Report for Matthew Buxton at KHUA

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 10 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	Matthew is an outstanding flight instructor who leverages his extensive experience in both gliders and single-engine aircraft to promote a safe, disciplined, and effective approach to training. He emphasizes the critical importance of checklists and strict adherence to procedures, instilling in his students a safety-first mindset without slowing the pace of learning. What sets Matthew apart is his ability to balance caution with practical experience as he knows exactly when to step in and when to let students work through challenges to maximize learning opportunities. His adaptability ensures that each lesson is tailored to the individual, and he has taken the time to understand my learning style in order to create a curriculum that works specifically for me. Having flown with other highly experienced pilots and instructors, I can confidently say that no one has made me feel as safe, comfortable, and confident in the cockpit as Matthew. His dedication to both safety and student success is why one of his former students recommended him to me, and why I strongly believe he is exceptionally qualified to receive recognition through the Flight Training Experience Award.
	My name is Alexander Boesen, and I was a student pilot who was mentored by Matthew Buxton from August 2023 till I passed my private pilot exam in July 2025. During this timeframe, I was (and still am) a student at the University of Alabama in Huntsville (UAH), so I was unable to consistently fly, but even with this constraint, Matthew would've always remembered what we last worked on and what the focus should be for whatever flight lesson we did. During the early months of our training back in August 2023, Matthew used the Gleim's syllabus that is used at the Redstone Flying Activity to help pave the direction we would follow to cover everything that the private pilot exam would cover. After reaching a

to help pave the direction we would follow to cover everything that the private pilot exam would cover. After reaching a good point in following the syllabus, Matthew started to switch the lessons around, tailoring to my weaknesses, and once the weaknesses were corrected enough, where personal practice was all that was needed, he would continue on with the syllabus. When it comes to that switch in the syllabus following, it usually occurred between doing all the maneuvers and starting on night flying. For me, particularly, my biggest weaknesses were radio communications and traffic pattern work. What Matthew did to help me out with these was making us fly out to other airports in the area such as KFYM, KMDQ, and KDCU, letting me do more radio communication with KHSV, and allowing me to use apps and websites such as ARSim and LiveATC.net to help increase my exposure to how radio communications are conducted outside and provide me more examples of how radio exchanges to study on. For the traffic pattern work, Matthew had us spend some lessons just doing traffic pattern work, and to help with this, he would bring us to other airports, such as KFYM and KMDQ, to practice different traffic pattern altitudes and become more familiar with power and energy management, which tremendously helped me out. While doing this, he made me practice prolonged flaring to get a good hang of energy management and to get a good visual of how power can affect your approaches and landing. If there was one key thing that Matthew did with me during my training was that he made sure to expose me to as many situations that can happen midflight as possible, or if situations do suddenly happen, he would take over the aircraft control and show me how to properly handle it. One such example was back in May-June 2025 when Matthew and I were heading out to KFYM to do some traffic pattern work, and on our way there, we decided to hang around the northwest practice area to do some maneuvers, and while we were doing the clearing turn, I pointed out that the ammeter was showing a discharge, and when Matthew checked it as well, he took over the controls and started to turn off switches for lights and other applications that were not required for daytime flight such as landing/taxi and position lights, which led to the discharge rate to decrease, but not fully at zero, so Matthew decided to turn back to Redstone, as if the ammeter kept reporting a discharge rate, then that meant that the battery wasn't able to be charged, and sooner or later, key components will go out such as the radios. While Matthew and I encountered similar situations like these, and some of them were artificial, such as simulated engine failures, this was one of the situations that stood out to me on why Matthew believes rushing to meet the qualifying conditions to take the private pilot exam is not the best course of action if you want to fly safely and smart. The example described earlier is a situation that came unexpectedly, but wasn't one that I couldn't handle due to Matthew's training of me to be safe. How Matthew helped make his students, like me, feel prepared for unexpected situations in flight is to tasked with us to familiarize ourselves with the emergenc procedures for the plane we are flying, and midflight, he would take control and make us walk through the process of correcting the issue both verbally and physically, as he wanted us to be able to take action for any situations quickly, and not to hesitate and free up, as time is of essence in these situations. Alongside these simulated situations, he would show us how to handle situations related to the system, such as what transponder code to use depending on the situation, or always reiterating Aviate-Navigate-Communicate (ANC). When it came to handling concepts that we students were struggling with, he would always bring us to the board and draw it out, and as he was drawing it out, he would explain what was going on. For example, when I was studying to take my private pilot knowledge test, I was constantly stumped on VORs, and so to help out with visualizing this navigational system, he would draw it on the board and would go through an example of using VORs, which usually came from a previous flight we did, and show how the VOR should look for the example route we took, and to further back this, he would pull out a VOR app to show what it will look like in real time since RFA didn't have a physical VOR available for teaching. When it came to time, Matthew was always one to make the most of it. On days we would meet, he would tasked me with looking at the weather reports and sending him a text summarizing my opinion on the weather, and based on what I wrote and his own checking of the weather, will determine if we could fly that day or not. If we were able to fly, regardless of how long we booked, he would make sure to make us do as much as we can, as long as it's related to what the lesson would've been for that day. On days when we booked to fly, but the weather would get worse later into the booked time, he would designate that day as a study day where I would stay home, or we could meet to discuss any ground-school-related information. Matthew was always the instructor who got invested in his students' success. For example, when I struggled with my radio communications for several months, he didn't give up on me, which kept my motivation high and pushed me to the point where I started to get the hang of it, and now I am able to handle any radio communications that comes my way. If it

86.00

wasn't for Matthew's motivation, I don't think I would've made it as far as I did at that time. Matthew was also always on time or early to our scheduled lessons, and if he ever was going to late, even by a couple of minutes, he would send me a text or call me to let me know and would allow me to start on the pre-flight for our chosen aircraft. Additionally, whenever I needed anything from Matthew, like a quick clarification on a concept or system, I would send him a text, and he would respond within the day, depending on the time I sent it. Flying with Matthew opened me up to knowing more pilots and other student pilots that reside in Huntsville, for example, at the Redstone Flying Activity (RFA), one of the other instructors there teaches courses at UAH, whom I occasionally pass by on campus, in addition to actual UAH students taking flying lessons at RFA. Alongside this, Matthew would also introduced me to other members of the local aviation community such as other flight instructors and his other students. Matthew is a genuinely a good instructor, and he would never make comments on who or who shouldn't fly because of characteristics such as performance. When I finished my private pilot exam, I asked Matthew to share with me some documents that I could read upon before I returned to start on

my instrument rating, as I already had a ton of sources to use for general flying due to the extensive training time I had under him, such as ForeFlight, AviationWeather, Windy, and LEIDOS Weather Briefing System. When it came to reaching my goal of getting my private pilot license, I was already familiar with what I had to do before I started with Matthew in August 2023; however, I didn't know the details on what I actually had to do to knock out the steps to achieve my goal. What Matthew did to help us understand the path to getting a private pilot license was using the checklist that ForeFlight provided, alongside personally taking notes on what I needed to finish and what I completed based on my logbook, and now and then, we would cross-reference with each other to make sure that we are still on the same page. When I started flying back in May 2023 under a different flight instructor before Matthew, I estimated it would take me till August 2024 to finish my training, but due to school, Alabama's weather, and frequent groundings of airplanes, it extended out my completion to July 2025. This was not a Matthew issue, but more of personal and RFA's issues. When it came to discussing what the lesson would cover, Matthew would always include the ones we planned on doing from the last lesson, but we would often choose to do other things as well within the scheduled time if we liked how I performed for the original lesson. This enabled me to be able to still be on top of other lessons, while all of my focus was on a particular lesson, like traffic pattern. When Matthew and I started on flight planning for cross countries, he gave me a copy of a PowerPoint slide he made to make a cross country by hand, which tremendously helped me at this point in time. When it came to new sources for weather and flight-planning, some of them that he introduced me to were ForeFlight, Windy, and his PowerPoint slide I mentioned earlier. I already was using aviationweather and FAA NOTAMs before meeting Matthew. All in all, based on what I described about Matthew Buxton, I believe he should win the Flying Training Experience Award for his extremely positive teachings that never turns into a blaming game for when something goes right, but always a moment that can be learned from.

90.00	Shares knowledge above and beyond that required to meet standards. Explains not just how things work but how an equipment failure or an emergency can be worked around. He presents the material logically and in such a way that the student grasps not only what is required but why. He shows a lot of patience, indicating an understanding that students learn at different rates. I've flown with three different instructors and I believe Matthew Buxton has been the best. He appears to enjoy the work and I've never felt that he was just punching a ticket to move on to something else. I'm impressed with how invested he is in students success.
83.00	Matthew is an excellent instructor. He genuinely cares about his student's progress and goes above and beyond to help his students learn. He's patient and is invested in his student's success.
90.00	I think he should win this award based on his professionalism, unyielding standard's, and strength of character. These strengths of his have guided all of his students to successfully passing their checkrides and/or achieve the ratings they were striving for under his tutelage. I have received instruction and training from numerous CFI's in the past and what stands out with Matthew is that he has no other motivation than to teach and instruct his students to be safe and successful pilots.
90.00	I truly believe Matt deserves to win a Flight Training Experience Award because he is the kind of instructor who makes learning to fly both exciting and achievable. From the very beginning, he has been patient, encouraging, and incredibly supportive, always taking the time to explain things in a way that makes sense. He never rushes me, and he always puts safety first, which gives me so much confidence every time we go up in the plane. Matt has a way of pushing me to do my very best while still making the process fun and enjoyable, and that balance is something I really value. His professionalism, passion for aviation, and genuine dedication to his students show in every lesson, and I honestly feel lucky to be learning from him. Matt isn't just teaching me how to fly; he's teaching me how to believe in myself as a pilot, and that's why I think he absolutely deserves to own this award.

90.00	September 23, 2025 I would like to provide a recommendation for Mr. Matthew Buxton, a friend and professional flight instructor. I have known Matthew Buxton for several years, spending considerable time with him in his role as a Certified Flight Instructor. As a FAA Designated Pilot Examiner, I have had the pleasure of working with Matthew as a commercial pilot and instructor applicant and also while recommending and coordinating pilot certification activities with his students. It became immediately evident in our first meeting that Matthew was certainly a cut above, focused, driven, with an innate desire to work precisely within certification standards and fly/teach to even higher standards. Matthew's flight experience, wonderful personality, and personal drive to excel as an instructor combines to provide that perfect balance as a well rounded flight instructor. His intense love for the science of flight was revealed during his first instructor checkride with me. The thoroughness, professionalism, and focus to the flying tasks at hand were only second to his natural flying skills. The consistent manner in which he expertly prepared and executed each task during all phases of flight was exemplary. His students are extremely well prepared for pilot certification activities. The organization and preciseness in preparing certification documents, managing schedules, and coordinating all other tasks for checkrides are to be commended. Matthew goes that "extra mile" to insure his students not only meet training and testing standards, but are prepared to be an exceptional and safe pilot. Matthew's dedication, focus, and drive along with exceptional technical and pilot skill has a positive influence on all those working with him. In addition, his mannerism, professionalism, interest in others, all merge to make him an outstanding, well sought after CFI. Professional, intelligent, focused, and dedicated he is indeed an outstanding flight instructor and would be the first person I would consider for any flight instructor or training experience award. With this, I highly recommend Matthew Buxton for selection for an AOPA Flight Training Experience Award. Without doubt, he will continue to represent the flight instructor family in a very favorable manner. Please feel free to contact me with any questions at 256-509-3866. Sincerely, Max Gurgew FAA Designated Pilot Examiner Huntsville, AL
88.00	Matthew is kind, patient, knowledgeable , and leads with heart. He puts safety at the utmost priority but also allows students to learn in the way that is most effective for them. He always made himself available for questions and to help. He made sure that I was fully prepared for my checkride. I have been through many instructors from moving, and Matthew is by far the best and my favorite!
86.00	I am an assistant chief pilot at the Redstone Flying Activity and I've flown with Matthew on several occasions. I've also given stage checks to a number of his students. His students are always well prepared and it is clear they have all received quality instruction. Matthew has very good flying skills and is an organized and motivated flight instructor. Matthew consistently seeks out training opportunities from more senior instructors to improve his skills, demonstrating his dedication to the craft and profession of flight instruction. It is a pleasure to work with Matthew.
88.00	Matthew is a very conscientious, thoughtful, and caring flight instructor. He is liked by all of his students as well as his fellow instructors and respected for his flight discipline and knowledge. He is truly a valuable asset to the Redstone Aero Club and the students fortunate enough to fly with him. Matthew is very giving of his time and shows the necessary patience to ensure the student not only understands, but fully grasp the lesson material. I have personally flown with numerous students of his on Stage checks. They always exemplify the disciplined and sound flight knowledge he has imparted to them. It absolutely shows through every time.

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: 68%

Regional Average: 87
Your regional percentile ranking: 68%

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

National Average: 87
Your national percentile ranking: 74%

Regional Average: 87
Your regional percentile ranking: 78%

5. SubScore Summary for at KHUA

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	98	98
Customer Focus	100	97
Community	97	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: 98

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

National Average: 98
Your national percentile ranking: 20%

Regional Average: 99
Your regional percentile ranking: 24%

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

National Average: 99
Your national percentile ranking: 16%

Regional Average: 99
Your regional percentile ranking: 24%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	9	90%
Neither agree nor disagree	1	10%

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

Response Choice	Frequency	%
Strongly Agree	9	90%
Somewhat Agree	1	10%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	10	100%

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

Response Choice	Frequency	%
Strongly Agree	10	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	10	100%

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

Response Choice	Frequency	%
Strongly Agree	10	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	10	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	10	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: 97

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

National Average: 92
Your national percentile ranking: 81%

Regional Average: 93
Your regional percentile ranking: 80%

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

National Average: 94
Your national percentile ranking: 88%

Regional Average: 93
Your regional percentile ranking: 90%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	9	90%
Somewhat Agree	1	10%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	1	10%
Strongly Disagree	9	90%

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

Response Choice	Frequency	%
Strongly Agree	9	90%
Somewhat Agree	1	10%

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	80%
Somewhat Agree	2	20%

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: 37%

Regional Average: 95
Your regional percentile ranking: 32%

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

National Average: 95
Your national percentile ranking: 41%

Regional Average: 95
Your regional percentile ranking: 36%

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	10	100%

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

Response Choice	Frequency	%
Strongly Agree	1	10%
Neither agree nor disagree	2	20%
Somewhat Disagree	1	10%
Strongly Disagree	6	60%

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

Response Choice	Frequency	%
Somewhat Disagree	1	10%
Strongly Disagree	9	90%

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	10	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	100%

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	10	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%