Report for Nicolas Moxcey at KDWH

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 19 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	HIs training method is detail oriented while maintaining a positive, safe and fun environment. His calming personality results in a stress free situation that allows maximum learning in the alloted time session. The preflight session and post flight review provide an opportunity to openly discuss and questions that I might have or issues that were discovered. I have enjoyed my training with Nick!
90.00	Nic worked with me extensively as I was making my transition from flight school to my first job at United Flight Systems as a flight instructor. He worked tirelessly to help me earn my high performance endorsement, become instrument proficient in steam gauge instruments, as well as general proficiency training and aircraft checkouts in preparation for my interview at UFS. I owe him a debt of gratitude for the work he did for me, as well as the positive and supportive encouragement he offered. Grateful!
86.00	I had an emergency while flying with Mr. Moxcey, he maintained professionalism and showed he is not just a great cfi but a great pilot. Every student he sends me for stage checks is phenomenal.

90.00	Nic is a very patient instructor who knows how to teach difficult concepts. Earlier this year I was preparing to go to my first type-rating training and wanted to get REALLY proficient with my instrument flying and use of automation. I asked him to make it stressful and intense, much like I expected the type-rating training to be. Nic did a good job of making things happen as fast as we could in a single engine aircraft, exposing me to the unexpected, and share new techniques to help me stay in front of the aircraft. Nic is a GREAT instructor and deserves recognition for what he has done for his students in the past year and future years to come.
83.00	Nick is very instructional and relatable not just as an instructor but as a friend. He doesn't shy away from constructive criticism and will correct you when it's needed but also gives good positive feedback. Flying with him has been great.
84.00	Nic is a very transparent and straightforward person. He challenges us students to be a better pilot every day whether it be in a classroom or in a plane. Nic sticks to the syllabus and requires his students to meet all the requirements to move to the next lesson, Although he doesn't expect perfection he always expects you to try your best and do everything to the best of your ability.
90.00	Nic is a great instructor. He is calm in any situation, explains the lessons well. Anytime I had questions he was able to answer/assist me.
90.00	This instructor SHOULD wind a Flight Training Experience Award. Nicholas is very patient and thorough in his teaching style. Many times I can not grasp a subject or protocol after one or two explanations and Nicholas never gives up on me. He patiently comes from a different point of view to explain the process. This represents the highest standard of teaching and instruction because it appeals to a large cross-section of student aptitude and learning criteria. Additionally, Nicholas is always looking to have a teachable moment while in the cockpit or on the ground. This, again, represents a high acumen for an instructor to always have his student thinking about his surroundings and next steps. The best attribute that Nicholas has is his positive expressions to the student, even if a slight mistake is made or if a concept is not immediately grasped. Several times I may have missed a checklist item or a step in the process and even though Nicholas corrects me, he does not take away my dignity or thirst to learn by making me feel foolish or complacent for my mistake. Honestly, this is a huge advantage for Nicholas' students because a positive, confident outlook towards both your training and your abilities is paramount to having a successful and safe career in aviation. Nicholas represents the best and the brightest of instructors in the 21st century. I would wholeheartedly recommend him for both an award and as a superior instructor.
89.00	Nic is the ideal mix of professional and personable. He keeps training structured and safety-focused but never makes it feel rigid. His explanations are clear, his feedback is honest, and his approach builds both skill and confidence. He knows when to push for improvement and when to let you enjoy the process, which makes learning to fly with him both productive and genuinely enjoyable. You always leave a lesson feeling sharper, safer, and more in tune with your aircraft. Simply put, he's the kind of instructor who makes you a better pilot every time you fly.
88.00	He is genuinely one of the smartest pilots I've met. I've flown with a lot of instructors through private before moving. When I moved to Houston I met nick and he is insanely professional and gives me knowledge catered towards me and that is applicable to what we are trying to accomplish. He also goes the extra mile by showing me how to be professional to help my career later. For example I used to always say holding short…. Ready for take off. He made the comment, it sounds more professional to say ready for departure. That is just one small example of things he always does that he doesn't have to do.
90.00	Nicks Expertise, dedication, mentorship, safety and inspiration are what stood out the most.
90.00	My instructor Nic Moxcey, was incredibly helpful in guiding me through my commercial license. He tailored each lesson to fit my learning style and always stayed calm and patient, especially when I was stressed or struggling with a maneuver. His knowledge, encouragement, and positive attitude made every lesson enjoyable and played a huge role in helping me succeed. I highly recommend him for this award, he deserves it!
88.00	Nic is an outstanding instructor and is an integral part of United Flight Systems' (UFS) community. He became and remained my instructor for my instrument rating and through my Commercial Pilot's License and I thoroughly enjoyed having him as my instructor. He is very knowledgeable and professional and guided me through all of the ups and downs that came with my flight training. He dealt with all of my frustrations with ease and understanding and helped me through all of my hardships. He went above and beyond to help me not only understand the minimum knowledge requirements but taught me at a deeper level of understanding. He provided expert guidance with all of the maneuvers and instrument training and was very patient when I made mistakes. He is very personable and is very easy to talk to both inside the cockpit and outside of work. I am definitely a better pilot and accredit much of my personal growth as a pilot to Nic's outstanding performance as an instructor

90.00	Nic does an excellent job being present and tailoring his teaching to his students!
77.00	He’s very dedicated to his skills and knows exactly what to do. Has a very calming personality that helps students feel confident and comfortable in their lessons.
88.00	I started flying with Nic earlier this year. I was pursuing my PPL IFR add-on which many students find difficult given the knowledge required and proficiency in the plane to fly with precision under IFR. My previous instructor had moved on to a different opportunity so I was a bit tentative/cautious when I knew I was going to fly with Nic. Those feelings were turned on their head immediately once I got in the plane with Nic. The first quality I noticed in Nic was his efficiency. I've flown with several instructors and Nic's efficiency clearly set him apart from others. He had a "flow" or system for each micro-phase of flight and would explain the aeronautical decision making behind his actions. His actions are made with precision and his decisions are well thought out. Moreover, I noticed he's extremely disciplined in performing the pilot tasks required from us when flying. No corners are cut and safe practices are always a priority with Nic. Additionally, Nic's encourages critical thinking from his students on every flight.. He is always generous with his knowledge which has greatly aided me in my growth as a pilot. This award is about flight experience. I can sincerely attest that flying with Nic has been a fantastic experience. I am a better pilot and hope to pass along the lessons I learned form Nic to my students once I become an instructor.
82.00	Nicolas is always level-headed and informative in the cockpit. Whenever I have an area of deficient knowledge, he gives good tips and lessons on said material. I always feel like I’ve learned tenfold what I knew before having a lesson with him.
90.00	Nicolas Moxcey should win a Flight Training Experience Award because he teaches clearly, cares about safety, and has helped me grow, and made learning fun and effective. He prioritizes safety and sound decision-making, and creates a positive, engaging learning environment.
90.00	Nic should win the Flight Training Experience Award because he is a the consummate aviator. He represents the teaching art of aeronautics with honor and competence.

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: 53%

Regional Average: 87
Your regional percentile ranking: 56%

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

National Average: 87
Your national percentile ranking: 57%

Regional Average: 87
Your regional percentile ranking: 62%

5. SubScore Summary for at KDWH

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	99	98

Customer Focus	99	97
Community	93	92
Information Sharing	97	94
NetPromoter Score	95	95
Overall Total	97	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: 38%

Regional Average: 99
Your regional percentile ranking: 50%

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

National Average: 99
Your national percentile ranking: 42%

Regional Average: 99
Your regional percentile ranking: 58%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	18	94.74%
Somewhat Agree	1	5.26%

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

Response Choice	Frequency	%
Strongly Agree	17	89.47%
Somewhat Agree	2	10.53%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	19	100%

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

Response Choice	Frequency	%
Strongly Agree	19	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: 99

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

National Average: 97
Your national percentile ranking: 60%

Regional Average: 99
Your regional percentile ranking: 56%

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

National Average: 98
Your national percentile ranking: 69%

Regional Average: 99
Your regional percentile ranking: 66%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	19	100%

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

Response Choice	Frequency	%
Strongly Agree	18	94.74%
Somewhat Agree	1	5.26%

My CFI was not invested in my success.

Response Choice	Frequency	%
Somewhat Disagree	1	5.26%
Strongly Disagree	18	94.74%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%

Strongly Agree	19	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: 38%

Regional Average: 93
Your regional percentile ranking: 47%

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

National Average: 94
Your national percentile ranking: 35%

Regional Average: 93
Your regional percentile ranking: 54%

8.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	18	94.74%
Somewhat Agree	1	5.26%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Strongly Agree	1	5.26%
Neither agree nor disagree	4	21.05%
Strongly Disagree	14	73.68%

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

Response Choice	Frequency	%
Strongly Agree	14	73.68%
Somewhat Agree	2	10.53%
Neither agree nor disagree	2	10.53%

Somewhat Disagree	1	5.26%

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	16	84.21%
Somewhat Agree	2	10.53%
Neither agree nor disagree	1	5.26%

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: 97

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

National Average: 94
Your national percentile ranking: 63%

Regional Average: 95
Your regional percentile ranking: 68%

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

National Average: 95
Your national percentile ranking: 71%

Regional Average: 95
Your regional percentile ranking: 74%

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	18	94.74%
Somewhat Agree	1	5.26%

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

Response Choice	Frequency	%
Strongly Agree	1	5.26%
Neither agree nor disagree	2	10.53%

Somewhat Disagree	1	5.26%
Strongly Disagree	15	78.95%

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

Response Choice	Frequency	%
Somewhat Disagree	1	5.26%
Strongly Disagree	18	94.74%

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	18	94.74%
Somewhat Agree	1	5.26%

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	18	94.74%
8	1	5.26%

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	18	94.74%
Passive	1	5.26%

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: 95

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

National Average: 95
Your national percentile ranking: 15%

Regional Average: 98
Your regional percentile ranking: 20%

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

National Average: 97
Your national percentile ranking: 17%

Regional Average: 97
Your regional percentile ranking: 26%