



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

The Registry Performance Pledge Report 2016

1. Mission

- To dedicate to serve all members of the University's community and also the prospective students;
- To provide efficient and quality services/supports to our students, academic and administrative departments;
- To ensure maintenance of an accurate and updated database of students' academic records;
- To ensure an efficient and effective student recruitment process.

2. Performance Pledge Target Groups

- Students and graduates of undergraduate programme of the University

3. Compliance Report of Performance Pledge

PP Service	Service Quality Indicator		Total no. of cases	No. of non-compliance cases	Compliance Rate (%)
1. Examination	Release of Examination Timetable ^(a)	1 month before examination period	2	0	100%
2. Certificate Issuance ^(b)	Application for testimonial	Complete within 2 working days	4244	7	99.8%
	Application for transcript		1649	10	99.4%
	Certified true copy of transcript and graduation certificate	Complete within 10 minutes	133	0	100%
	Application for testimonial for Mainland China students (for visa extension)	Complete within 1 working day	2254	3	99.9%
3. Information Update and Registration	Application for change of personal particulars	Complete within 1 working day	1256	0	100%
4. UM Identification Card Issuance	Application for replacement of student campus card	Complete within 3 working days	667	0	100%
5. Status Management	Application for deferment of study	Complete within 6 working days	165	9	94.5%
	Application for withdrawal of study	Complete within 8 working days	96	0	100%
	Application for resumption of study	Complete within 5 working days	127	1	99.2%

Note:

- (a) Examination scheduling is applicable in April and November only in 2016.



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- (b) Starting from 15 July 2016, the Graduate School has been responsible for the issuing of testimonial, transcript, and certified true copy of transcript and graduation certificate to postgraduate students. Since then, the target group of this PP service becomes ‘Undergraduate Students of the University’.

4. 2017 Plan

The Registry continues studying the feasibility of reducing the processing time of “Application for replacement of student campus card” in 2016, we found that 98.5% of the applications could be completed within 2 working days, therefore the processing time of this performance pledge item will be reduced from 3 working days to 2 working days in 2017. Besides, the Registry will continue observing the compliance rate of other performance pledge items in order to optimize the services of the unit.