Report for jake strong at KBTM

Region: Western

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 9 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	Jakeb went above and beyond helping me pass my instrument check ride and also giving me my high performance endorsement. Jakeb frequently helped me off the clock and away from the flight school in order to help me study and pass my IFR check ride. The week before my check ride was icing weather and low visibility. The only opening we had was at 10pm the day before, he dropped what he was doing and came to fly with me after school hours. Truly above and beyond what I would expect from a flight instructor.
80.00	Jakeb right from the beginning was exceptional. He explained very clearly all the steps that I would have to take to acquire a commercial rating. He’s very professional and during the lessons with him made sure that I understood every lesson. Jakeb made sure that I came prepared and answered every question I had an extreme detail. I also appreciated each of his reviews of my performances, whether it was good or bad there. Jakeb always strived to make sure that I was held to the highest standard above just passing.
86.00	He was on top of his training making sure student had what they needed to pass there check rides
74.00	Did a good job for me.
81.00	Confident, thorough and safe. Easy to work with

80.00	Jake should receive this award because he is very good at sharing his passion with aviation.
87.00	Extremely competent and dedicated instructor. Carries an infectious passion and respect for aviation.
87.00	Jake is an exceptional instructor. He is very knowledgeable. Patient and has helped me immensely in my learning.
87.00	Jake provided a safe learning environment and was very flexible with his schedule in order to help me succeed in getting my PPL.

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: 84

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

National Average: 86
Your national percentile ranking: 7%

Regional Average: 86
Your regional percentile ranking: 15%

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

National Average: 87
Your national percentile ranking: 4%

Regional Average: 86
Your regional percentile ranking: 17%

5. SubScore Summary for at KBTM

Region: Western

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	97	97
Community	86	92
Information Sharing	87	94
NetPromoter Score	89	95
Overall Total	92	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: 29%

Regional Average: 99
Your regional percentile ranking: 15%

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

National Average: 99
Your national percentile ranking: 28%

Regional Average: 98
Your regional percentile ranking: 17%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	9	100%

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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: 97

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

National Average: 97
Your national percentile ranking: 21%

Regional Average: 97
Your regional percentile ranking: 35%

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

National Average: 98
Your national percentile ranking: 21%

Regional Average: 96
Your regional percentile ranking: 39%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

My CFI was not invested in my success.

Response Choice	Frequency	%
Somewhat Disagree	3	33.33%
Strongly Disagree	6	66.67%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	9	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: 86

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

National Average: 92
Your national percentile ranking: 7%

Regional Average: 94
Your regional percentile ranking: 5%

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

National Average: 94
Your national percentile ranking: 3%

Regional Average: 93
Your regional percentile ranking: 6%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	7	77.78%
Somewhat Agree	1	11.11%
Neither agree nor disagree	1	11.11%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	11.11%
Neither agree nor disagree	4	44.44%
Somewhat Disagree	1	11.11%
Strongly Disagree	3	33.33%

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

Response Choice	Frequency	%
Strongly Agree	5	55.56%
Somewhat Agree	2	22.22%
Neither agree nor disagree	2	22.22%

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	77.78%
Somewhat Agree	1	11.11%

Neither agree nor disagree	1	11.11%

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: 87

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

National Average: 94
Your national percentile ranking: 6%

Regional Average: 94
Your regional percentile ranking: 15%

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

National Average: 95
Your national percentile ranking: 3%

Regional Average: 93
Your regional percentile ranking: 17%

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	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	2	22.22%
Neither agree nor disagree	2	22.22%
Somewhat Disagree	3	33.33%
Strongly Disagree	2	22.22%

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

Response Choice	Frequency	%
Neither agree nor disagree	2	22.22%

Somewhat Disagree	3	33.33%
Strongly Disagree	4	44.44%

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	9	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	7	77.78%
9	1	11.11%
8	1	11.11%

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	88.89%
Passive	1	11.11%

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: 89

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

National Average: 95
Your national percentile ranking: 10%

Regional Average: 93

Your regional percentile ranking: 25%

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

National Average: 97
Your national percentile ranking: 9%

Regional Average: 93
Your regional percentile ranking: 28%