



澳門大學

UNIVERSIDADE DE MACAU  
UNIVERSITY OF MACAU

## The Registry Performance Pledge Report 2018

### 1. Mission

- To dedicate to serve all members of the University's community and also the prospective students;
- To provide efficient and quality services and 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 programmes of the University

### 3. Compliance Report of Performance Pledge (Jan – Dec 2018)

PP Service	Service Quality Indicator		Total no. of cases	No. of non-compliance cases	Compliance Rate (%)
1. Examination	Release of Examination Timetable <sup>(a)</sup>	1 month before examination period	2	0	100%
2. Certificate Issuance	Application for testimonial	Complete within 2 working days	3557	4	99.9%
	Application for transcript		2320	5	99.8%
	Certified true copy of transcript and graduation certificate	Complete within 10 minutes	248	0	100%
	Application for testimonial for Mainland China students (for visa extension)	Complete within 1 working day	824	0	100%
3. Information Update and Registration	Application for change of personal particulars	Complete within 1 working day	1224	1	99.9%
4. UM Identification Card Issuance	Application for replacement of student campus card	Complete within 2 working days	679	0	100%
5. Status Management	Application for deferment of study	Complete within 6 working days	141	1	99.3%
	Application for withdrawal from study	Complete within 8 working days	120	0	100%
	Application for resumption of study	Complete within 5 working days	92	3	96.7%

**Note:**

- (a) Examination scheduling is applicable in March and October only in 2018.



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#### **4. 2019 Plan**

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