

EDUCATION RESPONSE METRICS

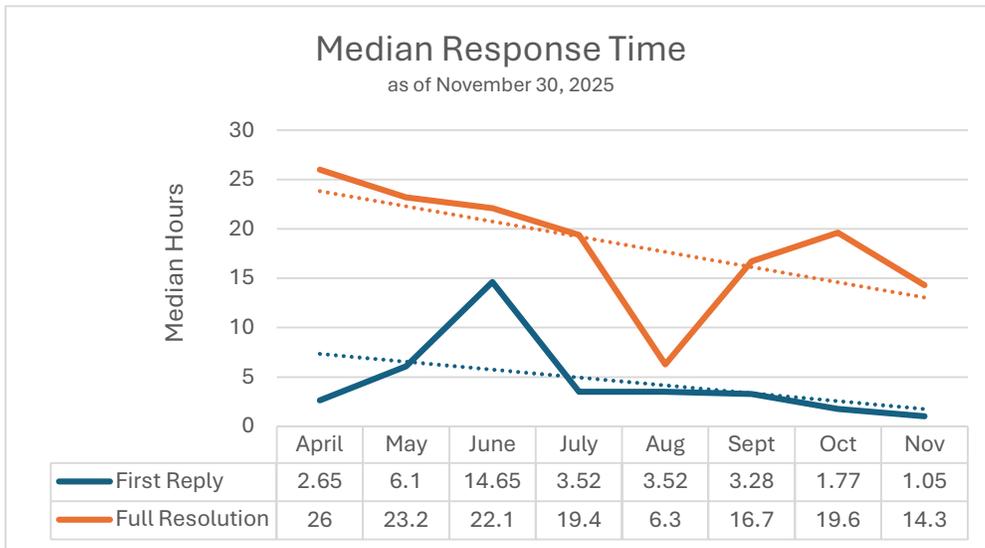
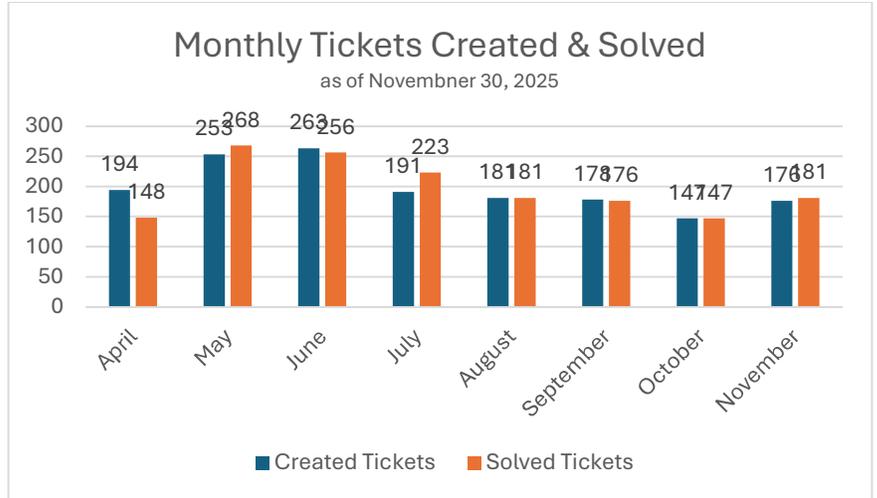
Education@TexasREALTORS.com
Ticket System **launched April 11th.**

As of 12/1/2025, we have

Received **1,585** Tickets

Solved **1,580** Tickets

Discrepancy are new or in progress.



Median response time for **initial reply** remains steady at **within the day response.**

Median response time for **full resolution** is trending towards **faster turnaround.**

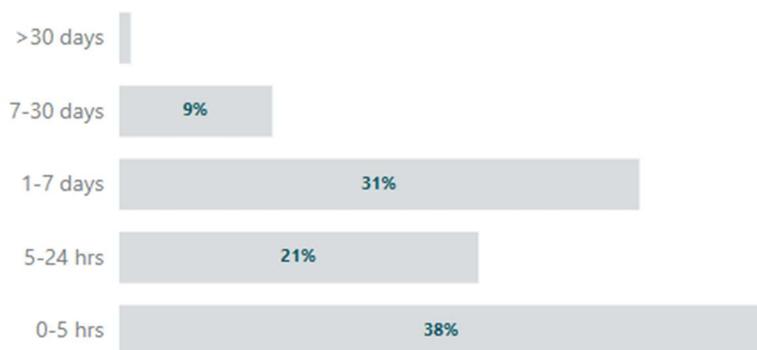
All Tickets by Initial Reply

Tickets by first reply time brackets



All Tickets by Full Resolution

Tickets by full resolution time brackets



Data is skewed by tickets submitted not directly to Education (Education is cc'ed) awaiting initial outside response and tickets submitted outside of business hours