



The Registry Performance Pledge Report 2023

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 2023)

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	5107	0	100.00%
	Application for transcript		2897	0	100.00%
	Certified true copy of transcript and graduation certificate	Complete within 7 minutes ^(a)	405	0	100.00%
	Application for testimonial for Mainland China students (for visa extension)	Complete within 1 working day	1632	1	99.94%
2. Information Update and Registration	Application for change of personal particulars	Complete within 1 working day	925	0	100.00%
3. UM Identification Card Issuance	Application for replacement of student campus card	Complete within 2 working days	627	0	100.00%
4. Status Management	Application for deferment of study	Complete within 6 working days	146	0	100.00%
	Application for withdrawal from study	Complete within 7 working days	138	0	100.00%
	Application for resumption of study	Complete within 5 working days	97	1	98.97%
5. Examination	Release of Examination Timetable ^(b)	1 month before examination period	2	0	100.00%

Note:

- (a) The processing time of 'Certified true copy of transcript and graduation certificate' is reduced from 10 to 7 minutes from 1 August 2023.
- (b) Examination scheduling is applicable in March and November only in 2023.



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Future Plan

In order to provide applicants with clearer processing time of the “Application for resumption of study”, the procession time of the Service Quality Indicator of the aforementioned service will be changed from “counts from the date when the academic unit finishes the approval process” to “counts from the next working day after submission of application” from year 2024.

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