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Nearly 1535 telephone and 319 e-mail enquiries were handled by the Service.

A vast majority of enquiries was regarding the pre-school, general, vocational, secondary professional schools and universities. Other queries were connected with school uniform, division of lesson, study abroad, private universities and other issues. Moreover, 7207 enquiries on general secondary schools were accepted from Baku, 11 from Yardimli, and 10 from Sumgayit, as well as five – eight from Jalilabad, Guba, Goranboy, Goygol, and Mingachevir, three from Lerik, Dashkesen, Agsu, Shamakhi, and Samukh.

Assistants of the Hotline service have responded to queries regarding the children's enrolment to the pre-school institutions, payments, work schedule, etc. Officials of the Service as well as relevant bodies of the Ministry have answered to the enquires related to the hiring teachers for work, students' transition and restoration, tuition fee, specialization at bachelor and master degrees, recognition of educational documents, etc.

Most of the enquiries received during the last two months were connected with the Azerbaijan International University. All queries, connected with the execution of order Nr.1200 of the Ministry of September 1 of 2010 on the abolishment of the licence issued for activity of Azerbaijan International University, were responded in accordance with the relevant documents.

Calls from applicants were carefully investigated. Moreover, measures were implemented to define and eliminate the causes. Over 10% percent of all enquires were investigated by the central and local structural departments of the Ministry of Education. In many cases, callers were anonymous. Furthermore, some of them gave a written explanation due to recall of their complaint, also there were taken appropriate actions on other queries. .

A vast majority of enquiries (about 30) received within two months were from schools of Absheron district. After conducting the relevant investigation a meeting was held at the Ministry and Head of Education Department of Absheron was instructed to solve problems in a short term.

Individuals with the shortcomings at their work had been punished and a defect at their work was pointed out, as well as official reprimands were implemented. For example, Mathematic teacher of school No. 257 of Khatai district have got a severe reprimand for violation of pedagogical principals, running to extremes in the teacher-student relationship and its rudeness with pupils. Teacher of school No.1 of Khirdalan city was fired for selling the school's uniform.