

The Registry Performance Pledge Report 2013

► Preface

The Registry has joined the Performance Pledge organized by the Macao SAR government since year 2000. Being a department serving students and the public, we firmly believe that quality service has a direct and significant impact on raising customers' satisfaction.

► Improvement in Year 2013

■ Excluding “Appeals of Admission Examination Results” from the PP Service List

After reviewing the number of applications for this PP service, we found that there were only 59 applications made, and it was about 0.6% of all PP cases in year 2012. Viewing that there were only few applications for this service, the Registry excluded this PP Service from the PP Service List from January 2013.

► **Compliance Report of Performance Pledge**

Compliance Report for Performance Pledge Items in 2013

Type of Service	Service Quality Indicator		Total no. of cases	No. of non-compliance cases	Compliance Rate (%)
1. Examination	Examination scheduling ^(a)	1 month before examination period	2	0	100%
2. Certificate Issuance	Application for testimonial	Complete within 2 working days	3814	3	99.9%
	Application for transcript	Complete within 2 working days	1429	4	99.7%
	Certified true copy of transcript and graduation certificate	Complete within 10 minutes	104	0	100%
	Application for testimonial for Mainland China students (for visa extension and visa to Hong Kong)	Complete within 1 working day	3414	1	99.9%
3. Information Update and Registration	Application for change of personal particulars of undergraduate students	Complete within 1 working day	1365	0	100%
4. UM Identification Card Issuance	Application for replacement of student campus card of undergraduate students	Complete within 3 working days	333	0	100%
5. Status Management	Application for deferment of study of undergraduate students	Complete within 6 working days	118	15	87.3%*
	Application for withdrawal of study of undergraduate students	Complete within 8 working days	91	6	93.4%**
	Application for resumption of study of undergraduate students	Complete within 5 working days	89	1	98.9%

Remarks:

- a. Examination scheduling is applicable in March and December only in 2013.

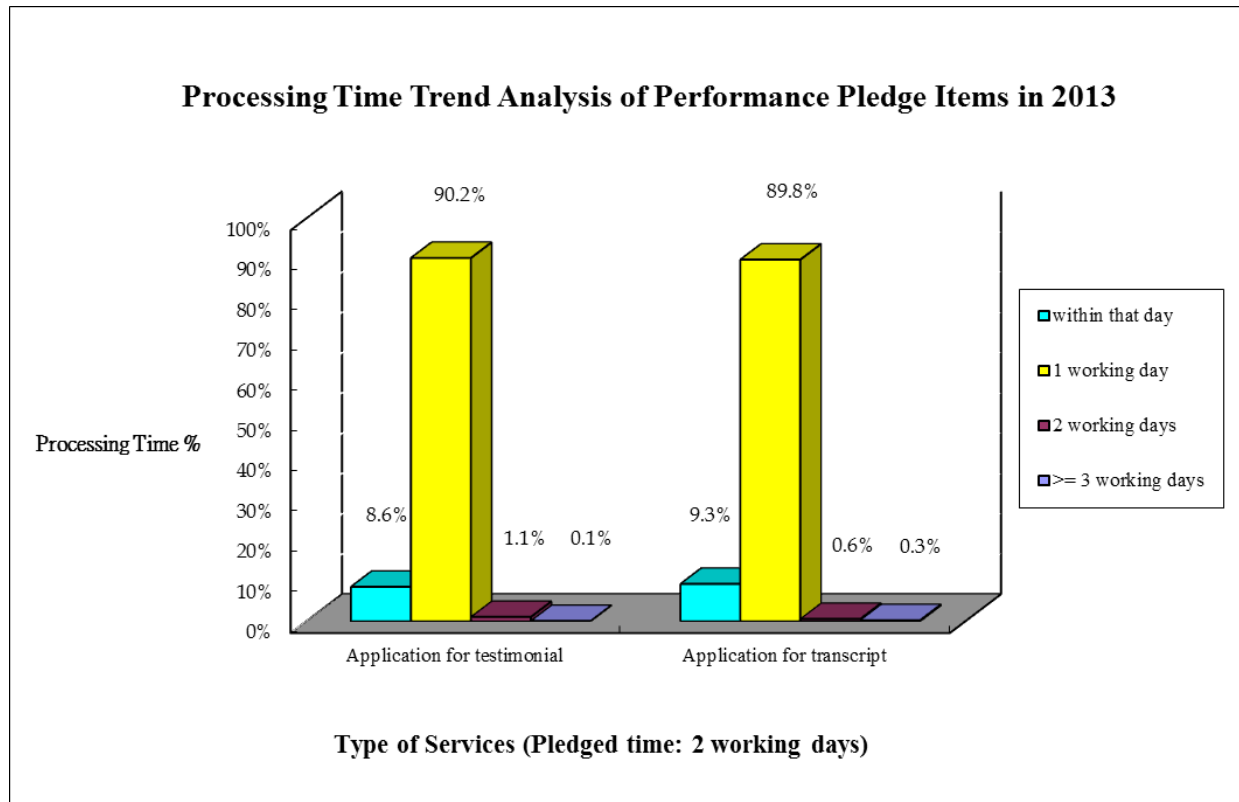
***Reasons for noncompliance of Application for deferment of study of undergraduate students:**

1. The students had outstanding fees when they applied for deferment of study so the deferment applications could only be processed after they settled all the outstanding fees;
2. A new system was adopted by the Finance Office and during the system transitional period, approval from the superior was required for terminating the E-purse of the students in the old system before processing the application. Therefore, it took a longer period of time for some cases to be processed;
3. The related colleague was unable to process the applications on time.

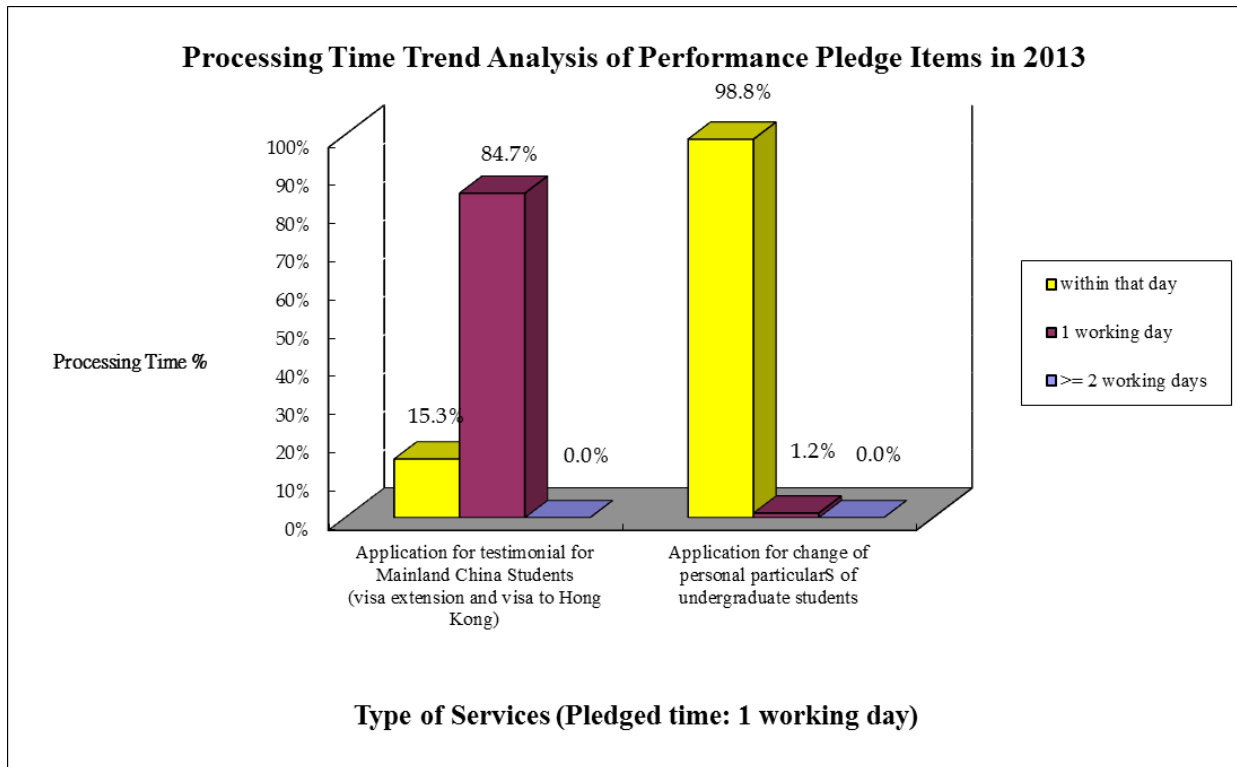
****Reasons for noncompliance of Application for withdrawal of study of undergraduate students are mainly the same as reasons 2 and 3 stated above.**

▸ Processing Time Trend Analysis

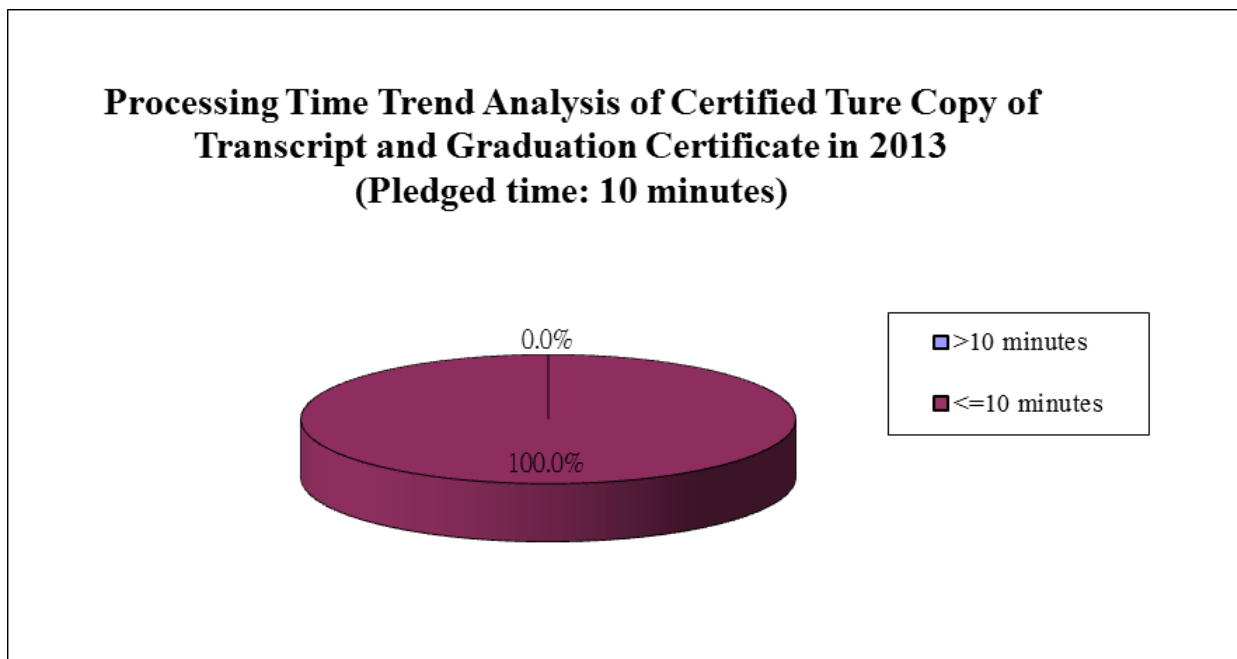
◆ Applications for Testimonial and Transcript



◆ **Application for Testimonial for Mainland China Students and Application for Change of Personal Particulars of Undergraduate Students**

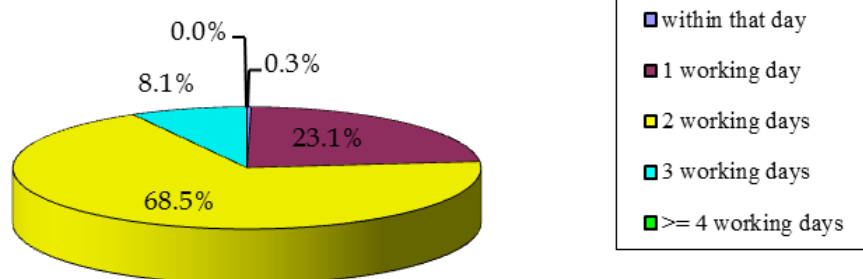


◆ **Certified True Copy of Transcript and Graduation Certificate**



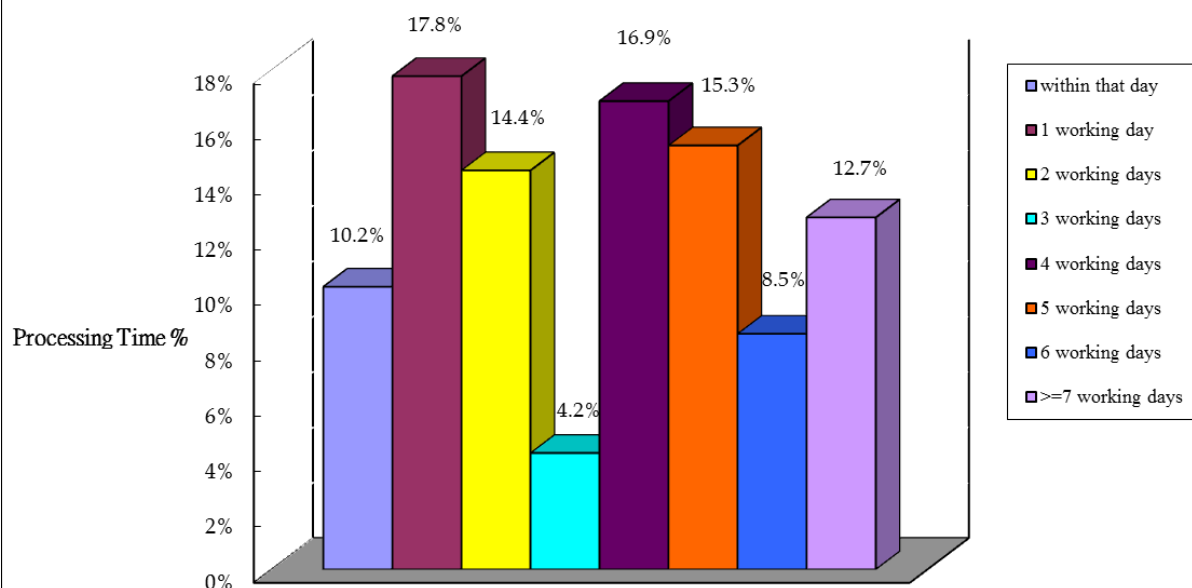
◆ **Application for Replacement of Campus Card of Undergraduate Students**

Processing Time Trend Analysis of Application for replacement of campus card of undergraduate students in 2013
(Pledged time: 3 working days)

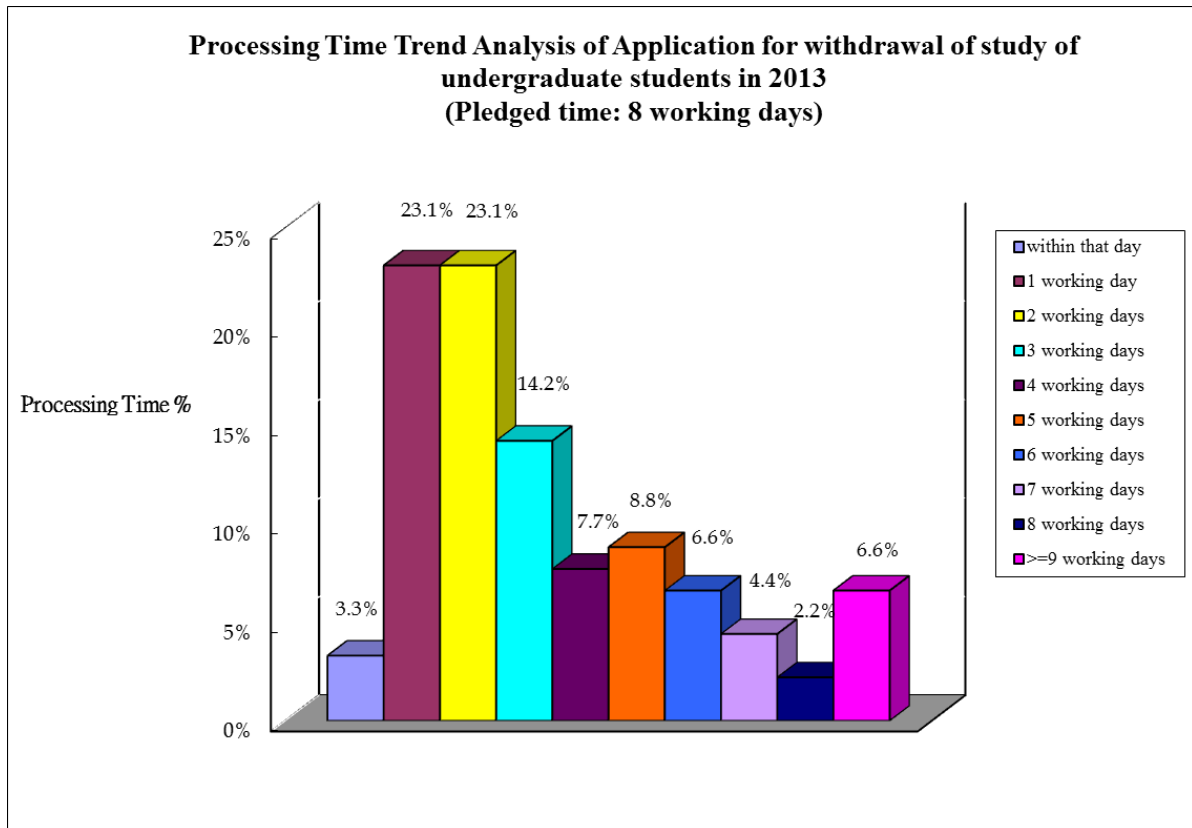


◆ **Application for Deferment of Study of Undergraduate Students**

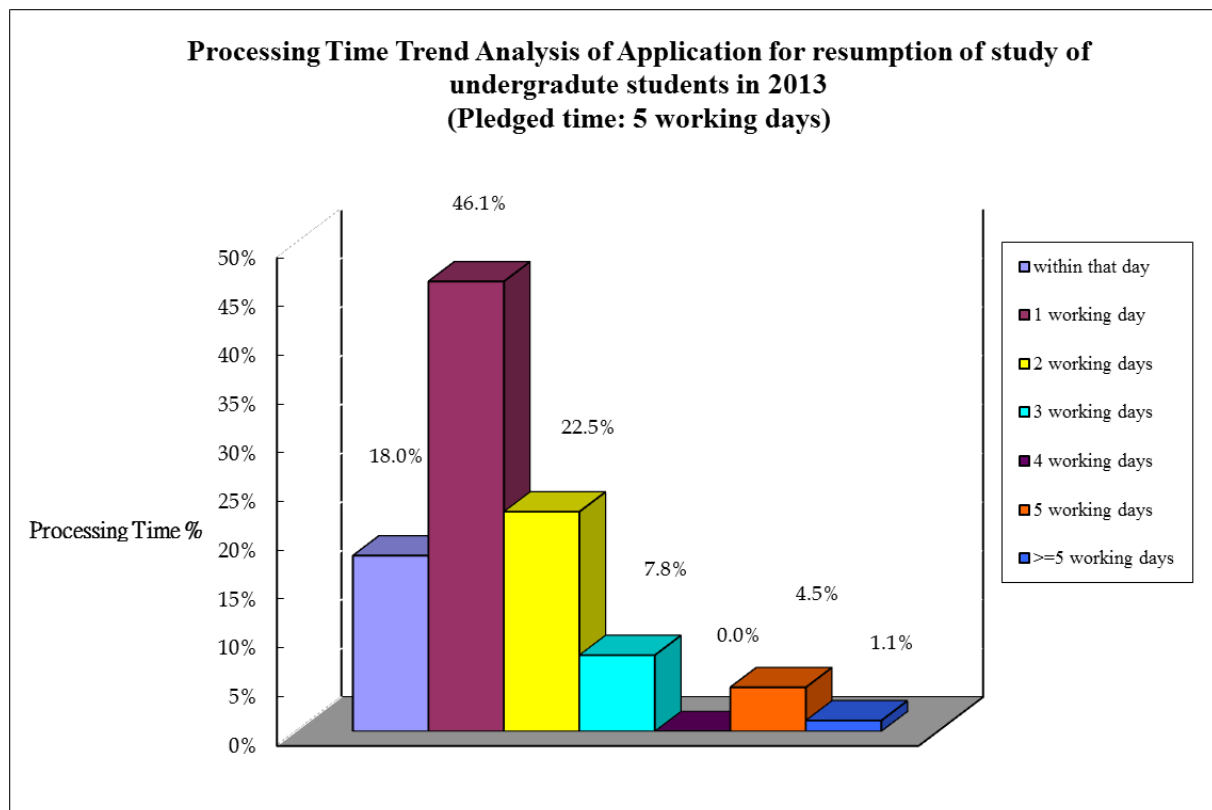
Processing Time Trend Analysis of Application for deferment of study of undergraduate students in 2013
(Pledged time: 6 working days)



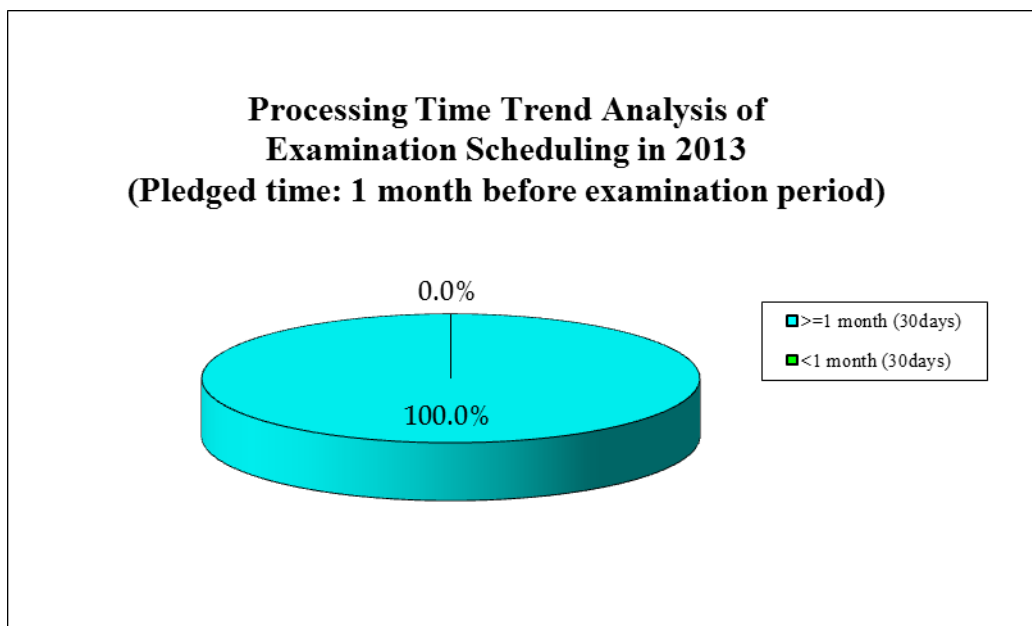
◆ **Application for Withdrawal of Study of Undergraduate Students**



◆ **Application for Resumption of Study of Undergraduate Students**



◆ Examination Scheduling



Remarks: Examination scheduling is applicable in March and December only in 2013.

► 2013 Conclusion

In conclusion, the compliance rates of all pledged items, except the application for withdrawal of study of undergraduate students and the application for deferment of study of undergraduate students, are higher than 98%. The main reasons for the comparatively lower compliance rate of the mentioned services are (1) the students had outstanding fees when they applied for deferment of study so the deferment application could only be processed after they settled all the outstanding fees; (2) a new system was adopted by the Finance Office and during the system transitional period approval from the superior was required for terminating the E-purse of the students in the old system before processing the application. Therefore, it took a longer period of time for some cases to be processed; and (3) the related colleague was unable to process the applications on time. To deal with the low compliance rate of the above services, the Registry will communicate with other departments to continue improving and reviewing its application process and implementation. In view of the increasing

number of applications of all kinds of services, we seek to provide more quality and convenient services by continually streamlining the working procedures as well as providing more electronic services.

► **2014 Plan**

- **Studying the reduction of processing time of Application for Transcript**

After studying the processing time trend analysis of Application for Transcript in 2013, we discovered that 99.2% of the applications could be completed within 1 working day, signifying that there are rooms to reduce the processing time of this pledged item. Thus, the Registry will study the feasibility of reducing the processing time of the service from 2 to 1 working day in 2014.