Report for Sylwester Serelko at KDWH

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 16 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
84.00	He’s the best and has been able to help me on and off the clock
79.00	I would recommend Sylwester to win this award because of his good character as well as his ability to teach. I had some question and he answered them with ease. He made sure we were in safe conditions and was a very safe pilot.
90.00	Sylwester connects with his students right away. His patients and continuous drive for learning and improvement, propels us as his students to a strong desire for ongoing growth and development. All students are different and Sylwesters empathy and understanding helps each one of us to learn and grow at our own pace.
89.00	He is very professional but also easy to talk to and get along with, and he is a great teacher. He makes aviation concepts clear.
90.00	Sylwester is an excellent instructor who bring a professional and safety first approach to flight instruction.

90.00	Sylwester is an amazing instructor to begin with ! He takes the time to help students understand the physics behind flying and is very patient with them while their flying journey evolves over time. He understands the difficulties new students face and gives them the opportunity to feel the plane while they're making certain control inputs. This helps a new student greatly as it gives them the basic understanding of flying an aircraft. More than anything, a student needs the freedom to learn at their own pace and Sylwester is one such instructor who works with the student in helping them realize their goals rather than imposing any imaginary deadlines. He also goes the extra mile to research multiple ways to help the student perform a certain maneuver rather than simply sticking to a learning guide and forcing the student to learn as it was described in the guide. He is always focused on safety and ensures that the student thoroughly understands the risks associated with their actions. In short, he is an exceptional instructor and totally deserves the Flight Training Experience Award.
90.00	He should win flight training experience award because of his willingness to make the best and safest pilots. He puts a lot into his teaching and is very knowledgeable in all things aviation. He is easy to get along with and I believe he matches with all kinds of people.
85.00	Very thorough, relatable, knowledgeable, easy to work with...I've appreciated having him
87.00	Absolutely should win an award. A+ instruction Prepares for his student lessons like it was a check ride. Ready to go and knowledgeable.
90.00	I have had several instructors from different flight schools. By far, Sylvester has been the best instructor I have had. I knew right away that Sylvester was an invested and natural teacher, when doing our first pre-flight, he helped me remember different comm antennas through a "mnemonic". Additionally, when flying, he is quick to give encouragement and constructive feedback that helps you not repeatedly make the same mistakes. I also appreciated the pre-flight briefings, adherence and focus on safety, as well as the post flight debriefs. I always know what we will be working on the following flight lessons and know to what standards I am expected to perform. These characteristics are vitally important not only to build confidence and apptitude, but also to save money and enjoy the General Aviation journey. Sylvester is a great instructor, organized, patienct and invested in his student's success. I highly recommend he is awarded the Flight Training Experience Award!
81.00	He should Win 100% , He teaches really well and explains everything correctly and simple for me. He tells me what to do and always helps me, also if I need to ask any questions he would help me figure it out and explain. He shows me first then he corrects me what to do 10/10.
90.00	One of my first flights was with Slywester who was super friendly and patient throughout our flight. He genuinely wants his students to succeed and of course be safe while doing so. Fantastic instructor.
90.00	Sylwester is the consummate professional. He’s always prepared and professional. He learns his students and adjusts his teaching style to ensure efficient progression. He has a unique way of making his students feel comfortable performing seemingly difficult maneuvers.
84.00	I’d like to recommend Sylwester Serelko for the Flight Training Experience Award. His instruction goes far beyond teaching maneuvers or procedures, he instills confidence, discipline, and genuine passion for aviation in every lesson. Sylwester’s calm, patient approach creates an environment where learning feels natural, and his deep knowledge makes even the most complex topics clear and engaging. Because of his dedication, I’ve not only become a stronger pilot but have gained a lasting respect for the art and precision of flying.
90.00	For three reasons: - Knowledgeable: Sylwester has an incredible depth of knowledge and is ready to answer the vast majority of questions on the go. But maybe more importantly, he does not shy away from saying that he needs to confirm a specific piece of information if the occasion arises. This approach gives confidence to me as a student and allows me to make mental adjustments on the go or understand how to get to the answer I was looking for. - Engaging: Some of the key concepts required during the PPL training tend to be dry and very detailed. Sylwester is great at striking the balance of content and situational examples, which makes understanding the concepts significantly more digestible and easier to commit to long-term memory. - Committed: The class may be over at a certain time, but Sylwester will keep doing the work in the background and communicating with me outside our class. He is available for questions outside the normal working hours too, making the studying and preparation significantly easier.
90.00	Sylwester should win the Flight Training Experience Reward because his heart and soul are deep in his training arts of aeronautics. He enjoys seeing his students change their behaviors because of the training experience he provides.

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: 43%

Regional Average: 87
Your regional percentile ranking: 47%

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

National Average: 87
Your national percentile ranking: 44%

Regional Average: 87
Your regional percentile ranking: 50%

5. SubScore Summary for at KDWH

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	99	98
Customer Focus	100	97
Community	92	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: 99

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

National Average: 98
Your national percentile ranking: 47%

Regional Average: 99
Your regional percentile ranking: 59%

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

National Average: 99
Your national percentile ranking: 52%

Regional Average: 99
Your regional percentile ranking: 68%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	15	93.75%
Somewhat Agree	1	6.25%

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

Response Choice	Frequency	%
Strongly Agree	15	93.75%
Somewhat Agree	1	6.25%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	16	100%

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

Response Choice	Frequency	%
Strongly Agree	16	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	16	100%

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

Response Choice	Frequency	%
Strongly Agree	16	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	16	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	16	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: 92

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

National Average: 92
Your national percentile ranking: 32%

Regional Average: 93
Your regional percentile ranking: 38%

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

National Average: 94
Your national percentile ranking: 29%

Regional Average: 93
Your regional percentile ranking: 42%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	16	100%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	6.25%
Somewhat Agree	1	6.25%
Neither agree nor disagree	2	12.5%
Strongly Disagree	12	75%

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

Response Choice	Frequency	%
Strongly Agree	11	68.75%
Somewhat Agree	1	6.25%
Neither agree nor disagree	4	25%

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	13	81.25%
Somewhat Agree	2	12.5%
Neither agree nor disagree	1	6.25%

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: 48%

Regional Average: 95
Your regional percentile ranking: 42%

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

National Average: 95
Your national percentile ranking: 53%

Regional Average: 95
Your regional percentile ranking: 46%

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	16	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	12.5%
Somewhat Disagree	2	12.5%
Strongly Disagree	12	75%

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

Response Choice	Frequency	%
Somewhat Agree	1	6.25%
Neither agree nor disagree	1	6.25%
Somewhat Disagree	1	6.25%
Strongly Disagree	13	81.25%

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	15	93.75%
Neither agree nor disagree	1	6.25%

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	15	93.75%

9	1	6.25%

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	16	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%