

4097 calls were received by phone, 684 by e-mail. A majority of them is inquiries. More than 4000 queries were about the organization and conduction of final exams at IX and XI classes, distribution of an exam pass list at schools, exam results, granting documents on general secondary and complete secondary education (certificate and diploma) as well as appeals against results of the exam. Other enquires were about reception of teachers for vacant positions through competition, norms for teaching load of teachers for the next academic year, their age limit, results of Olympiads conducted among talented children and benefits granted to the winners of International Olympiads. Moreover, there were received queries concerning issues such as study abroad, recognition of educational documents received in foreign countries, calculation of salaries of school teachers, reception of education documents, and rules for granting medals to graduates for their achievements in a study. All queries were recorded and responded by the Service.

Problems existing at pre-school, general education, vocational, secondary special and higher education establishments were reflected on some enquire. 84 of them were investigated and taken relevant measures to eliminate problems.

Last month, the Service received calls from Baku (15), Ganja (4), Sumgayit (1), Absheron (5), Jalilabad (3), and Yardimli, Bilasuvar, Gubadli, Dashkesen, Salyan and Agjabedy (one call from each of them). They were about annual assessment of pupils, shortcomings in the document granting process, as well as school managements and, etc.

The Service received 3 calls from vocational education establishments (school # 3, 7, 15 of Baku and #3 of Ganja). They were about shortcomings existing at professional lyceums, and delay in granting educational documents and scholarships. The calls received by the Service have been investigated and taken relevant measures.

In June, the Service received 11 calls from pre-school education establishments. They were from Baku (8), Ganja (2) and Shabran (1). The queries were connected with the admission of children to kindergartens, the quality of food given to children, refurbish of kindergartens, and other serious problems. One issue concerning with an admission of 3 year old child of blind parents has found its positive solution. Moreover, there were taken relevant measures to increase the quality of food given to kindergartens and callers were informed on preparation of the relevant programme for refurbishing of kindergartens that needs to be repaired.

Inquires received from higher and secondary special education establishments were operatively considered within the execution of the Order 856 of the Education Minister on Organization and conduction of a summer exam session of 2010/2011 academic year at higher and secondary special education establishments, of May, 19, 2011. This helped to provide the transparent and objective assessment of students' knowledge, eliminate shortcomings that could be occurred and implement other relevant measures.

The Service received 46 calls from higher and secondary special education establishments (19 from state, 9 from private, 3 from overseas universities and 14 from secondary special education establishments) during the summer exam session of 2010/2011 academic year. They were about the application of Bologna system at universities, conduction of term exams by using a test method, study for a Master's degree, admittance of students to the term and state exams, rules for the payment of scholarships, delay of scholarships, and, etc.

Students of Zagatala, Sheki, Guba and Ganja branches of Azerbaijan Teachers Institute, Azerbaijan State Economic University, Ganja State University, Baku State University, Azerbaijan Technological University, Azerbaijan Tourism University, Sumgayit State University and others at their inquire complaining about their assessment and asking for increasing their exam marks via appeal procedure. Regarding these inquiries, employees of the relevant departments of the Ministry have conducted an investigation in collaboration with representatives of mentioned universities and NGO's. The objective assessment of students was provided based on knowledge demonstrated by them during the exam.

The Hotline Service received calls from private universities as well (Tafakkur University) (2),

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Odla Yurdu University (2), Qafqaz University (1), Social – Political University (1), University of Eurasia (1) and Azerbaijan International University, which activity has been stopped). The refusal of entry to an exam, demanding to pay a fee to retake the exam, violations of exam's rules and problems with diploma granting were reflected on them.

Moreover, the Service received calls from secondary special education establishments, such as Azerbaijan State Pedagogical College, Sheky Pedagogical College, Baku Food Industry College, Baku Humanities College, Shusha Humanities College, Baku Medical College No.2, Baku State Social Economic College, Gazakh State Social Economic College and Ganja Music College. Inquires reflected information on delay of scholarships of students, dissatisfaction with the exam assessment, and delay in granting diplomas. All inquiries were investigated and authors were informed on the results.