



Report for Steven Moffitt at KESN

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 7 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	LCDR Moffitt was the best instructor I've had. He made everything easy to understand and placed confidence in his students that I have not seen from any other instructor. His aviation experience speaks for itself - but where LCDR Moffitt truly separates himself from other instructors is his ability to bring those around him to his level and make them better pilots.
86.00	LCDR Moffitt was a great instructor and ensured an environment that was an excellent learning experience, allowing the students to fly and feel confident in their abilities. LCDR Moffitt was always calm and laid back which helped students perform in lessening the stress in the cockpit.
86.00	This instructor showed consistent passion and devotion to student success. His ability to make every student feel relaxed in the cockpit not only contributed to student success, but also strengthened our confidence in the air. His ability to simplify complex concepts to beginners is a unique talent that was especially important for our flight training. His ability to refine and teach a comprehensive syllabus that takes students with no prior flight experience to soloing in under three weeks is truly an incredible accomplishment.

90.00	I never felt more comfortable with a flight instructor in the air than when I was flying with LCDR Moffitt. He truly made my Powered Flight experience so memorable, even only having him as an instructor for check rides. LCDR displays clear extensive knowledge of aviation and takes considerable time to understand the needs of his students on ground and in the air. I believe that this instructor is well deserving of a Flight Training Experience Award.
90.00	LCDR Moffitt is hands down the best Naval Aviator I have ever interacted with during my time at the United States Naval Academy. He is a thorough, well-prepared flight instructor and inspires every student he comes across to continue pursuing a career of naval aviation. With his background of being an instructor down in flight school, he is able to calmly break down advanced concepts in a clear and instructive way to someone that has never stepped foot into a cockpit before. He always emphasized safe flying and I put 110% trust into what he taught us during the Powered Flight Program. I am certain that if I had not had LCDR Moffitt as my primary instructor, I would not have been as successful or confident as I was at the conclusion of the program. I would highly recommend LCDR Moffitt to any future flight students both as an instructor and a mentor in and out of the cockpit.
84.00	LCDR Moffitt was integral in my flight training this past summer due to his willingness to let his students learn through failure. During both of my testing phases of the program, I felt in control and was able to practice giving feedback with myself. LCDR Moffitt only interjected when absolutely necessary, which made it a very comfortable and trusting environment for learning.
89.00	From our first flight my instructor allowed me to learn and grow as a pilot through hands on experience. In my opinion he did a great job of letting me figure out what I was doing while never feeling like I was in danger. He always spoke calmly and explained the different techniques and procedures in easy to understand ways. Whenever we got in the air we got right to what we were supposed to work on for that day. The reason I can say he prepared me so well is that the couple times we had check flights with other instructors I felt more than ready for anything they asked me to do. Overall I couldn't have asked for a better instructor to have introduced me to flying and I can only hope my future instructors are of a similar caliber.

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: **51%**

Regional Average: **86**

Your regional percentile ranking: **51%**

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

National Average: **87**

Your national percentile ranking: **54%**

Regional Average: **87**

Your regional percentile ranking: **62%**

5. SubScore Summary for at KESN

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	96	92
Information Sharing	94	94
NetPromoter Score	100	95
Overall Total	98	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: **42%**

Regional Average: **98**

Your regional percentile ranking: **40%**

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

National Average: **99**

Your national percentile ranking: **46%**

Regional Average: **99**

Your regional percentile ranking: **46%**

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	7	100%

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

Response Choice	Frequency	%
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Strongly Agree	7	100%
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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: 53%

Regional Average: 97

Your regional percentile ranking: 47%

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

National Average: 98

Your national percentile ranking: 64%

Regional Average: 98

Your regional percentile ranking: 64%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	6	85.71%
Somewhat Agree	1	14.29%

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

Response Choice	Frequency	%
Strongly Agree	7	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	7	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	7	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: 69%

Regional Average: 92

Your regional percentile ranking: 65%

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

National Average: 94

Your national percentile ranking: 74%

Regional Average: 94

Your regional percentile ranking: 71%

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	7	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	1	14.29%
Strongly Disagree	6	85.71%

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

Response Choice	Frequency	%
Strongly Agree	4	57.14%
Somewhat Agree	2	28.57%
Neither agree nor disagree	1	14.29%

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	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: 94

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

National Average: 94

Your national percentile ranking: 29%

Regional Average: 94

Your regional percentile ranking: 24%

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

National Average: 95

Your national percentile ranking: 31%

Regional Average: 95

Your regional percentile ranking: 28%

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	7	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	3	42.86%
Strongly Disagree	4	57.14%

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

Response Choice	Frequency	%
Strongly Disagree	7	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	6	85.71%
Neither agree nor disagree	1	14.29%

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.

Response Choice	Frequency	%
10	6	85.71%
9	1	14.29%

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	7	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%