

Life of a United Flight Systems Instructor

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A Daily Plan of Action

UFS Instructors will plan their day prior to starting with a customer. Design a plan for each customer based on the customer's position in the syllabus. It's the job of the UFS Instructor to know the customer's strengths and weaknesses. Preplanning to stay organized presents an appropriate image of professionalism that your customer will genuinely appreciate. It is never a good idea for the instructor to ask the customer "Hey, what

are we doing today.” The UFS Instructor must do pre-planning for the lesson. Good record keeping greatly improves an instructor’s methods to determine a plan of action for the customer for the day. The Part 61 UFS Electronic Records are maintained by the instructor in *Flight Schedule Pro*. The manual Part 141 records are maintained in the UFS records office. These records (Part 61 or Part 141) are your guides for developing daily plans of action.

Discovery Flights

Discovery Flights are designed to be a wonderful experience. The UFS CFI must understand the customer’s expectations. Briefly interview the customer to inquire if any preconceived expectations exist: What are their goals? Dreams? The CFI is strongly influential in the outcome of the Discovery Flight. Do a great job to make this a great experience.

Introduce the customer to the UFS Discovery Flight notebook from the Dispatch Desk. Allow them to choose one of four pre-designed routes. Allowing the customer a choice gives them an aspect of control in the experience. You can discuss the route and make any small routing changes determined in the conversation with the customer.

If the customer doesn’t ask about recording the Discovery Flight on video, Offer them the \$85 Discovery Flight Video Package.

After dispatching the aircraft, the CFI will receive the aircraft document bag, key/clipboard with dispatch form. Don’t forget to get the Discovery Flight Headset for the customer.

Perform an efficient preflight inspection, allow some collaboration with the customer but keep things simple.

The flight ops will be modified from typical flights out of United Flight Systems. After Engine Start, make a short taxi from the UFS tie down ramp to Taxiway Yankee, stop on Yankee. Remember this area is defined as a FAA “non-movement area”, communication with ATC is not required. Perform a checklist guided, efficient pre-takeoff check with minimal explanations. Remember the customer wants to get airborne.

At completion of the pre-takeoff checks, contact DWH Ground Control. Advise ATC you are ready for taxi AND TAKEOFF. If runways 17R / 17L are in use, Request departure via Taxiway K/17L or Taxiway E/17R. If Runways 35L/R are in use, Request south taxi on Taxiway M to 35R full length.

UFS expects the focus of this flight be on allowing the customer have “hands on” control for a majority of this flight. As much customer “hands on the controls” as possible with the instructor ensuring safety is highly important. The Discovery Flight is all about this experience.

This flight should point the towards the customer feeling in control but with the instructor’s assistance. Point out the sights, emphasize the freedom of flying, explanations should be “fun”centric. This is a potential life-long customer, maybe a friend for life. Treat them that way!

After shutting down & securing the aircraft, record the hobbs and tach times. Be open to discuss the flight experience. Return to the school via the front door entrance to have the dispatcher process the checkout. You now have the time answer questions, explain aviation and flight training. Now is the time to guide the customer to schedule their next flight with YOU. Collaborate with the Dispatcher to collect the customer’s documents and the completed rental agreement.

Discovery Flights are designed to be .7 hours on the Hobbs. Checking the customer into the UFS’ system will capture the CFI’s flight time. Any ground time should be correlated as an “investment” in a potential client. Remember that your gross payback will result from having customers fully training for the certificate vs. a .2 - .5 hours of ground instruction.

Discovery Flight Conversions

The UFS CFI is the key, most important part of the follow through process completed after a Discovery Flight. The CFI can turn the customer’s “dream” into flight training reality seamlessly with good CFI effort. Odds are

not in the favor of the Flight Instructor if the CFI doesn't proactively contact the customer. The CFI must integrate themselves into getting the customer to schedule that FIRST lesson. Building a customer base doesn't happen by chance, doesn't happen by sitting around doing nothing. The CFI must ramrod the process. Don't let more than 3 days go by without contacting the customer. There is no excuse for conversion rates less than 80%.

Part 61 Training Records

This is a non-negotiable requirement!

The UFS Flight Instructor shall maintain a customer's training record in the UFS *Flight Schedule Pro* electronic format. It is the job of the CFI to provide constructive assessments / critiques. These must be recorded in the customer's *Flight Schedule Pro* records. The "remarks" section is the appropriate place for the CFI to provide a written constructive assessment. ALL sessions, ground and/or flight, must be recorded. The Chief Instructor goes to the "remarks" section to get a "big picture" of the customer's training status.

Lack of consistent record maintenance demonstrates poor time management and laziness on the part of the instructor. One key strong aspect of proper record keeping is the protection the records provide to the instructor should problems arise, especially against FAA investigations.

Additionally, the records provide excellent customer service. The customer always knows where they are in the training structure and have the ability to look out ahead for subjects and maneuvers to study for upcoming training events.

A **well-informed** customer leads to being a **well-trained** customer.

Part 141 Electronic Training Records

This is a non-negotiable requirement!

FAA regulations mandate Part 141 Training must be recorded and files maintained by the *Certificated Flight School*. UFS is moving all Part 141 Records to electronic management. At the end of each/all training sessions, either ground or flight, the instructor will record an electronic assessment/critique in the appropriate customer's Flight Schedule Pro Training Record. ALL sessions, ground and/or flight, must be recorded.

1. Enroll the Customer with the Chief Flight Instructor
2. Record customer information in the FSP electronic training record
3. Verify with the Chief Instructor where the customer falls within the training syllabus
4. Follow the syllabus for training / record all training sessions in the training folder
5. Prior to a Stage Check, communicate with the Chief Instructor to schedule the Stage Check
6. Continually monitor / manage the flights or training sessions to meet Stage Time Minimums
7. Flexibility exists to stay within a Stage. Training outside a Stage is not allowed.

All UFS Training Syllabi are available online to the instructor. Ask the Chief Instructor for electronic links to these training documents. The instructor is expected to be a *subject matter expert* on the Training Syllabi. It is the job of the instructor to keep the customer apprised of their status in the training syllabus. A well-informed customer remains mentally organized and prepared for upcoming training sessions.

UFS is approved for both Jeppesen and King School's Part 141 Syllabi. As of March 2021, All new student enrollments will be into the King Schools Syllabi. Jeppesen Syllabi will be phased out by the end of 2021.

Stage Checks (Part 141)

The required stage checks for Part 141 Syllabi are specified at well defined points in training. It is the job of the UFS CFI to prepare the customer for the required skill level to be demonstrated to the Chief Instructor or Check Instructor. The customer's primary instructor cannot also be the Chief Instructor/Check Instructor (prohibited by Part 141). The customer's training record must be maintained daily. The instructor performing the stage check will verify that 141 minimum flight experiences are met at the time of the Stage Check.

The UFS CFI is expected to be a subject matter expert regarding UFS' approved syllabi in regards to flight and ground time requirements, subjects, and maneuvers to be taught.

The technology of the day allows electronic methods for self-study. The School/Chief Instructor is authorized to offer an allowance for a percentage of the minimum ground training when electronic ground study is performed.

It is the responsibility of the UFS CFI to verify FAR 141 minimum flight/ground experiences are accomplished. Do not schedule a Part 141 Stage Check unless the Syllabus Minimums are met.

United Flight Systems' Approved 141 Syllabi can be found at



<https://bit.ly/38vmUcM>

Stage Checks (Part 61 Customers)

The UFS Training System utilizes best training practices in regard to establishing training benchmarks. The system of Stage Checks is utilized for Part 61 Flight Training. At established points in a customer's course of training, the customer will fly with the Chief Instructor, Assistant Chief Instructor or an instructor designated by the Chief. These Stage Checks are quality control points to verify the customer is ready to proceed to their next stage.

The following points in the Part 61 course of training are Stage Check Points.

Private Pilot Training

- Prior to First Solo (completed with Chief or Assistant Chief)
- Supervised Solo #2 (completed with the customer's primary instructor or assigned instructor)
- Supervised Solo #3 (completed with the customer's primary instructor or assigned instructor)
- Mock Private Pilot check ride (completed with Chief or Assistant Chief)

IFR Training

- Mock IFR check ride (completed with Chief or Assistant Chief)

Commercial Pilot Training

- Mock Com check ride (completed with Chief or Assistant Chief)

CFI Training

- Mock CFI check ride (completed with Chief or Assistant Chief)

Multiengine Training

- Mock Multiengine check ride (completed with the Chief or Assistant Chief)

Solo Flight Expectations (15 hrs)

Though Part 61 does not stipulate minimum flight time for a student customer to solo, it is generally accepted that an average student will solo in 12 to 15 hours of training. It is not the focus of UFS to have a set maximum time in which to solo a student customer. Each customer is unique in their abilities. However, should student customer attain **15 hours** of flight training and has not attained sufficient flying skills to fly solo, the flight instructor shall communicate with the Chief Instructor to discuss the student customer's training status. The Chief Instructor and the instructor will evaluate a decision to assign a different instructor to evaluate reasons or personality conflicts that might be interfering with reasonable progress for the student customer. **DO NOT** continue beyond 15 hours of flight training towards solo, without communication with the Chief Instructor.

Supervised Solo Flights

The Student Customer must complete their first solo (a supervised solo by its nature) followed by 2 additional supervised solos prior to being qualified to rent an aircraft for a flight without instructor supervision.

Instruct the Student Pilot to make all initial radio communications with ATC: "NXXXXX Student Pilot"

It is imperative that the Supervising Instructor verify all appropriate student customer logbook endorsements are complete and the student customer has all required student pilot certificates, medicals, and photo IDs in their possession. Additionally, the supervising instructor has verified all required pre-solo tests and UFS pilot rental / insurance documents are electronically attached to the student customers *Flight Schedule Pro* electronic files.

A supervised solo is just that. It is a flight where the instructor flies with the customer then at an appropriate point in the training flight exits the aircraft to observe the customer solo the aircraft in the traffic pattern. The instructor will instruct the student customer to perform 3 solo full-stop landings with taxi backs for takeoff. At the end of the 3rd landing, the student customer will be instructed to taxi return to UFS.

It is the job of the instructor to remain vigilant / observant of the student customer's performance in the traffic pattern and landing performance. Prior to a supervised solo, the instructor must take a hand-held VHF transceiver with them. The two-way communication is for the instructor to monitor the student's communication performance. However, most importantly, the hand-held transceiver allows the instructor to communicate directly with the student customer in order to direct a "go-around" if absolutely necessary. Additionally, the instructor might have to communicate directly with the student customer to calm or to refocus the student on safely flying the aircraft.

The supervising instructor will remain abeam the landing runway in an appropriately safe / allowed position to evaluate the entire solo session. Upon post-flight, the supervising instructor will return to UFS to meet the student customer for a full post flight evaluation.

When KDWH traffic is saturated, too busy for a student solo flight, think about make the trek to Navasota, Brenham, Huntsville or Cleveland to supervise solo the student.

Maneuvers Guide & Student Operations Manual

UFS has developed a thorough ***maneuvers / procedures guide***. This guide is created to define minimum expectations placed on the pilot and to offer training aids. Maintaining a sense of standard operating procedures in an infinite world of techniques results from the consistent use of the maneuvers / procedures guide.

The CFI is expected to introduce this guide to the student and to incorporate the procedures into daily training operations.

The guide is available at:



<https://bit.ly/3pFRAXs>

Real world training expectations for local and cross country operations

The UFS CFI is expected to present a variety of real-world experiences to the customers. Cross country training allows UFS instructors to be creative in incorporating unique scenarios at the airports in our region on dual cross countries. One scenario that is not emphasized enough is the process of refueling/purchasing fuel at an unfamiliar airport. The CFI will make the student work through the process of purchasing fuel at airports other than KDWH. Preflight planning to purchase fuel at a FBO or Municipal/City owned facility needs to be taught to our students. Making the student plan and purchase fuel improves the student's confidence and abilities. Purchasing fuel at some unattended, non-towered airport can be challenging. Typical small airports have self-service fuel systems. The student is being short-changed if they have never received training on the process for obtaining fuel at small, unattended airports. A student shall not be endorsed for Solo Cross Country operations unless they have received hands-on instruction for and the process of fueling the aircraft, either at an FBO or a self-service fuel system.

Dual cross countries should mix up the use of towered and non-towered airports. UFS CFIs are expected to be creative in teaching the cross country experience. UFS instructors will incorporate the KDWH – I-10 Corridor – KGLS at least once in all students' training career. This cross country offers a variety of experiences in one trip: Unique/intricate pilotage requirements, ATC radio communication, potential TFRs, and interesting visual experiences.

A dual flight into Houston Hobby (KHOU) is a great, challenging flight. UFS instructors will incorporate this into a student's experience. Typically, a night flight into KHOU is an easier experience due to reduced traffic loads at night. This type of training flight is a confidence and abilities enhancing lesson.

Providing a variety of experiences is the job of the UFS CFI. You are expected to be creative, challenging and enjoyable.

A creative instructor looks at metro airports to be used. Don't get monotonous, change things up for the student.

Local <50nm

Cross Country >50nm

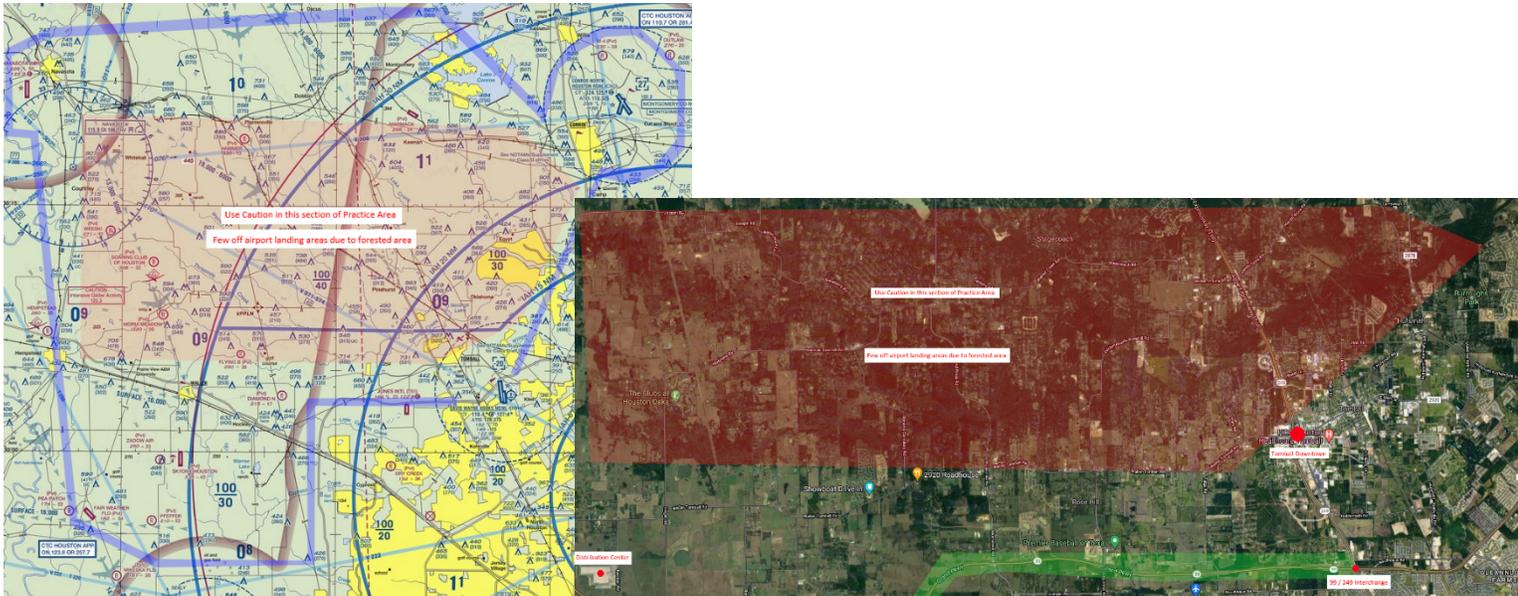
Conroe/Lone Star KCXO
Houston Executive KTME (Full Stops only)
Navasota 60R
Brenham 11R
Huntsville KUTS
Cleveland 6R3
Sugarland KSGR
Houston Southwest KAXH
Pearland KLVJ
La Porte T41
Baytown KHPY
Baytown RWJ 54T
Lane Airpark T54
Ellington KEFD
Hobby KHOU
Eagle Lake KELA

Columbus / Wells 66R
Madisonville 51R
Fayette La Grange 3T5
College Station KCLL
Bryan Coulter KCFD
Caldwell KRMV
Lockhart 50R
Lake Jackson G.Coast Regional KLBX
Galveston KGLS
Smithville 84R

Crosswind Training when no crosswinds exist at KDWH

It is incumbent upon UFS CFIs to teach and prepare the student for real crosswinds. When the winds at KDWH are not crosswinds, The instructor is expected to plan a flight to another metro airport with a runway layout oriented for crosswinds. Winds are typically North or South in the Houston Area. Good airports with runway layouts for crosswind training are Lone Star/Conroe KCXO (Rwy 14-32), Houston Southwest KAXH (Rwy 09-27), La Porte T43 (Rwy 14-32, Rwy 5-23), Lane Airpark (Rwy 13-31), Baytown RWJ (Rwy 8-26) Training a student in actual crosswinds provides realistic conditions that enhance the student's mastery of aircraft control.

Practice Area



The metro Houston area is highly concentrated airspace with multiple airports each with multiple flight training operations. Safety is paramount regarding “seeing and avoiding” other aircraft. Our practice area is vast however, specific areas for training operations such as ground reference maneuvers is limited by forested areas. These forested areas present a dilemma, less traffic but a raised level of risk in the event of an engine failure. Landing zones in the forested area are extremely difficult to find.

The UFS Practice area is generally defined as NW corner (Navasota Airport), NE Corner (Lone Star/Conroe Airport), SW Corner (Fairweather Pvt Airport) SE Corner (8nm South of 99/290 Interchange) with SE corner cut out for Class B Airspace.

The area best suggested for training maneuvers is due west from KDWH to a point where Tollway 99 curves to the south. Remain west of the line defined by the N-S portion of Tollway 99 and South of the forested areas north of Waller and Hockley. This area is best available for ground reference maneuvers and maneuvers at altitude remaining below 2500 ft msl (Class B base is 3000’msl in this area)

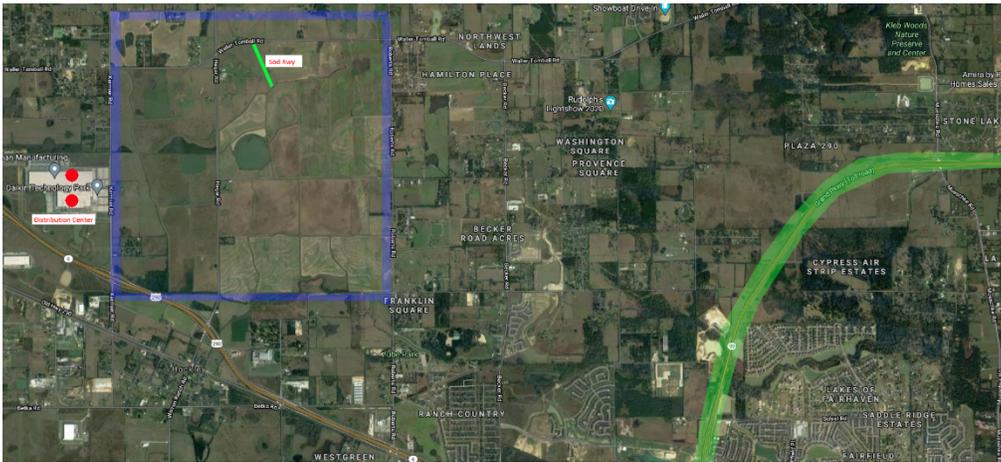
UFS CFI will emphasize diligent “see and avoid” technique along the Tollway 99 corridor from KDWH to the Practice Area and on the return to KDWH as this is a super concentrated corridor for all operations out of the KDWH Traffic Pattern.

Practice Area Approved Radio Frequency: 123.5

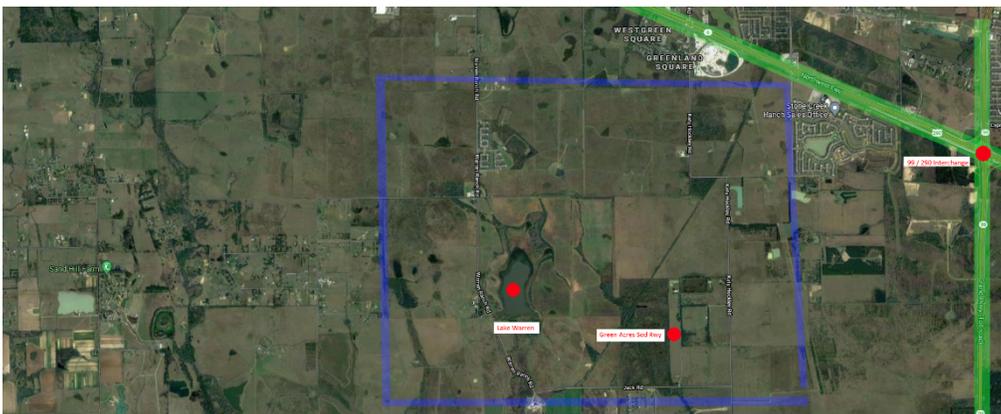
It is expected that position reports are made when in the practice area.

Two open agricultural areas present good ground reference areas just outside of Tollway 99. Time efficiency for the customer should be respected if possible. The less time wasted transitioning to a location to practice maneuvers should be the CFIs goal. Obviously, congested areas require flexibility and vigilance.

Area 1 is between Tollway 99 and the commonly reported “Distribution Center” of Waller. This open agricultural area does have a grass runway on the north side used by agri-crop dusters. It is a good option if you have an engine failure.



Area 2 is southwest of the Tollway 99 / 290 Interchange. Lake Warren is a predominant ground feature in this area. Most of the terrain is agricultural use. Green Acres grass runway is central to the open areas. It is an excellent option if you have an engine failure.



First Day with your brand-new student

Confirmation of citizenship, USA or foreign?

Your customer must have either a US passport or certified state issued birth certificate. Make the appropriate signature endorsement in the student's logbook.

If your student is not a US citizen, please immediately direct them to the Transportation Safety Administration (TSA) website for foreign pilot candidates < www.flightschoolcandidates.gov >. It is the responsibility of the foreign student to complete the process. The student cannot begin flight training until the TSA delivers an approval email message to the student.

Registering the student with the FAA and Application for Student Pilot Certificate

Sit with your student at computer terminal or tablet. Guide the student in the process to register with the FAA IACRA website. Remind the student that the FAA Tracking Number (FTN) is for life and this number will be used for certificate or rating applications.

Guide the process for applying for the student's pilot certificate. With their new FTN, complete the IACRA process for the Student Pilot Certificate. Logout as the student and login as yourself to finalize the Student Pilot Application.

It is imperative that you complete this process on Day One. The process time for the Student Pilot Certificate is 14 -20 days. This lag time allows some training to be completed and possibility that the student could be ready for solo while the FAA is processing the information. Good planning allows the student to receive their certificate in time to solo.

Flight Schedule Pro

Verify the student's registration and user information in FSP. Collaborate with the student to make sure the FSP interface is understood: Scheduling and Student Training Records are two paramount sections of FSP.

UFS Maneuvers & Operations Guide, Student Guide, 141 Syllabi

Present to the student the links to the UFS Maneuvers Guide, Student Guide, and 141 Syllabi.

Checkride Management

It is the responsibility of the UFS CFI to schedule and organize the checkride of their students. Pilot Examiners have spoken on numerous occasions that it is the responsibility of the instructor to contact the examiner. Numerous problems commonly occur when the student tries to schedule the checkride.

School policy prioritizes the aircraft availability to the customer. The CFI should schedule the aircraft for the student's checkride based on an estimated time devoted to the oral portion of the exam. If the aircraft is not available due to other customers holding the aircraft time spot, the CFI must contact UFS Dispatch. Dispatch will make adjustment to the schedule to make the aircraft available for the student's checkride.

24 Hours prior to the checkride, The UFS CFI must have the student's endorsements complete. The IACRA application must be endorsed no less than 24 hours prior to the checkride. The Examiner needs this IACRA application endorsed well prior to the checkride to comply with internal FAA requirements.

The CFI must make every effort possible to personally introduce the student/candidate to the Examiner at the scheduled time. This level of customer service means a lot to the customer. Being the leader in this situation calms the student. If you are unable to make this introduction, 24 hours prior to the checkride contact the Examiner to verify that all is complete and the student is prepared for the exam. Additionally, contact the student/candidate to make final review/prep/confirmation for the checkride.

Airworthiness Philosophy

Examiners make comments about common weak areas for students/candidates on checkrides. A common weak area is the student's understanding/application of Airworthiness of the aircraft. Perhaps a reason for this weakness is the WEAK presentation of a process for determining airworthiness by the CFI. It is the responsibility of the UFS CFI to become **subject matter experts** on required maintenance and maintenance logbooks.

The UFS CFI introduces preflight action early in a student's training. However, one area of preflight action is commonly delayed until late in a student's training is how to determine the airworthiness of the aircraft. Student's associate airworthiness with doing the preflight interior/exterior inspection. Preflight Action is a wide collection of processes. The maintenance of the aircraft is one process that needs to be introduced well before the preparation time for the checkride. A technique commonly used to teach airworthiness is through mnemonics. AV1ATE is a mnemonic that is used to help the pilot have an organized thought/action process for determining airworthiness. Using AV1ATE to research the maintenance logbooks allows for standardizing

the process. A good technique is to use a smart phone or digital camera to photograph the required inspections in a systematic order to prove the aircraft is airworthy.

UFS Flight Training Device / Redbird AATD

The Redbird Flight Training Device is underutilized! This tool is fantastic to introduce operating procedures to students. It allows intricate procedures to be taught in a comfortable environment. The AATD is a PROCEDURES trainer; use it. Use it for VFR procedures.....Use it for IFR procedures.

Subject Matter Expert Expectation

The School expects UFS CFIs to grow professionally as SMEs(subject matter experts) in this non-exhaustive list of areas/concepts

- Part 61 / Student Training Recordkeeping / Logbook endorsements
- Part 141 for Private, IFR, Commercial, Multiengine
- UFS Standard Operating Procedures and Maneuvers Manual
- Part 91 Operating Rules
- Airman Information Manual
- School Aircraft Operations / Manuals / Systems
- Evolving Avionics and School Aircraft

The School understands the CFI is at the very beginning of a long aviation career. Youth and lack of experience are not excuses to remain a “newbie” The CFI can only become SME through dedication and diligent work. The School expects the CFI to be working towards become SMEs. Don't forget to network amongst yourselves as the cadre of CFIs.

Evening and Weekend Training Courses

The school offers many evening and weekend courses to your customers and the Houston flying community. Some courses are paid courses and others are offered free to the community.

CFIs teaching a course are paid for their time when teaching the course. Preparation time is the CFIs responsibility.

Teaching these courses is offers excellent potential for building a CFI's customer base. History shows that teaching CFIs build their customer base.

CFI On-Boarding Process

The CFI's first week is fundamental in integrating into UFS processes and culture.

Aircraft Checkouts

The UFS CFI is expected to checkout in all the school's aircraft make & models. High Performance and Complex Endorsements are required. It is the financial responsibility of the CFI to incur / train for / receive the required endorsements.

Ratings Required

The school requires all CFIs to hold CFI-A and CFI-I. The CFI must train for and receive the CFI-I within 45 days of starting as a school CFI.

The Multiengine Instructor is not mandatory. However, multiengine experience is very valuable to aspiring Commercial Pilots. The school highly suggests that the CFI does train for / receive the CFI-ME.

Flight Schedule Pro / Operating Schedule

Collaboration with the Front Desk Dispatcher is important. The Dispatcher is the key to making daily operations timely.

The CFI is expected to maintain daily awareness of their FSP schedule and the schedule of their solo customer operations.

Late Arrivals wreak havoc downline on the schedule. Don't be late. Maintain awareness of the FSP schedule, especially the due back time for the aircraft.

On the taxi back to the School after a training flight, upon reaching the airport "non-movement" area, contact Gill Aviation (122.95) to arrange a fuel truck to keep the schedule flowing. Failing to arrange fuel HURTS the next customer.

Emphasize to your customers to dispatch their aircraft EARLY and to obtain the Aircraft Key & Document Pack to keep the schedule flowing.

Maintenance Issues / Squawks

Be specific, well worded, thorough, and concise when writing up a maintenance squawk / issue.

The *post-flight* process requires the pilot(s) to record any/all maintenance issue on the flight's *Dispatch Form*. The pilot will also verbalize the problem to the front desk Dispatcher. The Dispatcher will record the maintenance problem in the aircraft's electronic records. It will be determined whether to continue flying the aircraft or to remove the aircraft from flying status.

The School's philosophy believes flying safe, well maintained aircraft is paramount. The CFI is integral to this safety protocol.

A conservative attitude must be balanced with efficiency when determining that an aircraft is airworthy. Be thorough in the mental process, not all maintenance squawks for the aircraft to be removed from flying status. The school will never force a CFI or customer to fly an aircraft.

Ultimately, the Pilot in Command is responsible to determine the aircraft's airworthiness. Make sure you look at the aircraft's Dispatch Form to be aware of the current maintenance squawks.

Shadowing the Chief CFI or Check Instructor

The new CFI will spend a day with the Chief Instructor or a Check Instructor. This process will build rapport and proficiency.

Be ready to be exposed to a variety of concepts during the shadowing experience.

First 90 Days

At the end of each week for the first 3 weeks, the Chief Instructor will communicate with the CFI to inquire about how the CFI is doing and to answer questions.

At the end of week 4, a 30 Day Evaluation with the Chief Instructor will take place.

At the end of 60 days, An Evaluation with the Chief Instructor will take place.

At the end of 90 days, An Evaluation with the Chief Instructor will take place

Quarterly Evaluations with the Chief Instructor:

- Topics evaluated:
 - Current Customer Load
 - Status updates on Customers
 - Professional Development
 - Checkride Reviews
 - Customer Reviews
 - Flight Hours vs. Ground Instruction Hours
 - Discovery Flight Conversions
 - Average times: Zero to Hero
 - Flight Schedule Pro Recordkeeping Review

The first couple of months are a challenging time for the new CFI. The CFI is building their customer base. It is not the School's responsibility to parse out new customers equally amongst the CFIs. However, the School is aware of self-motivated CFIs that make strong efforts in building their customer base. Historically the aphorism "the cream rises to the top" is confirmed.

The new CFI should expect to spend a fair amount of time in the front greeting area to interact with customers. The new CFI will be amazed how fast their customer base will begin to build by showing up and being available. Seclusion in the instructor office is a poor method to build a customer base.