



澳門大學

UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

The Registry Performance Pledge Report 2017

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 (Jan – Dec 2017)

| 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 | Application for testimonial | Complete within 2 working days | 3376 | 4 | 99.9% |
| | Application for transcript | | 2095 | 3 | 99.9% |
| | Certified true copy of transcript and graduation certificate | Complete within 10 minutes | 146 | 0 | 100% |
| | Application for testimonial for Mainland China students (for visa extension) | Complete within 1 working day | 852 | 0 | 100% |
| 3. Information Update and Registration | Application for change of personal particulars | Complete within 1 working day | 1183 | 0 | 100% |
| 4. UM Identification Card Issuance | Application for replacement of student campus card | Complete within 2 working days | 669 | 0 | 100% |
| 5. Status Management | Application for deferment of study | Complete within 6 working days | 167 | 2 | 98.8% |
| | Application for withdrawal of study | Complete within 8 working days | 106 | 1 | 99.1% |
| | Application for resumption of study | Complete within 5 working days | 112 | 1 | 99.1% |

Note:

- (a) Examination scheduling is applicable in March and November only in 2017.



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4. 2018 Plan

The Registry will continue observing the compliance rate of performance pledge items in order to optimize the services of the unit.