



澳門大學

UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

The Registry Performance Pledge Report 2019

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 2019)

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	4072	2	99.95%
	Application for transcript		2536	3	99.88%
	Certified true copy of transcript and graduation certificate	Complete within 10 minutes	280	0	100%
	Application for testimonial for Mainland China students (for visa extension)	Complete within 1 working day	1053	0	100%
3. Information Update and Registration	Application for change of personal particulars	Complete within 1 working day	1145	0	100%
4. UM Identification Card Issuance	Application for replacement of student campus card	Complete within 2 working days	648	0	100%
5. Status Management	Application for deferment of study	Complete within 6 working days	139	2	98.56%
	Application for withdrawal from study ^(b)	Complete within 7 working days	134	0	100%
	Application for resumption of study	Complete within 5 working days	73	0	100%

Note:

- (a) Examination scheduling is applicable in April and November only in 2019.
 (b) The processing time of 'Application for withdrawal from study' is reduced from 8 to 7 working days from 1 July 2019.



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4. 2020 Plan

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