Seth deserves this award because of his expertise, professionalism, and infectious enthusiasm to the world of flight instruction.</p>
90.00	<p>Seeing Seth work with his students has been very inspirational. Seth is meticulous in his ground, seeing his students for stage checks they all do great! There is no one Seth can't teach!</p>
86.00	<p>Over this past summer, I completed switched flight schools and the way that I train. My private pilot license was completed at a local part 61 flight school. This was much different to what I got myself into in May of this past year. I began training through aviation adventures as a part of the Liberty Online program. The program was hard to understand as there were so many steps that you need to make sure that you are following. It was extremely difficult to get started, until I met my primary instructor Seth. Seth was more than helpful throughout my training. Since the first day, he has helped me get started with all of my training and making sure that I was on pace. As we both got through the training, I ended up finishing my training early than the semester deadlines. Many students go over and have to pay out of pocket but through the assistance of Seth, i finished my training right at instrument minimums of 35 hours. Additionally to this, Seth also helped me on numerous ground lessons the days leading up to my checkride. Not only did he do this from his own time but he did it completely for free. I pride myself to one day be an instructor like Seth, who not only helped me be a better pilot, but be a positive influence on the Flight Schools. Seth is always positive and I truly believe that he should be more than qualified to get a Award through AOPA.</p>
90.00	<p>Seth is a wonderful candidate for the flight training experience award due to his hard work ethic, commitment to students, and positive attitude as a coworker. While I am not a student of Seth's, I have had the pleasure of working alongside him as an instructor at our flight school. Seth puts his students first and tailors his schedule to meet his student's needs. I have seen him on the schedule as early as 4:30 am and as late as 1 am. Before each lesson, he and his students take their time briefing the plan for the day to ensure the student gets the most out of each lesson. During debriefs he provides honest and constructive feedback emphasizing the positive. I often find Seth at the airport outside of his working hours researching and creating lesson plans. He truly cares about his students and on more than one occasion he has sought out advice and opinions from fellow instructors to make sure he is providing the best instruction for them. As his coworker, he is pleasure to work with! Seth's knowledge of the aviation community encourages me to find new aviation interests and to continue learning. I feel comfortable asking him questions and am never met with judgement. Seth is an outstanding instructor and is more than deserving of the AOPA Flight Training Experience Award!</p>
81.00	<p>Seth is an outstanding pilot and instructor. He is thorough, patient, calm, and responsive. He's provided me with training aids and talked through exactly what I would need to do in order to regain my currency and proficiency with both visual and instrument flying. Seth is a part time instructor and does this truly because he loves flying and teaching.</p>
80.00	<p>Mr Seth has an excellent ability to explain concepts in multiple ways, which makes the information clear and easy to retain. He has greatly contributed to my progress and understanding throughout my flight training.</p>

86.00 After attending just a few classes from him, I am thrilled by the depth of knowledge I have acquired through his expert instructions and guidance. His approach has made the learning process significantly more straightforward and enjoyable. Specifically, He has brilliantly broken down the complex concept of slow flight into clear, manageable steps, enabling me to grasp it with ease. Additionally, he shared invaluable insights and key methods that have greatly enriched my learning experience, helping me to progress more confidently and effectively.

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: 87

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

National Average: 86

Your national percentile ranking: 35%

Regional Average: 86

Your regional percentile ranking: 32%

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

National Average: 87

Your national percentile ranking: 35%

Regional Average: 87

Your regional percentile ranking: 37%

5. SubScore Summary for at KJYO

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	91	92
Information Sharing	96	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: 100

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

National Average: 98

Your national percentile ranking: 63%

Regional Average: 98

Your regional percentile ranking: 57%

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

National Average: 99

Your national percentile ranking: 74%

Regional Average: 99

Your regional percentile ranking: 72%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Somewhat Agree	1	5.88%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	17	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: 58%

Regional Average: 97

Your regional percentile ranking: 54%

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: 67%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	17	100%

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

Response Choice	Frequency	%
Strongly Agree	17	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	17	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	16	94.12%
Neither agree nor disagree	1	5.88%

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: 91

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

National Average: 92

Your national percentile ranking: 21%

Regional Average: 92

Your regional percentile ranking: 19%

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

National Average: 94

Your national percentile ranking: 15%

Regional Average: 94

Your regional percentile ranking: 7%

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	15	88.24%
Somewhat Agree	2	11.76%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	2	11.76%
Neither agree nor disagree	4	23.53%
Strongly Disagree	11	64.71%

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

Response Choice	Frequency	%
Strongly Agree	11	64.71%
Somewhat Agree	3	17.65%
Neither agree nor disagree	3	17.65%

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	15	88.24%
Somewhat Agree	2	11.76%

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: 96

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

National Average: 94

Your national percentile ranking: 56%

Regional Average: 94

Your regional percentile ranking: 53%

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

National Average: 95

Your national percentile ranking: 62%

Regional Average: 95

Your regional percentile ranking: 67%

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	17	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	4	23.53%
Strongly Disagree	13	76.47%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	11.76%
Somewhat Disagree	1	5.88%
Strongly Disagree	14	82.35%

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	17	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	15	88.24%
9	2	11.76%

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	17	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%