EDUCATION RESPONSE METRICS

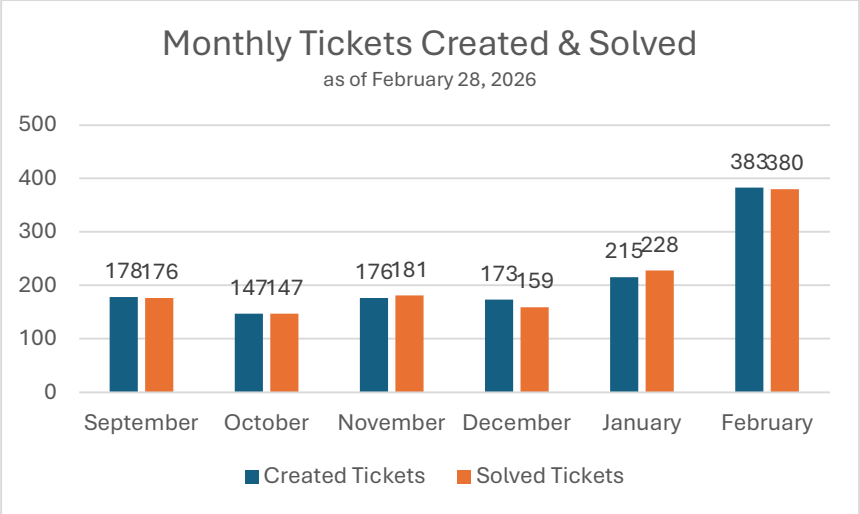
Education@TexasREALTORS.com
Ticket System **launched 4/11/2025.**

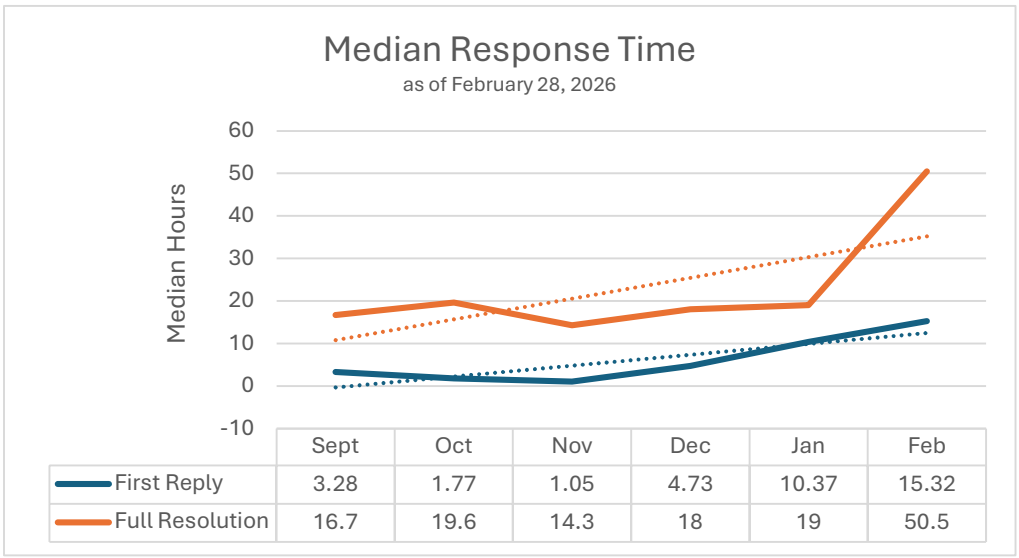
As of 2/28/2026, we have

Received **2,353** Tickets

Solved **2,346** Tickets

Discrepancy are new or in progress.

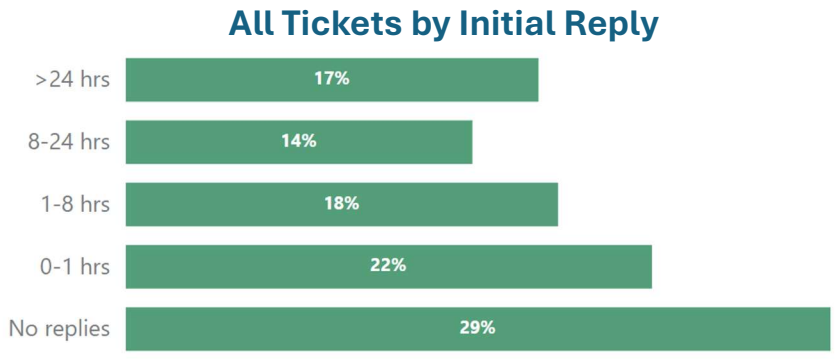


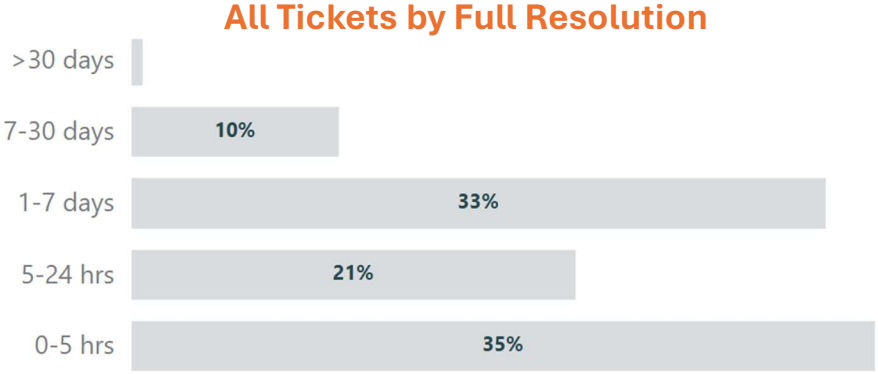


	Sept	Oct	Nov	Dec	Jan	Feb
First Reply	3.28	1.77	1.05	4.73	10.37	15.32
Full Resolution	16.7	19.6	14.3	18	19	50.5

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.**





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