A majority of calls received in July and August were for queries. They were about recruitment of teachers on a competitive basis, early admission of children to the first grade, workload standards for teachers in the new academic year, issues on granting documents (certificate) on general secondary and complete education, and etc. Other queries were related to study abroad issues, recognition of documents issued at overseas universities, salaries and holiday pay for teachers. All requests were registered and responded by the Hotline staff.

In July, 2278 calls were received by phone and 107 by e-mail.

Thus, 1579 queries received by the Service were about recruitment of teachers on a competitive basis, 231 on early admission of children to the first grade, 218 - study abroad, 57 recognition of documents issued at overseas universities, 43 teachers' salary payments and 17 regarding Azerbaijan International University, which activity was suspended. All of them were responded.

Some queries were about problems existing at general, higher and secondary special education establishments. 17 queries among them were analyzed, and relevant measures were taken to solve problems.

In July, the Service received two inquiries from secondary schools of Baku, 1 from each Ganja, Sumgayit, Absheron, Hajigabul, Kelbejer, Shamakhi, Sheki, Guba, Goychay, Imishli, Barda, Neftchala and Masalli. They were about granting certificates for graduates on school-leaving exam results, granting educational documents, recruitment of teachers, payment of salaries and holiday pay for teachers, and etc.

Queries from higher and secondary special education establishments were about dissatisfaction with the results of exams, delay in granting diplomas for graduates and other issues.

In August the Service received 1122 calls by phone and 74 by e-mail. The majority of them were queries. Thus, 163 queries were about activity of secondary schools, 668 - recruitment of teachers, 177 - early admission of children to the first grade, 59 - study abroad, 43 - students enrollment at higher and secondary special education establishments, 24 - study for sub-bachelor, bachelor and master degrees and 45 other issues. According to the analysis of 17 queries, 5 queries were received from schools of Baku, 3 from Sumgayit, 2 from Absheron and 1 from Saatli.

About 6 queries were received from higher and secondary special education establishments, including 3 from public, 2 from private and 1 from secondary special education establishments.

All queries received by the Service were analyzed and responded by the relevant structures. It was revealed that a majority of queries received in July and August were anonymous.