



澳門大學

UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

The Registry Performance Pledge Report 2021

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 2021)

PP Service	Service Quality Indicator		Total no. of cases	No. of non-compliance cases	Compliance Rate (%)
1. Certificate Issuance	Application for testimonial	Complete within 2 working days	3560	8	99.78%
	Application for transcript		2363	4	99.83%
	Certified true copy of transcript and graduation certificate	Complete within 10 minutes	183	0	100%
	Application for testimonial for Mainland China students (for visa extension)	Complete within 1 working day	1383	0	100%
2. Information Update and Registration	Application for change of personal particulars	Complete within 1 working day	1304	3	99.77%
3. UM Identification Card Issuance	Application for replacement of student campus card	Complete within 2 working days	491	0	100%
4. Status Management	Application for deferment of study	Complete within 6 working days	125	1	99.2%
	Application for withdrawal from study	Complete within 7 working days	149	0	100%
	Application for resumption of study	Complete within 5 working days	72	2	97.22%
5. Examination	Release of Examination Timetable ^(a)	1 month before examination period	2	0	100%

Note:

- (a) Examination scheduling is applicable in April and October only in 2021.



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4. 2022 Plan

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