



1. Report for Joe CFI at FDK

Region: Eastern

Below is a summary of your individual scores, both overall and as they apply to each of the four areas from the Flight Training Experience Research: Educational Quality, Customer Focus, Community, and Information Sharing. You will also find national and regional averages, both overall and as they apply to each of the four subscale areas.

1.1. Eligibility

To be eligible for an award, you needed to receive at least 5 unique evaluations, each at least 80% complete.

You received 5 evaluations.

- 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 he/she 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.

1.2. Overall Score (Range: -29 to 29)

This is the overall score you received from your customers in the 2021 AOPA Flight Training Experience Survey.

Your score: 29

Compare to Eligible Nominees (those with at least 5 evaluations)

National average: 4.1

Your national percentile ranking: 100th percentile

Regional average: 29

Your regional percentile ranking: NaNth percentile

Compare to All Nominees (those with at least 1 evaluation)

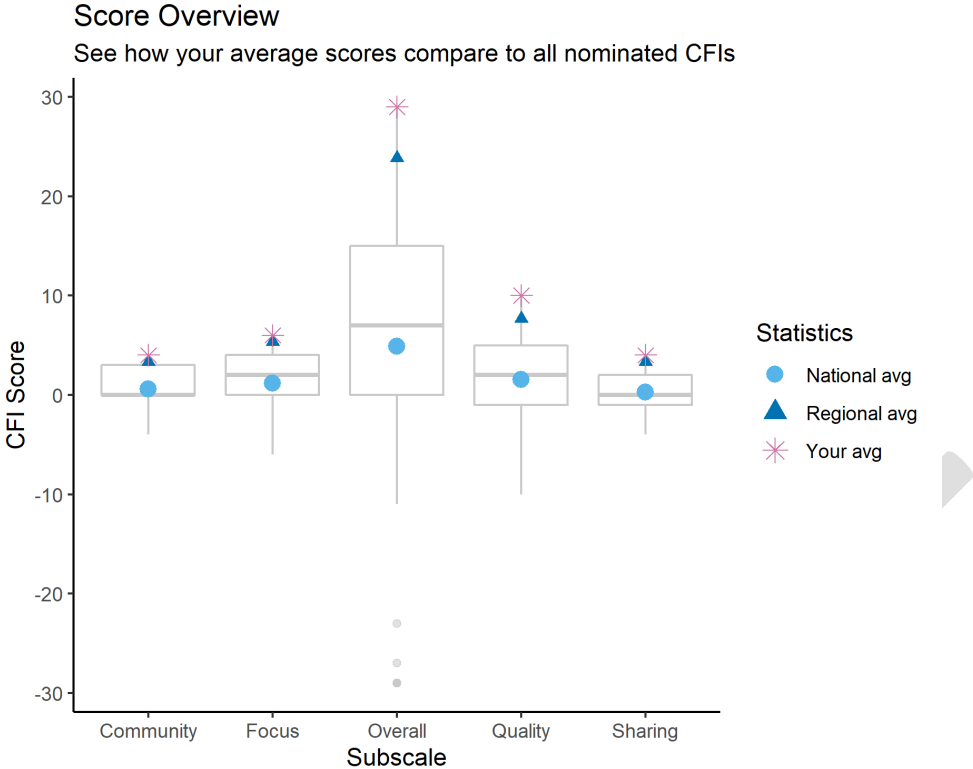
National average: 4.9

Your national percentile ranking: 95th percentile

Regional average: 24

Your regional percentile ranking: 100th percentile

The following graph shows how you compared to other CFIs. Your average score (across all customers who evaluated you) is marked on the graph, along with the national average (for all responses received). The boxplots reflect the distribution of all responses received, not just your own.



1.3. Educational Quality Scale (Range: -10 to 10)

This is the score you received from your customers, derived solely from the questions related to Educational Quality.

Your score: 10

Compare to Eligible Nominees (those with at least 5 evaluations)

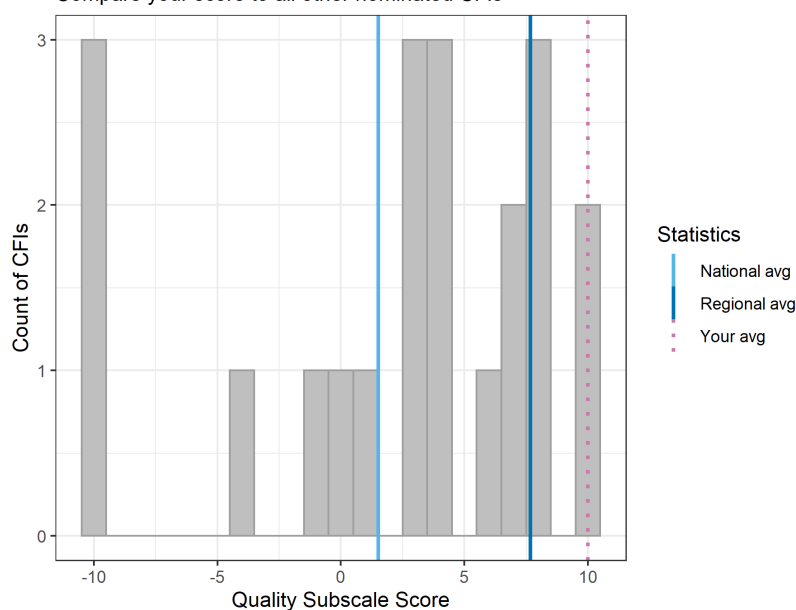
National average: 1
Regional average: 10

Compare to All Nominees (those with at least 1 evaluation)

National average: 1.5
Regional average: 7.7

Educational Quality Scores

Compare your score to all other nominated CFIs



My instructor patiently helped me understand difficult concepts.

| Response | Frequency | Percent |
|----------------------------|-----------|---------|
| Strongly disagree | 0 | 0% |
| Disagree | 0 | 0% |
| Neither agree not disagree | 0 | 0% |
| Agree | 0 | 0% |
| Strongly agree | 5 | 100% |

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

| Response | Frequency | Percent |
|----------------------------|-----------|---------|
| Strongly disagree | 0 | 0% |
| Disagree | 0 | 0% |
| Neither agree not disagree | 0 | 0% |
| Agree | 0 | 0% |
| Strongly agree | 5 | 100% |

My instructor suggested what I should study before arriving at the airport for a lesson.

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never | 0 | 0% |
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 5 | 100% |

My instructor made me doubt myself.

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never | 5 | 100% |
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 0 | 0% |

I hesitated to ask questions because I was afraid my instructor would lose respect for me.

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never | 5 | 100% |
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 0 | 0% |

1.4. Customer Focus Scale (Range: -6 to 6)

This is the score you received from your customers, derived solely from the questions related to Customer Focus.

Your score: 6

Compare to Eligible Nominees (those with at least 5 evaluations)

National average: 0.86

Regional average: 6

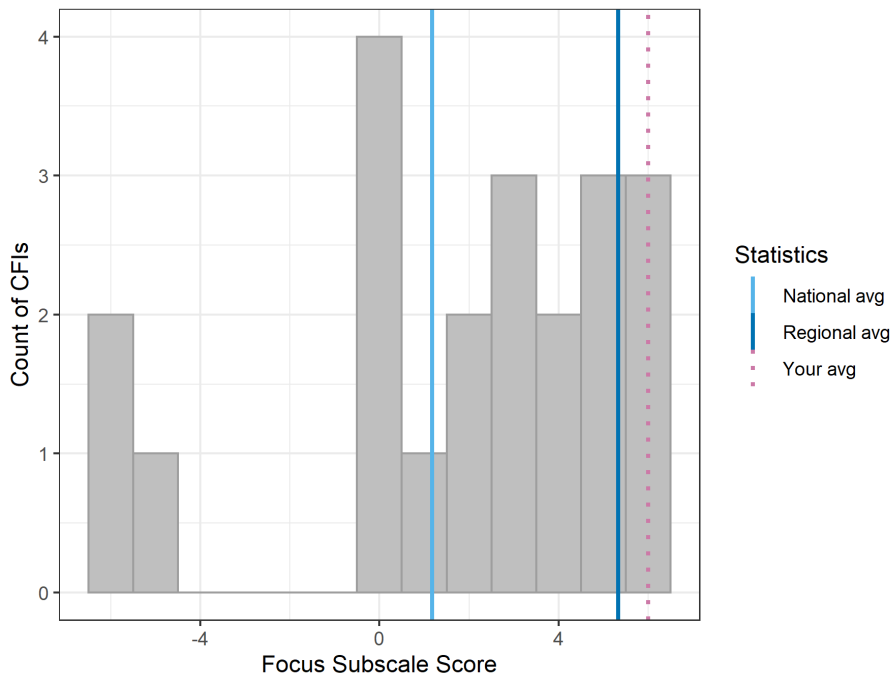
Compare to All Nominees (those with at least 1 evaluation)

National average: 1.2

Regional average: 5.3

Customer Focus Scores

Compare your score to all other nominated CFIs



My instructor treated me with respect.

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never | 0 | 0% |
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 5 | 100% |

My instructor provided excellent customer service.

| Response | Frequency | Percent |
|----------|-----------|---------|
| Never | 0 | 0% |

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 5 | 100% |

I wish I had a different instructor.

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never | 5 | 100% |
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 0 | 0% |

1.5. Aviation Community Scale (Range: -4 to 4)

This is the score you received from your customers, derived solely from the questions related to Aviation Community.

Your score: 4

Compare to Eligible Nominees (those with at least 5 evaluations)

National average: 0.8

Regional average: 4

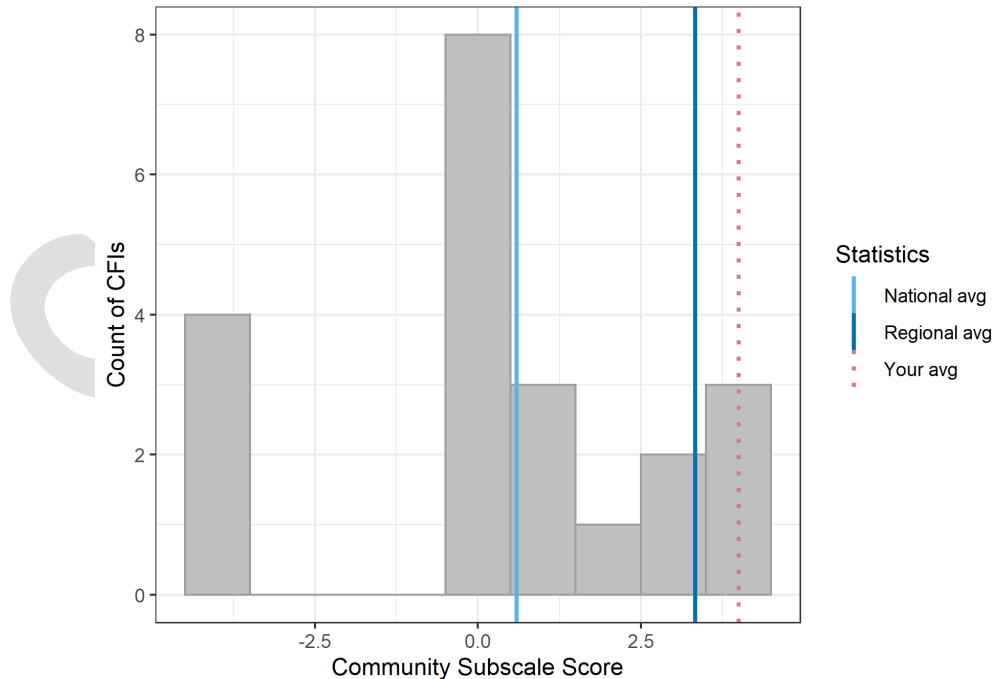
Compare to All Nominees (those with at least 1 evaluation)

National average: 0.6

Regional average: 3.3

Aviation Community Scores

Compare your score to all other nominated CFIs



My instructor hosted events for students (e.g., social events, barbecues, educational sessions, etc.).

| Response | Frequency | Percent |
|--------------------------------|-----------|---------|
| Never | 0 | 0% |
| Rarely (about 25% of the time) | 0 | 0% |

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 5 | 100% |

My instructor expressed that people like me should not fly.

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never | 5 | 100% |
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 0 | 0% |

1.6. Information Sharing Scale (Range: -4 to 4)

This is the score you received from your customers, derived solely from the questions related to Information Sharing.

Your score: 4

Compare to Eligible Nominees (those with at least 5 evaluations)

National average: 0.18

Regional average: 4

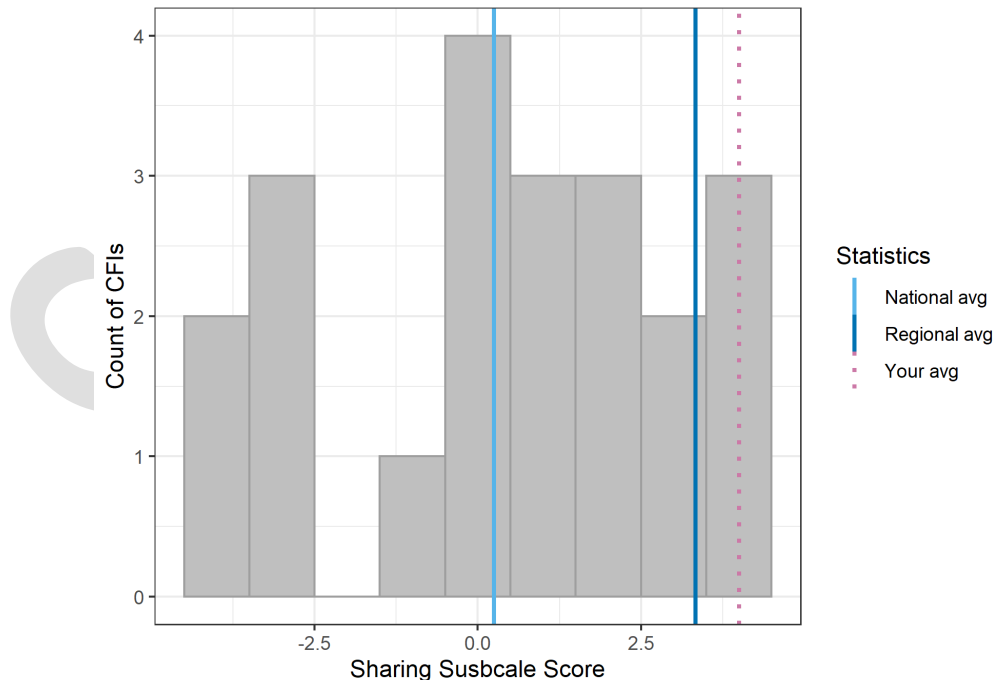
Compare to All Nominees (those with at least 1 evaluation)

National average: 0.25

Regional average: 3.3

Information Sharing Scores

Compare your score to all other nominated CFIs



My instructor uses a training syllabus I could consult.

| Response | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Never | 0 | 0% |
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |

| Response | Frequency | Percent |
|-----------------|------------------|----------------|
| Always | 5 | 100% |

I did not know what my flight lessons would cover.

| Response | Frequency | Percent |
|-----------------------------------|------------------|----------------|
| Never | 5 | 100% |
| Rarely (about 25% of the time) | 0 | 0% |
| Sometimes (about 50% of the time) | 0 | 0% |
| Usually (about 75% of the time) | 0 | 0% |
| Always | 0 | 0% |

SAMPLE

1.7. Net Promoter Score

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 a friend, on an 11-point scale.

On a scale from 0-10, how likely are you to recommend your flight instructor to a friend?

Responses to this question are then used to sort customers into one of three groups: detractors, passives, or promoters.

Detractors: Detractors are less likely to use your services again and may not speak highly of your services to others.

Passives: Generally somewhat satisfied, passives 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.

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/>

Overall Net Promoter Score (Range -100 to 100)

Your score: 100

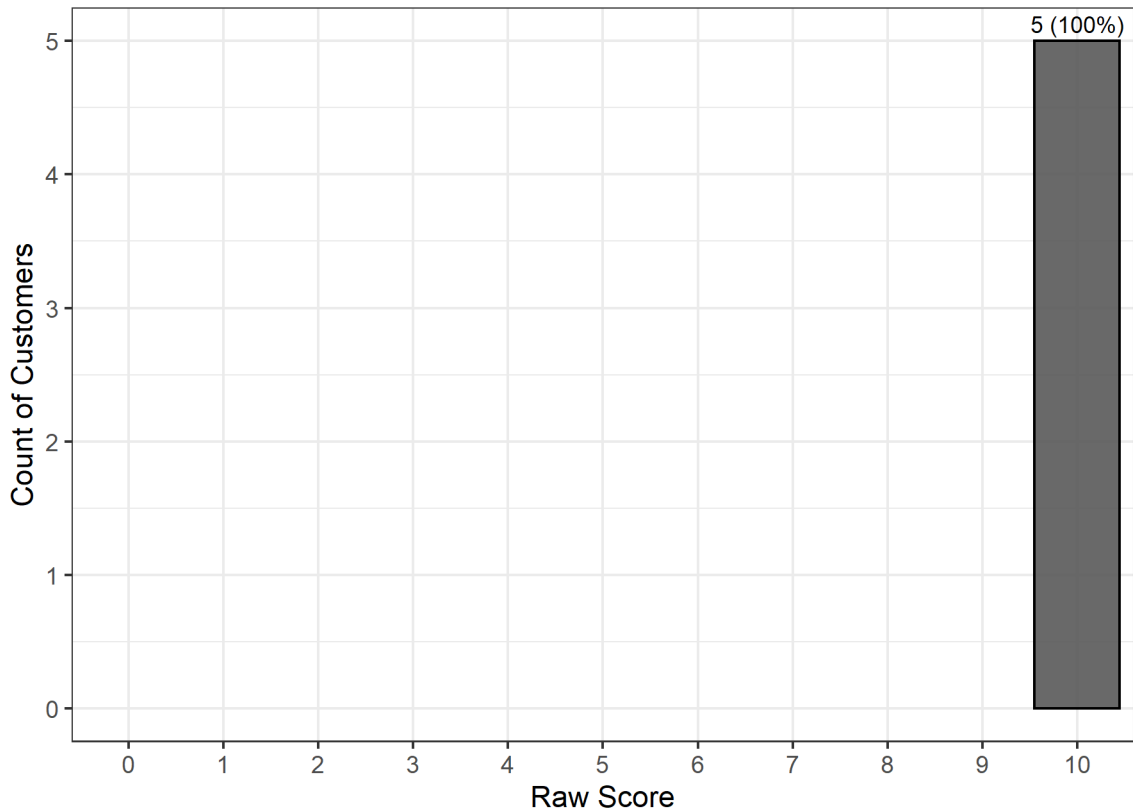
National average (of all nominees): 0.95

National average (all eligible nominees): -10

The following graphs will give you more information on your Net Promoter Score.

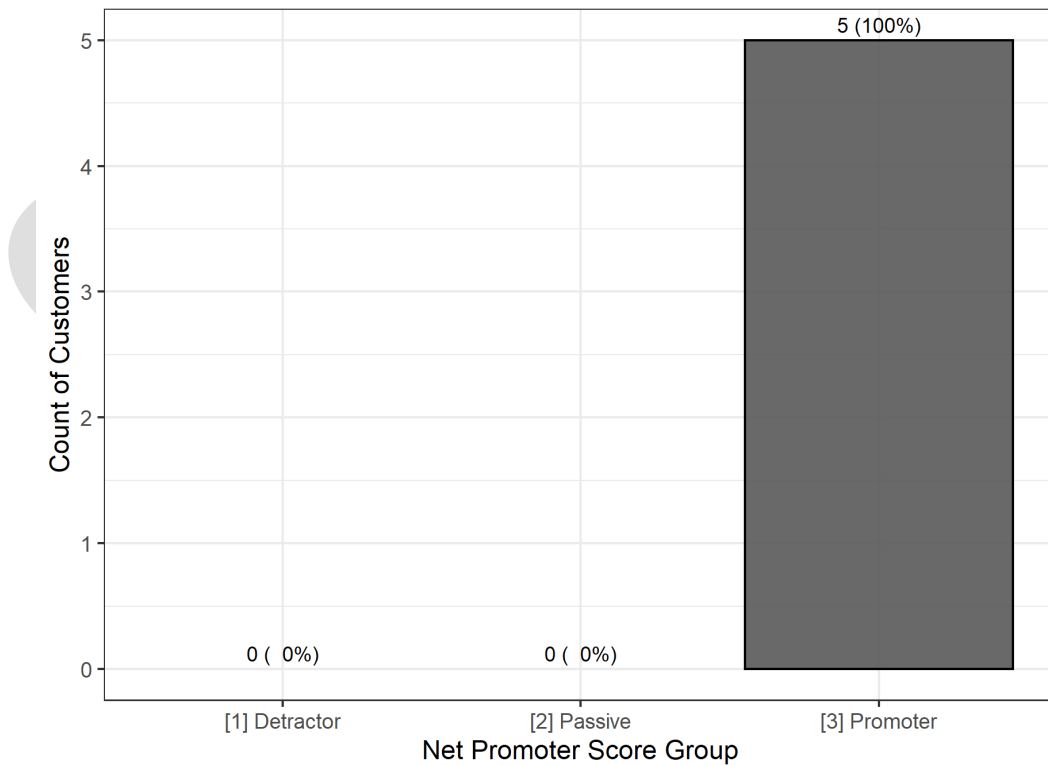
Raw scores: Your customers' likelihood of recommending your services to a friend

Range: 0 (not at all likely) to 10 (extremely likely)

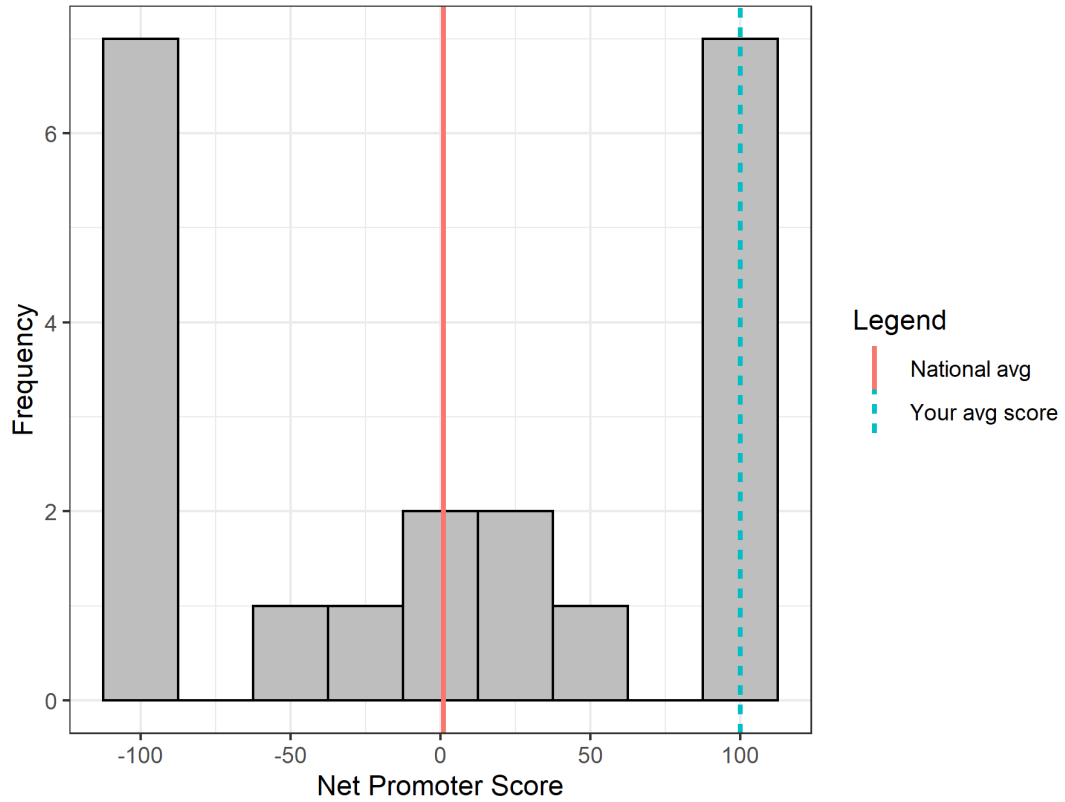


Your customers' Net Promoter Score groups

See if your customers were promoters, passives, or detractors.



Distribution of Net Promoter Scores for all CFIs (Range: -100 to 100)
Range: -100 to 100



Compare your average Net Promoter Score (dashed blue line) to scores of all other nominated CFIs with the above graph. The grey bars represent the Net Promoter Scores for all other CFIs, and the solid red line is the national average.

1.8. Free-Responses

Read your free response questions here. We are only including comments from people indicated that we could share their responses.

Here, you can learn more about the free-response text questions. You had 5 response(s) entered for this question. Of those, 3 respondent(s) allowed us to share their comments with you.

*Response is not sharable means that the respondent did not allow us to share their responses with you.

A blank space means the respondent did not leave a comment for this question.

Why should or shouldn't your flight instructor win a Flight Training Experience Award?

| Text Response (if available) | Frequency of Response |
|-------------------------------------|------------------------------|
| | 1 |
| <3 | 1 |
| *Response is not sharable | 2 |
| amazing | 1 |