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1693 queries were made by telephone, 131 by e-mail. A majority of them (1655) were requests and reports, 198 of which were about the shortcomings existing at educational establishments. They also reflected problems in the pre-school, higher and secondary special, out-of-school and vocational educational establishments, as well as issues concerning study abroad.

The largest number of inquiries was related to national and international subject Olympiads, study abroad, additional education, admission to the different level of education, surveys on the new assessment system in the last classes of secondary schools, in the higher and secondary special education system. Moreover, there was an increase in the number of requests for reception and recognition of educational documents, conduction of final exams and subject Olympiads, learning their results, rules for admission teachers to vacant positions at educational establishments via contest and admission of children to the first classes. All queries were recorded, registered and responded by the Service employees.

The majority of queries that have been analysed were from secondary schools. Accordingly, there were received 57 queries from schools of Baku, 20 from schools of other cities (Ganja - 5, Sumgayit - 14, Naftalan - 1), 10 from Absheron, 6 from Lerik, 4 from Agjabedy, 3 from Jalilabad, Bilasuvur, Shamakhi, Barda and Agdam, 2 from Yardimli, Gabala, and Dashkesen, 1 from Agstafa, Kazakh, Jabrayil, Lankaran, Balaken, Kurdamir, Goygol, Zagatala, Kalbajar, Shabran, Agdash, Saatli, Gobustan, Ujar, Goranboy, Guba, Beylegan, and Imishli.

A vast majority of queries received from secondary schools was about shortcomings in management made by directors of schools, dissatisfaction with distribution of lessons, appeal against results of exams and olympiads, and, etc. The investigation revealed that a majority of queries was anonymous despite indicating full name and telephone number and facts have not been confirmed in some requests.

The number of queries received from educational establishments in April 2 times more compared to March. Accordingly, 22 out of 26 queries were from Baku, 2 from Sumgayit and 1 from Lerik. They were about the admission of children to kindergartens, demanding money for conduction of various events, and other issues. Two queries were received from out-of-school establishments. They have been analysed and responded.

Moreover, one query was received from vocational schools, 7 from state higher and secondary special educational establishments, and 26 from private universities.

The queries received from higher and secondary special educational establishments mainly reflected issues such as delay in granting educational documents and non payment of university fees.

From private universities were received 26 queries. One of them was from Odlar Yurdu University (requiring a fee for the diploma), 1 from Tafakkur University (on tuition fees of students transferred from AIU), and 24 were from Azerbaijan International University, which activity was terminated. All queries concerning AIU were about problems on receiving of documents by former students of the university. The queries have been investigated by the Ministry of Education.

According to given information, more than 90 per cent of issues noted in queries received by the Hotline in April have found their solution.