



## The Registry Performance Pledge Report 2024

### 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 2024)

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	5408	0	100.00%
	Application for transcript	Complete within 2 working days	3112	0	100.00%
	Certified true copy of transcript and graduation certificate	Complete within 7 minutes <sup>(a)</sup>	297	0	100.00%
	Application for testimonial for Mainland China students (for visa extension)	Complete within 1 working day	182	0	100.00%
2. Information Update and Registration	Application for change of personal particulars	Complete within 1 working day	653	0	100.00%
3. UM Identification Card Issuance	Application for replacement of student campus card	Complete within 2 working days	695	0	100.00%
4. Status Management	Application for deferment of study	Complete within 6 working days	192	2	98.96%
	Application for withdrawal from study	Complete within 7 working days	118	0	100.00%
	Application for resumption of study	Complete within 5 working days	80	4	95.00%
5. Examination	Release of Examination Timetable <sup>(b)</sup>	1 month before examination period	2	0	100.00%

**Note:**

- (a) Examination scheduling is applicable in April and October only in 2024.



澳門大學  
UNIVERSIDADE DE MACAU  
UNIVERSITY OF MACAU

#### **4. Future Plan**

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