
Preschool Education

The Heydar Aliyev Foundation started development program of new project- preschool educational institutions under guidance of Mehriban Aliyeva, first lady of Azerbaijan, president of the Foundation.

The program includes:

- large-scale construction;
- reconstruction;
- support in overhaul of preschool educational institutions of country.

Preschool training groups started their activity in the 89 general education institutions of capital. Groups are aimed to train children for teaching and obtain certain knowledge.

Educational training has been conducted for 3093 pedagogical employees of preschool educational institutions on application of "Preschool educational program (curriculum)". Trainings will be organized for pedagogical employees of all preschool educational institutions in 2015.

General education

According to core priorities of the reforms to be implemented on the sphere of general education, activity on creation of strong and efficient education environment, improvement of education quality and delivering schools' management in the level of modern requirements, have been successfully continued during 2014.

15 pilot "Strong education grade" are functioning in the 6 educational institutions of our country within framework of "Strong education- strong nation" since 2014-2015 academic year.

The purpose of "Strong education- strong nation" project is to eliminate motion restriction of learners derived from teaching condition and other factors, protect their health, in addition to increase learners' training achievements. All these points finally serve to education of Azerbaijan citizen.

Scientific-massive film named "Sedentary lifestyle - illness of civilization" has been translated into Azerbaijan language and distributed in the general education, primary vocational and secondary specialty, as well as higher education institutions and presented in public in order to realize target goals of the order "About establishment of working group on application of educational technologies on the sphere of increase of training achievements and protection of learners' health" of education minister of Azerbaijan Republic and "State Strategy on development of education in the Azerbaijan Republic" under order of The Ministry of Education.

Medical-hygienic and psychological-pedagogical monitoring of health condition of 10

000 pupils, are conducted.

Olympiad Center on Informatics has been opened in Physics and Mathematics and informatics lyceum. Main goal of establishment of Olympiad Center consist of selection and development of talented pupils and forming of organized and continuous training of the pupils for the Olympiads.

New staff of Textbooks Assessment Council has been formed under contest by The Ministry of Education.

In 2014, for the first time in Azerbaijan, **7.8 million pieces of textbook** in a maximum name and number - **in 271 names**, have been published. These books that are new for some grades, also repetitive for the rest grades, have been distributed in all schools timely.

Tender on compilation of Grade 8 textbooks for the next academic year, **has been announced a year before**. Textbooks presented and won under tender procedure, will be published in limited number and tested on January - May of 2015 in the pilot schools. Comment and suggestions will be envisaged, published and distributed in the schools long before commencement of the next academic year.

Also, **grade 4 textbooks will be improved and printed on the next academic year, also tender on compilation of the textbooks, will be announced for grade 9** of the secondary education schools. The mentioned textbooks will be given for usage in academic years 2016-2017.

According to relevant decision about regulation of the issues on usage of income obtained from printing by purpose to sell the textbooks, **50 percent of capital included in the account of The Ministry of Education from additional editions of the textbooks is envisaged to be paid to the textbook authors.**

Replacement of the currently functioning teachers from one region (town) to other region (town) has been firstly performed by The Ministry of Education through contest under centralized rule in accordance with "Rules on recruitment and replacement of the teachers in the secondary educational institutions and vocational lyceums". 1149 teachers submitted e- application in order to change work place, according to the final result, 96 teachers obtained right to change their work place.

According to the contest's results on recruitment of the teachers in the secondary educational institutions and vocational lyceums for 2014-2015 academic year, generally 1692 persons have been recruited and 1405 persons (83%) have been applied motivation actions. Filling level of the vacancies reached to 40 % compared to previous academic year.

Taking into account the proposals of The Ministry of Education, there have been made amendments to the decision no. 67 dated April 14, 2010 of The Cabinet of Ministers of Azerbaijan Republic "About determination of additional concessions and stimulative actions for young specialists who started work at the secondary educational institutions and who graduated from higher and secondary specialty educational institutions on pedagogical-profiled specialties" by The Cabinet of Ministers.

There was serious growth in the number of the teachers who were recruited on the subjects of chemistry, physics, biology and geography which were of serious need in the village schools for current year. Thus, 230 employees have been recruited on the subject of geography, 175 on the subject of physics, 161 on the subject of biology, 89 on the subject of chemistry.

Trainings have been organized for school directors and other persons who wish to be school director under modern vocational standards. 115 persons who completed trainings

successfully and obtained certificate of quality, have been appointed as director in the secondary educational institutions in the capital. Second relevant training that surrounds secondary educational institutions had already been started. So, contest is being conducted for recruitment to the positions of deputy director on education-training issues, deputy director on education issues (organizer) and methodist in the secondary educational institutions.

Test assessment of 28 758 teachers functioning at the secondary educational institutions of Baku city has been performed for first time in our republic. Surrounding of test assessment has been envisaged in all regions of our country.

Taking into account demand for pedagogical staff in the secondary education institutions of our country since 2014-2015 academic years, **number of the specialties on retraining education has been increased and teacher training on new specialties started**. These are mathematics-informatics, chemistry-biology, and history-geography specialties.

“Ethical behavioral rules of the teachers” have been approved by order of minister of education. According to the rules, pedagogical employees who were recruited in a new work for 2014-2015 academic year started their function taking “Teacher oath”.

Temporary Rules on transfer of the pupils from one grade to other one in the secondary educational institution have been approved. According to the new rules, Grade 5-8 and 9 pupils whose knowledge cannot be assessed because they missed teaching lessons, also who obtained annual “unsatisfactory” mark from four and more subject, will be kept in the grade repetitively. Grade 5-8 and 9 pupils who obtain annual “unsatisfactory” mark from three subjects, will be given summer tasks from the same subjects. The same pupils will pass repetitive examination from August 25 to September 10 and be able to pass to the next grade. Pupil, who obtains “unsatisfactory” mark from any subjects where summer-teaching task is given, will be kept in the grade repetitively. Pupils of primary education can be kept in the grade repetitively because of long term decease or avoidance from school. Meanwhile, pupil who obtained “unsatisfactory” mark from this or other subject in the second semi-year can't be given positive mark from the same subject for annual assessment. Non-assessment of pupils' knowledge on the subjects of foreign language, informatics, physical education, music, song, drawing for reasons beyond their control, will not affect to passing of them to upper grade.

First graduation of International Bachelor Program (IBP) has been held in the school-lyceum no. 6. International Bachelor Program is recognized by more than 130 countries and 2500 universities (Oxford, Harvard, Cambridge, Yell and other universities).

Seminars that agitate engineering in the secondary schools have been conducted by The Ministry of Education. New initiative of “BPA Azerbaijan” company surrounded up to 200 upper grade pupils who were selected from the secondary schools of Baku.

Facultative course named “History of Karabakh” is taught at grades 8 of the secondary educational schools since 2014-2015 academic year. Program and teaching means of facultative course, have been published and distributed in the schools.

Additional lessons on the topic “History of independent Azerbaijan” have been taught for the pupils of grade 11 of the secondary education schools in the region and towns on February- may, 2014 in the Heydar Aliyev centers.

New project named “School is recognized by his heroes” started by The Ministry of Education.

Goal of project consist of development of modern education within context of our national-moral values explain patriotism spirit for the pupils, formation of heroism traditions and immortalization of our National Heroes in our memory.

The Ministry of Education **started contests on mathematics and natural sciences** with his

initiative.

The best plot contest on the topic “Future- is teachers’ composition” has been held on the occasion of International Day of Teachers - on October 5 by The Ministry of Education.

Contest has been organized by purpose to develop human resources on the sphere of education, create “professional teacher” image, increase fame of teacher occupation, formation of public opinion related to vocational activity of young teachers functioning at the rural schools, dissemination of positive experience of the teachers who newly started their vocational activity, motivation of young teachers in the village schools. According to contest’s results, winners have been awarded with valuable prizes.

The Ministry of Education **announced contest named “The best prose, poetry and drama compositions for young pupils”.**

Main goal of contest, consist of stimulation of writing of literary compositions that stipulate development of their artistic taste, also explain moral richness, national and universal values, motional and cognitive qualities for young pupils taking into account age psychology.

The Ministry of Education started implementation of new project by purpose to increase reading culture and motivation for reading in the pupils.

Main goal of project is to increase interest of pupils to reading through establishment of community reading under educational institutions, also create condition for the pupils to be acquainted with artistic literature, documentary composition and other text types.

Estimation, exchange of literature read among the pupils and teachers, different type of text through discussion, also creation of reflective reading habits in the pupils, are envisaged within framework of project. Also, achievement of formation and propaganda of pupils’ effective detection and valuable distribution culture through using modern Information Communication Technologies means, are the priorities.

1104 labor rooms of 52 secondary schools have been equipped with the facilities that meet modern requirements in Baku.

Several boarding schools became fascinating after capital construction and reconstruction as a result of the works performed by Heydar Aliyev Foundation. Now, **capital repair and construction works are being performed in 3 boarding schools located in Baku city, commencement of repair works is expected in 4 boarding schools for 2015.**

7 “Hyundai County” brand bus have been given to boarding and sport schools by The Ministry of Education.

Excursion of children to historical monument and museums, entertainment venues located in Baku city, as well as regions, is organized by the same transport means.

New teaching programs on Grades 1-5 have been compiled by purpose to improve quality of training in the boarding schools. New textbook and “Logopedic album” has been published for disabled children in a younger age group, curriculum trainings have been conducted for pedagogical staff.

Supply of educational institutions with Information Communication Technologies facilities:

Educational institutions are supplied with:

- **6000** computers;
- **3000** laptops;
- **700** projectors;
- **1377** e-board.
- **200** educational institutions have been connected to broadband internet line.

--trainings directed on increase of literacy under Information Communication Technologies, have been conducted for administrative management staff with **900** persons of education system;

- **650** persons have been involved in the trainings directed on realization of "1 pupil : 1 computer" educational model in the secondary educational institutions;

- **700** per persons have been involved in the trainings on usage of Information Communication Technologies, modern educational strategies and project methodics in the education;

- **450** tea teachers and administrative management staff employees have been involved in the mentoring trainings on application of Information Communication Technologies in the teaching;

- **1200** tea teachers who will realize teaching in the primary grades have been involved in the trainings on usage from interactive technologies and electronic content in the teaching process;

- **375** persons have been trained on usage of National Education Information Base.

E-textbook portal (www.e-derslik.edu.az) was given for usage . Portal allows the learners read the textbooks in electronic form. Pupils can appeal the textbooks anytime and anywhere through e-textbook portal. This system will increase mobility in textbooks' usage by the learners and will make favorable conditions for individualization of teaching process of the pupils.

In order to centralize the electronic resources in one source, the www.e-resurs.edu.az portal was established by the Ministry of Education . Portal allows access to the e-textbooks, video-lessons, contests, e-tasks, various games and other educational resources.

In 2014, by order of the Ministry of Education, **3 state educational institutions were built, 2 and 94 and 94 educational institutions were completely reconstructed and repaired correspondingly.**

There has been planned construction of new buildings for 92 educational institutions, major reconstruction works in 64 and repair works in 50 educational institutions for 2015.

Primary vocational education

Taking into account main priority of development of vocational education, **admission plan in the primary vocational education institutions, has been compiled through investigating the requirements of labor market.**

Process of creation of modern resource centers on the basis of pilot primary vocational education institution within framework of project “Modern Azerbaijan Professionals” based on state-business partnership and directed on development of infrastructure of primary vocational education institutions is being continued.

By purpose to conform material-technical and teaching base of primary vocational education institutions specialized on the sphere of agriculture to modern requirements, purchase process of new technique, equipment, visual and technical means started by The Ministry of Education,

So, 6 tractors, 4 grass cover, 7 tractor trailer, 5 plow, 6 disseminator, 3 mower, 3 wheat and corn harvester, 3 drug sprinkler, 2 fertilizer, 1 feed grinder technique have been bought for Ismayilli Vocational Training Center, Balakan Vocational School no.1, Jalilabad Vocational School, Barda Vocational School, Guba Vocational School, Shamakhi Vocational School, Goychay Vocational School. Last time the relevant technique, equipment, visual and technical means have been given to primary vocational education institutions 25-30 years ago.

11 “Renault Logan” brand vehicles have been distributed to primary vocational education institutions who are engaged in staff training on the specialty of motor transport.

This is the first initiative raised during independence history of our country. These vehicles made in the Europe envisaged for training, have been equipped with 1600 cubic/cm engine and 5-speed manual gearbox.

All these points are aimed to conform material-technical base of primary vocational education institutions functioning in relevant sphere to modern requirements, also increase efficiency of work on training of specialist.

“Agreement on credit obtained from Economical Development Cooperation Fund for project on establishment of Vocational Training Center between The Government of Azerbaijan Republic and The Government of Korean Republic” and “Loan agreement for project on establishment of Vocational Training Center between The Government of Azerbaijan Republic and Export-Import Bank of Korea” have been signed.

Budget of project is 39.28. USD, 220 million of this capital will be financed by Economical Development and Cooperation Fund of Korea.

Collaboration Memorandum on “Development and Strengthening of Vocational Education and Training in Azerbaijan” has been signed between The Ministry of Education and Rogaland Training and Education Center Fund. Performance of joint actions on the sphere of application of new management model in the several schools as a pilot, preparation of teaching materials, application of new training, retraining and qualification's change model, improvement of legislative framework, are envisaged within framework of this project.

Memorandum of Mutual Understanding has been signed between The Ministry of Education and the National Confederation for Entrepreneurs (Employers) Organizations

(AEC). Memorandum implies further development of the relations between entrepreneurs and The Ministry of Education, creation of social partnership with the entrepreneurs functioning in the private sector, joint activity in the training of staff who appropriated new technologies within context of rapid development of economy.

Memorandum of Cooperation has been signed between The Ministry of Education and “Azerbaijan Steel Production Complex” CJSC. Goal of signing of memorandum is to support achievement of development and strengthening of staff potential of metallurgical industry in accordance with order of The President of Azerbaijan Republic “About announcement of 2014 as “Industry year” in the Azerbaijan Republic. Also, agreement is aimed to stimulate execution of strategic duties as development of human capital in the country, successful integration of economy in the global space and more efficient utilization of country from international competition in accordance with “State Strategy on development of education in Azerbaijan Republic”.

“Leadership and management” training started by purpose to educate the directors who have modern management skills and ability, are familiar with information technologies, able to contribute in educational and social development of our country for primary vocational education institutions. Participants of training for staff who wish to function in this post and directors of primary vocational education institutions jointly organized by The Ministry of Education, “Allianz Consult” LLC and “GIZ” German Society for International Cooperation have been determined under contest.

Trainings surround only primary vocational education institutions functioning in Baku. Certain motivations will be applied in order to increase efficiency in the works of the pupils who are currently functioning in the position of director of primary vocational education institutions and who obtained “Certificate of Success” in the examinations by The Ministry of Education. Now, persons who aren't functioning as director are recorded as reserve staff for appointment in the vacant positions on director post.

Secondary special education

Number of vacant positions increased regardless of real demand, has been decreased from 15 667 to 11 266 compared to previous academic year in the secondary special education institutions lately.

Plan for student admission in the colleges on the form of correspondence education, has been decreased to 4.1 times compared to the previous academic year. Specialties as “primary school teacher” and “informatics teacher” have been removed from admission plan. Vacant positions on the specialty of “preschool training and education” in the colleges, has been planned 38 % less compared to the previous academic year.

Students have been studying under credit system since 2014-2015 academic year in accordance with relevant order of The Ministry of Education and “Rules on organization of education with credit system in the secondary special education institutions” approved by decision of The Cabinet of Ministers.

The works on establishment of regional colleges started in accordance with “Azerbaijan 2020” Vision to future” Development Conception. Masalli State Regional College, as well as Masayilli State Humanitarian and Technology College have been established by relevant decisions of The Cabinet of Ministers.

Teacher specialties have been removed from student admission plan in the technical-directed colleges.

There were defined the main priorities of reforms, which will be conducted by Ministry of Education in 2014 year.

The main priorities are to create SABAH groups (educated, smart, qualified); to provide efficient activity of educational institutions; to update methods, which are being used in forming of plan about accepting students; to prepare criterions of selection of universities, which will take part in state order; to provide modern HR resources training, which is comply with the level of economical improvement of country; to make new review of studying programs (standards) in order to compare them with documents, which are being applied in Europe; to establish intercollegiate committee for realizing Bologna process; to form the mechanism of occupational choices for enrollees; to integrate secondary schools, professional and secondary specialized schools to the educational institutions (academies, universities); to start application of credits of education as a pilot version in order to increase possibilities of students from poor families to get university education; to update the standard base of rules, which regulates activity of educational institutions; to expand application of financial reporting system in state educational universities; to establish accreditation system in educational universities.

There were issued "temporary rules about enrollment, deduction, reduction of students and their academic vacation on Bachelor and Master degrees of universities". Based on these rules, transfer of students from one university to other university, change of specialty and education type, restoration for education and return from the academic leave on Bachelor level of educational universities will be done in the periods of summer and winter vacations. Until this time these processes were being done one time in a year.

The President of Azerbaijan Republic signed decree "About exemption from payment for education of children, whose parents became disabled during protection territorial integrity, independence and Constitution of Azerbaijan Republic and died for freedom, sovereignty and territorial integrity of Azerbaijan Republic, also parents, who disappeared during the war operations or were declared dead by the court".

There were held a meeting with those students, who distinguished with their own successes in study. In this meeting participated 22 students of universities, which distinguished with their own successes in study.

SAB/SABAH groups began their own activity in 7 high schools of the country by 33 specialties. There are 158 teachers teaching in the groups, where study 688 students. About 200 students have been provided by hostel. The main purpose of this project is to determine new directions of improvement and to increase the education quality by the way of progressive forms and methods.

Under guidance of Ministry of Education, for the first time, the first SABAH forum was organized. In this two-day forum participated about 250 people, which study in SABAH groups of different educational universities of country.

The main purpose of the forum was to inform about strategic goals of education in country, to define roles of students in creation of society with big knowledge accordingly with requirements of modern time, and to establish dialogue between students.

The Bachelor and Master degrees of university education were conducted with the

range of important innovations in student admission plan for 2014-2015 academic years.

Compared with factual acceptance of 2013-2014 academic years, student admission plan in educational institutions of Azerbaijan increased by 12.9 percent. Full-time student admission plan was increased because of places, which were got as a result of decreasing of part-time plan more than 2 times.

In the Master degree of the higher educational institutions is not defined part-time form of study. There weren't planned the places for specialties without undergraduate level in master degree.

State order on educational, technical and technological specialties, and also agricultural specialties, has increased places. Admission to the group of agricultural specialties was made basis on state order.

Starting from 2014-2015 academic year, there has been launched the application of new educational programs and study plans by 138 specialties including competencies, which were defined for knowledge, skills and competences of bachelor degree graduates of the higher education institutions. HR resources training in area of pair specialties (mathematics and computer science, chemistry and biology, geography and history) of pedagogical educational institutions will be done based on 5-year plan.

According with decree of The President of Azerbaijan Republic Mr. Ilham Aliyev "About granting Presidential scholarships to students, who passed examinations to the higher educational institutions of Azerbaijan Republic in 2012-2015 academic year", **102 students, which demonstrated highest results on examination to the educational universities, received presidential scholarships.**

"Scholarship for the future teacher" is implies to 300 students who indicated teacher specialty in the first or second place in speciality choice and obtained 500 and more points in admission examinations to the universities where pedagogical staff training is performed. This scholarship has purpose to train teachers, which have professional knowledge and skills, and to increase prestige of this profession.

For the first time in our country, in Azerbaijan State University of Economics was established Innovative business Incubator. The main mission of the project is training of young managers and entrepreneurs and to involve the students and youth to initial business activity.

The main purpose of the project is supporting student-startuppers in establishing their own business and contributing to the development of an innovative economy.

The contest "Grant of university" has started. This contest is organized by Science Development Fund under the President of Azerbaijan Republic, and it is being organizationally supported by the Ministry of Education. The main purpose of this contest is to finance projects associated with science researches and experiments, which are being realized in range of universities by the way of grants.

With the support of Ministry of Education in Baku Expo Center was held 8-th Azerbaijan International "Education" and "Career" exhibition. Ministry of Education joined the exhibition of 122 participants from 20 countries of world with the stand, which demonstrated materials of SABAH groups.

HEYDAR ALIYEV CENTER and Ministry of Education organized "Heydar Aliyev and the history of Azerbaijan" contest of knowledge among the students of universities.

Project has the purpose to deeply learn life and activity of our national leader Heydar Aliyev, and to propagate heritage of this great leader. In this contest took part teams, which consist from students, who study bachelor and master degrees of universities.

Under guidance of National Academy of Sciences, with support of Ministries of Education, Communications and High Technologies was organized **"Baku Festival of Sciences"**.

This festival, which is being held in our country, serves for propagating of science researches. On this festival was discussed development of science and future challenges.

There has been held the first congress of Azerbaijani scientists. This congress was organized together with Azerbaijan National Academy of Sciences, and Ministries of Education, Communications and High Technologies.

State Program on education abroad

In 2014, the list of the priority specialties and the higher education institutions chosen in the framework of the "State Program on education of Azerbaijan youth abroad in the years 2007-2015" **was approved much faster than the previous years.**

In 2014-2015 academic years, Azerbaijani youth **have the opportunity to apply for a study in 544 higher education institutions of 33 countries under State Program on education abroad.**

Candidates for education abroad were interviewed by the commissions consisting of representatives of higher education institutions, ministries, non-governmental organizations in education language and they had the chance to the objective choice.

In order to ensure transparency of the selection of the candidates for State Program for 2014-2014 academic years, for the first time, interviews were conducted with audio-video filming.

Highly competitive selection process involved much more students with distinctive academic performance than the previous years. In the result of the interviews conducted with the participation of representatives of state agencies and higher education institutions, **572 students earned the right to study in the world's top universities and their names were included to the scholarship list of the program.**

And 154 students, who have high performance in the priority field for our country as engineering, medicine, information technology, took part in international competitions and demonstrated high knowledge, foreign language training in interviews, get an opportunity **to study in higher medical and undergraduate levels.**

It is gratifying that, for the first time, **99 and 14 students get the right to study such important areas as agriculture and organization and management of education respectively.**

Students, mostly, prefer to study in Turkey, Great Britain and other English-speaking countries. In addition to the listed countries, 29 students get the opportunity to continue the education in Canada, 25 in Russia, 19 in Australia, 16 in USA.

Within the frame of the State Program, till now, more than 3000 young had the opportunity to study in foreign higher education institutions.

The Ministry of Education **prepares new State Program on education of Azerbaijan youth abroad in the years 2015-2020.**

Scholarship rules for the education of Azerbaijani youth in abroad were subject to the several changes.

According to the relevant rules, after the student enters the receiving country, the payments relevant to the standard education period of that country will be conducted:

- Bachelor's degree - for Canada and Great Britain - 8 months, other countries - 9 months;
- Master's degree - for Great Britain - 12 months, other countries - 10 months;
- Post-graduate, PhD and internship degrees - 12 months.

There was launched "Success formula of Youth" project introducing the State Program scholarship holders to the general public.

Under the project, the interviews of Azerbaijani youth studying at prestigious universities in the world are being published. Azerbaijani students share their thoughts about the education environment of foreign universities, the qualities needed to obtain a high level of knowledge and qualifications, dreams and future prospects.

Organization of extracurricular activities

The Ministry of Education developed the Reform Program related to the activities of extracurricular institutions.

As a result of the distinctive approach to the organization of the activities of extracurricular institutions, **graduates of the creative centers, clubs, artistic, aesthetic, technical, environmental, tourism and ethnographic centers, sport and chess schools for children and the youth won the high places in local and international competitions, championships,**

festivals, contests in 2014.

For the development of the interest, inclination and skills, intellectual level and creative abilities of children, teenagers and youth, their physically healthy growth and efficient organization of their leisure time, **there have been developing several projects on extracurricular education.**

For the purpose of the organization of the extracurricular education at the level of the modern standards, the cooperation with NGOs, international and local public institutions, creative associations, societies, foundations is enhanced.

Work with the citizens

Ministry of Education's Call Center ("Hotline" service phone 146) and the Citizens Reception Center was opened.

The centers serve to increase the efficiency of performance of the obligations arising from the Decree of Mr. Ilham Aliyev, the President of the Republic of Azerbaijan "About rendering e-services in public agencies" and Law of the Republic of Azerbaijan "On procedures for review of citizen applications".

There have been conducted daily statistics and analysis of the applications received by the Call Center and Citizens Reception Center. And the relevant reports are prepared based to the statistical data collected on the both centers' activities.

The centers involved specially trained staff. The activities of the each employee are evaluated on the basis of the specific criteria.

The services rendered to the citizens by the Call Center and Citizens Reception Center in 2014 (within the period between 01.01.2014 and 10.12.2014):

- **The Call Center received 58752 calls** (4.5 times more than in 2013);
- **Citizens Reception Center delivered services to 55624 citizens;**
- **Commutator Service received nearly 35000 calls.**

Most of the applications received by the Call Center and Citizens Reception Center were immediately responded and quickly resolved. 11848 citizens had scheduled appointment of the relevant officials of the Ministry of Education in accordance with the request. The Citizens Reception Center had received 13359 documents (6275 applications, 6139 letters, and 945 other documents).

According to the schedule of the appointment of the citizens in towns and regions by the heads of the central executive authorities in 2014, the minister of education had received 607 citizens. Most of the applications were immediately solved. There had been given

instructions to the relevant authorities of the ministry related to the several applications. Since the applications of the some citizens are not within the competence of the Ministry of Education or carried the individual character, they were registered and taken under the control for delivering to relevant authorities.

At the official Facebook page of the Ministry of Education were answered the questions on higher education on February 24-28 of 2014.

Within the above mentioned period, the page received generally 326 questions on organization of education under credits system, transfer, expel, restore of the students and taking academic vacations by them, and all the questions were answered with explanations.

The questions of Facebook users covered transfer, restore and academic vacation of the students of Bachelor and Master degree of the higher education institutions (33 percent), organization of the education within credits system in Bachelor and Master degree (22 percent), change of type of education (7 percent), recognition of the document on higher education (6 percent), activity of the branches of the Azerbaijan Institute of Teachers (5 percent), education fees (2 percent), study abroad (2 percent) and other issues.

Answering the questions on higher education in Facebook page of the Ministry of Education once again demonstrated the great interest of the general public to the reforms related to the development of the higher education in our country.

Information policy

The policy realized by the Ministry of Education in order to endure the efficient relationship with media serve to the establishment of more open, transparent and efficient relationship with media.

The tradition of the publication of the accurate and complete information on activities of the Ministry of Education in media, **reception and prompt response of the media question via e-mail in order to increase the opportunities of cooperation with media continued in 2014.**

There had been held "round tables", seminars and briefings with the participation of mass media representatives, and organized media-tours of the journalists to the educational institutions of the regions and the capital.

The Ministry of Education **held the contest of journalistic articles** on "The role of the mass media in delivering the main objectives of the "National Education Development Strategy of Azerbaijan" to the general public".

In practical conferences on "Media and Education Dialogue", heads of press services of higher education institutions and media organizations, recognized education experts, journalists.

Social initiatives

The project contest on support of the social initiatives by the Ministry of Education continued this year as well.

According to the results of the competition held in 2014, 20 projects were considered acceptable, and it was decided to fund them.

Assessment of the projects submitted to the competition organized on the basis of the order of the minister of education of Azerbaijan Republic No. 768, dated July 2014 was realized by the relevant working group.

E-services

The Ministry of Education conducts 6 interactive and more than 20 informative e-services.

The relevant works on delivering e-services on reception of the application and documents for accreditation of the educational institutions, reception of the application and documents for issuance of licenses to the educational institutions, as well online check of the authenticity of educational documents are underway.