Report for Travis Tauzier 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 11 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	He is an outstanding instructor who picks up very quick where his students are with regards to proficiency. He then consistently challenges his students within the lines if building upon their capabilities while simultaneously ensuring they become more capable and safe pilots.
88.00	Probably one of the best flight instructors I could've asked for. I was his first student to go from zero hours to solo and to PPL and d0 it all right at 40 hours. I've flown in small planes before with Civil Air Patrol and Young Eagles, and he made the transition very easy. Very straight forward with instructing, really easy to get along with, and never a dull moment in the cockpit. Constantly including "what if" training to prepare me for anything that could happen. He'll let you make mistakes (within reason) and will slowly hint towards them until you realize what you did. I can't say I made many mistakes more than once with his method of training. He said I made his job easier by coming in with previous knowledge, but he really helped solidify that knowledge and fill any gaps I had. He always celebrated and was invested in my milestones and it made me feel confident in my ability to fly safely everyday and make the right decisions. I always look forward to another day of flight training with Travis and will stick with him for as long as he's at this school.

84.00	Travis should absolutely win the flight training experience award. Not only he is very knowledgeable and patient with students like myself but his former air force training gives him a no-nonsense matter fact of instruction that really clicked with me. His answers to my questions are always clear and aimed at making sure that the topic discussed is understood. I am extremely confident in his ability to teach properly. He is also very dependable. I respect other people's time and I feel like Travis returns the favor. Great instructor.
90.00	Mr. Tauzier is an outstanding instructor. Extremely knowledgeable and patient with students. He is able to determine, after observation/instruction, exactly what a student is or isn't doing to achieve their desired outcome. He then either either explains /demonstrates what the student did in a manner that assist the student with understanding the concepts and/or maneuvers being taught and facilitate the students ability to achieve a level of repeatable performance within expected/FAA standards.
89.00	Travis should absolutely win this award for his patience, professionalism, and good airmanship during flight lessons. Travis has been very patient and understanding with my challenges during my flight lessons and does a really great job breaking down expectations of certain flight maneuvers. Travis is safety oriented and tailors the lesson as to what I can handle without "overdoing" certain lessons or maneuvers. Our pre and post flight briefs are very thorough and his feedback absolutely helps improve my flight training experience. Leaving the flight school after a lesson with Travis makes me feel part of the aviation community. One day I aspire to become an instructor like Travis to mentor and teach the next generation of aviators.
90.00	I am honored to recommend Travis Tauzier for recognition as an outstanding Private Pilot Instructor. From my very first lesson, Travis demonstrated the qualities that make a truly exceptional instructor — patience, clarity, and genuine care for his students' success. Travis has an incredible ability to listen carefully to his students, understand their challenges, and tailor his instruction to each individual's learning style. Whether explaining complex aerodynamics or guiding me through my first solo, he always takes the time to ensure I fully understand and feel confident before moving forward. What stands out most about Travis is his calm, professional demeanor in the cockpit. He creates a learning environment that is both supportive and safety-focused, making every flight both productive and enjoyable. His enthusiasm for aviation is contagious, and his dedication to helping students reach their goals is truly inspiring. Thanks to Travis's guidance, I have grown tremendously as a pilot — not just in skill, but in confidence and decision-making. He exemplifies everything a great instructor should be, and I can think of no one more deserving of this award.
90.00	Travis is my favorite instructor to fly with. He is the most prepared and professional instructor that I've flown with across two flight schools in northern Virginia. He genuinely cares about your success and will go above and beyond to help you reach your training goals. Most other instructors I fly with tend to gloss over the pre brief and post brief. Not Travis. His professional pre briefs/lessons set the tone for the flight and his actionable and substantive post flight briefings fairly and accurately highlight the performance of the lesson. Travis has my highest recommendation for Flight Training Experience Award.
87.00	Travis has taught me something foundation in every flight with him, even after I've been flying for over a decade. Given my prior military flight experience, I'm often more experienced than my instructors when I do a BFR or IPC. Even though I've been flying longer than Travis, he doesn't simply go through the motions before signing off an endorsement. Most impressively, Travis incorporates teachable ADM lessons into every flight—even little things, like intentionally incorporating right-of-way into deciding which direction to begin clearing turns. He's helped me polish my flying in every encounter.
88.00	Travis should win a Flight Training Experience Award because he has helped my skill level jump in leaps and bounds in a short amount of time, and not only is his technical skill at training students top notch, but his ability to motivate students while pointing out what is going very well, as well as what needs work in a constructive and encouraging way.

90.00	Travis Tauzier should most certainly be nominated for the Flight Training Experience Award. He was an excellent instructor and showed that he truly cared about being a CFI and his students success by his enthusiasm and focus while training as well as all the extra work he put in after hours. During flight training, he was always patient and never gave up when i was struggling with landings or any maneuvers. Travis did a very good job by explaining things properly so students can understand as well as proving his knowledge when anyone had a question. After hours, he took the time at home to make study sheets for the exams and checkride. This especially was something that made myself successful as well as other students. These study guides had everything I needed to know for the checkride and also information about the aircraft I flew. I had recommended a close friend to fly with Travis who had been flying for years but needed to brush up on his proficiency before going back to school to finish his commercial. My friend also said that Travis was one of the better instructors he had flown with and had great advice that helped him with his landings. Comparing Travis to instructors I had in other fields of work such as the military also proves that he is well qualified and passionate about his work. I have never had an instructor who cared so much about his students success such as Travis.
77.00	Travis is patient and knowledgeable, and takes the time to make sure his students understand each concept before moving on. Every lesson feels calm and supportive, but still productive and focused. He creates an environment where it's easy to ask questions and build confidence, which makes a difference in the learning experience. It's clear that Travis genuinely cares about his students' progress and success.

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: 48%

Regional Average: 86
Your regional percentile ranking: 46%

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

National Average: 87
Your national percentile ranking: 49%

Regional Average: 87
Your regional percentile ranking: 51%

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	100	97
Community	93	92
Information Sharing	95	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: 100

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

National Average: 98
Your national percentile ranking: 58%

Regional Average: 98
Your regional percentile ranking: 53%

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

National Average: 99
Your national percentile ranking: 66%

Regional Average: 99
Your regional percentile ranking: 64%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Somewhat Agree	1	9.09%

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

Response Choice	Frequency	%
Strongly Agree	11	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	11	100%

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

Response Choice	Frequency	%
Strongly Agree	11	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: 97
Your regional percentile ranking: 80%

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

National Average: 98
Your national percentile ranking: 89%

Regional Average: 98
Your regional percentile ranking: 89%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	11	100%

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

Response Choice	Frequency	%
Strongly Agree	11	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	11	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	11	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: 93

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

National Average: 92
Your national percentile ranking: 39%

Regional Average: 92
Your regional percentile ranking: 37%

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

National Average: 94
Your national percentile ranking: 37%

Regional Average: 94
Your regional percentile ranking: 28%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	10	90.91%
Somewhat Agree	1	9.09%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Somewhat Agree	1	9.09%
Strongly Disagree	10	90.91%

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

Response Choice	Frequency	%
Strongly Agree	7	63.64%
Somewhat Agree	1	9.09%
Neither agree nor disagree	3	27.27%

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	8	72.73%
Somewhat Agree	2	18.18%
Neither agree nor disagree	1	9.09%

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: 95

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

National Average: 94

Your national percentile ranking: 44%

Regional Average: 94
Your regional percentile ranking: 44%

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

National Average: 95
Your national percentile ranking: 48%

Regional Average: 95
Your regional percentile ranking: 57%

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	9	81.82%
Somewhat Agree	2	18.18%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	18.18%
Somewhat Disagree	1	9.09%
Strongly Disagree	8	72.73%

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

Response Choice	Frequency	%
Somewhat Agree	1	9.09%
Strongly Disagree	10	90.91%

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	11	100%

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	10	90.91%
9	1	9.09%

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	11	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%