

# EDUCATION RESPONSE METRICS

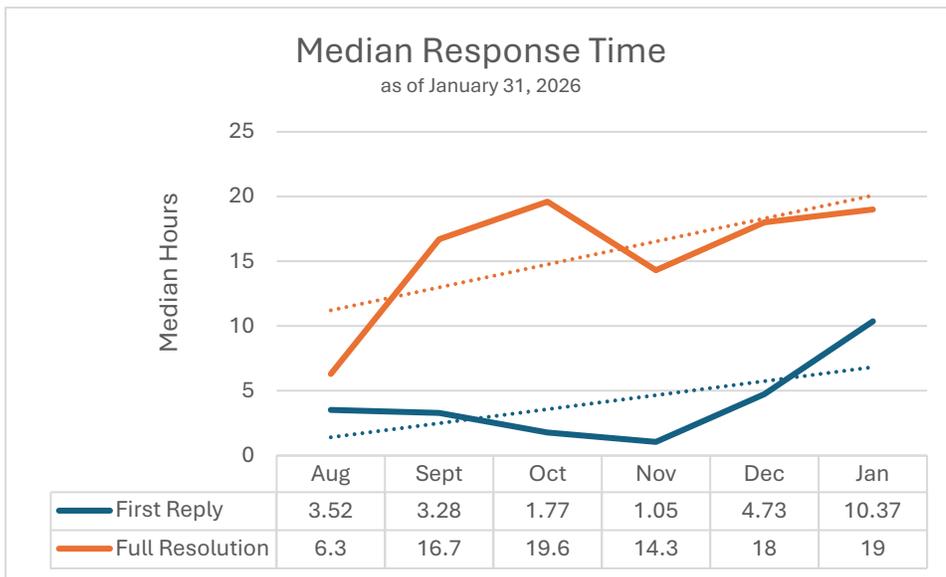
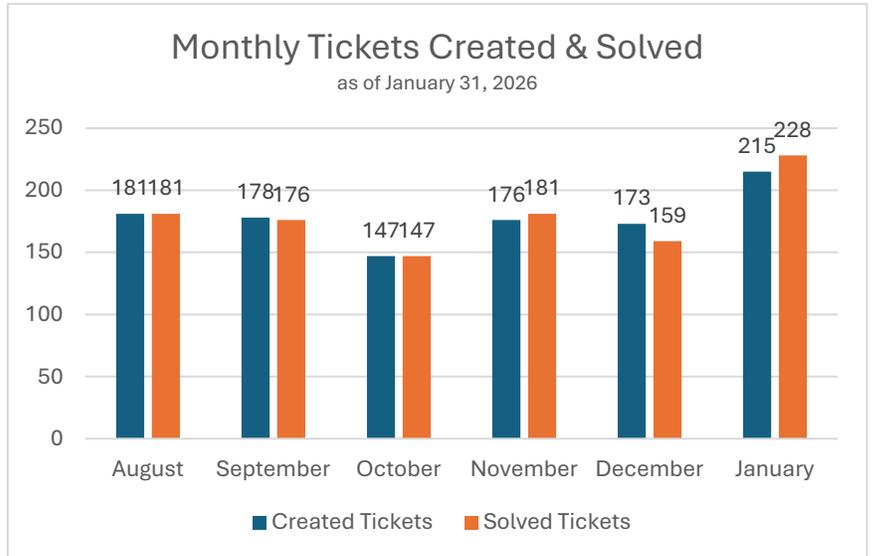
Education@TexasREALTORS.com  
Ticket System **launched 4/11/2025.**

As of 1/31/2026, we have

Received **1,973** Tickets

Solved **1,967** Tickets

Discrepancy are new or in progress.

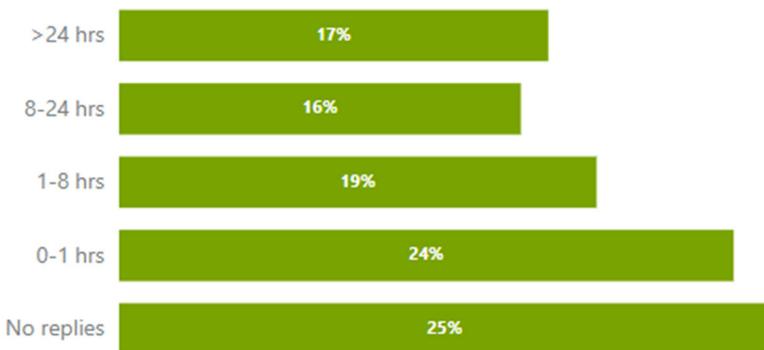


Our goal is to respond to all requests and inquiries **within 2 business days** of receipt.

While our response times have slowed recently, **we are continuing to meet our goal.**

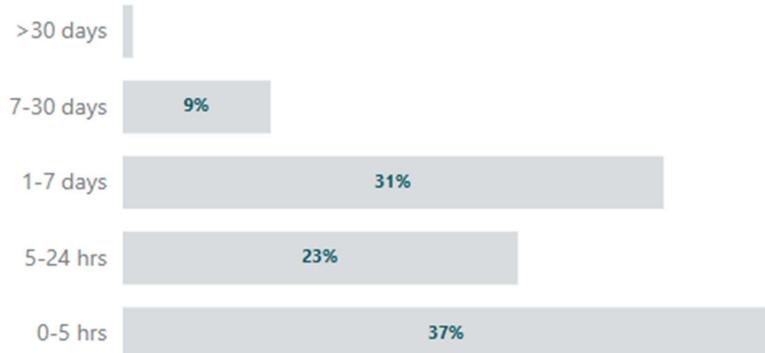
## All Tickets by Initial Reply

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