

# The Registry Performance Pledge Report 2014

## ► 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.

## ► Compliance Report of Performance Pledge

### Compliance Report for Performance Pledge Items in 2014

Type of Service	Service Quality Indicator		Total no. of cases	No. of non-compliance cases	Compliance Rate (%)
1. Examination	Examination scheduling <sup>(a)</sup>	1 month before examination period	2	0	100%
2. Certificate Issuance	Application for testimonial	Complete within 2 working days	4715	10	99.8%
	Application for transcript	Complete within 2 working days	1549	12	99.2%
	Certified true copy of transcript and graduation certificate	Complete within 10 minutes	397	1	99.7%
	Application for testimonial for Mainland China students (for visa extension and visa to Hong Kong)	Complete within 1 working day	3668	5	99.9%
3. Information Update and Registration	Application for change of personal particulars of undergraduate students	Complete within 1 working day	1447	0	100%
4. UM Identification Card Issuance	Application for replacement of student campus card of undergraduate students	Complete within 3 working days	380	6	98.4%
5. Status Management	Application for deferment of study of undergraduate students	Complete within 6 working days	166	22	86.7%*
	Application for withdrawal of study of undergraduate students	Complete within 8 working days	77	13	83.1%**
	Application for resumption of study of undergraduate students	Complete within 5 working days	89	7	92.1%***

#### Remarks:

- a. Examination scheduling is applicable in April and October only in 2014.

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

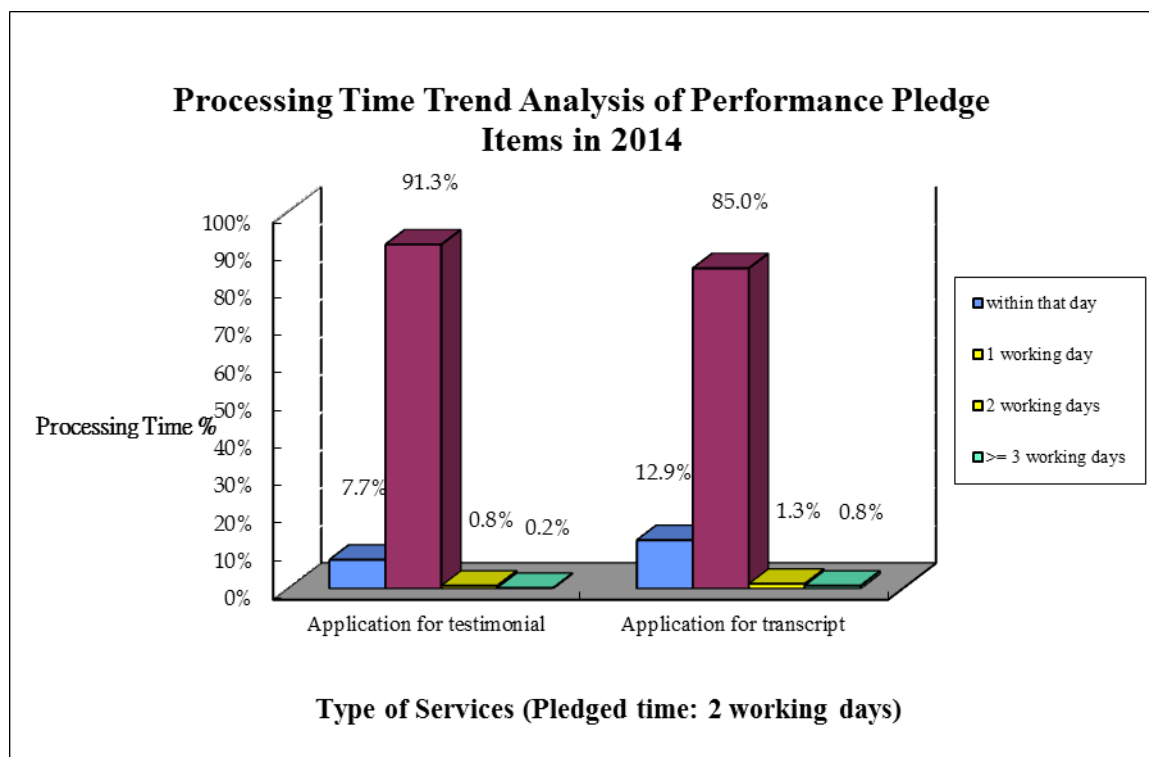
1. Students had outstanding fees when they applied for deferment of study so the deferment applications could only be processed after they settled all the outstanding fees;
2. The academic report had not confirmed when students applied for deferment of study, the deferment applications could only be processed after confirmation of academic report.
3. The related colleague was unable to process the applications on time.

**\*\*Reason for noncompliance of Application for withdrawal of study of undergraduate students is mainly the same as reason 1 stated above.**

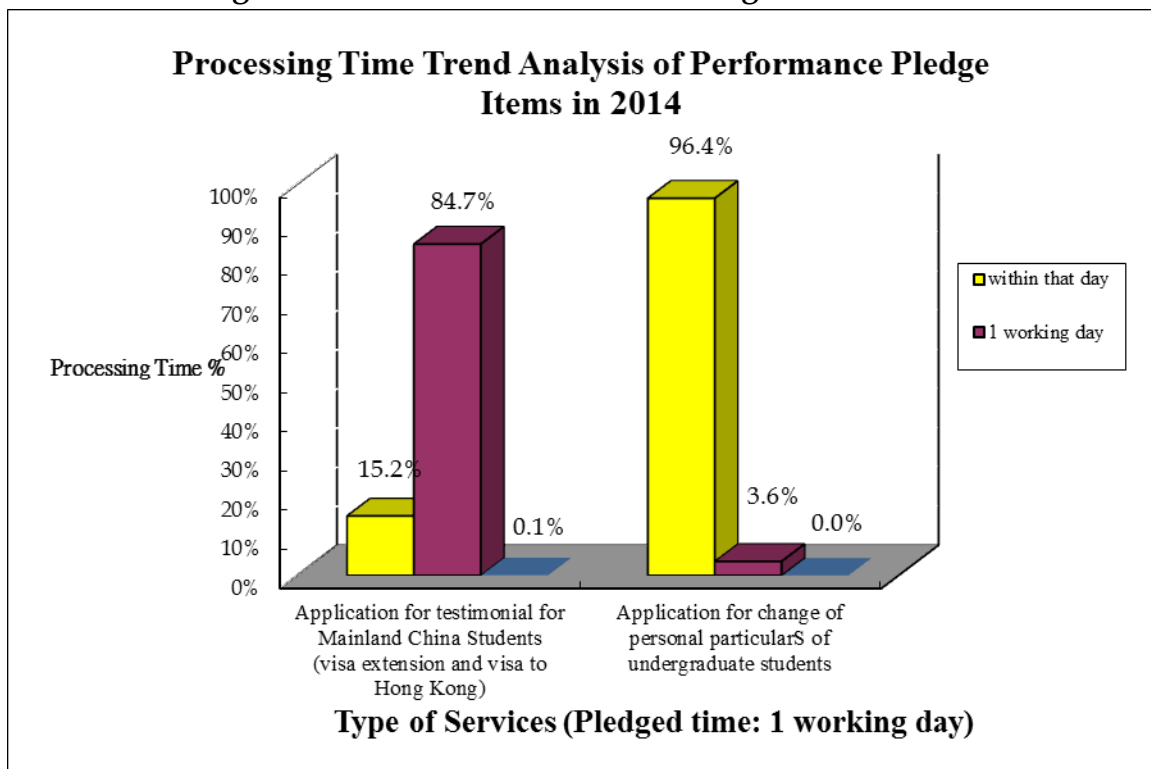
**\*\*\*Reasons for noncompliance of Application for resumption of study of undergraduate students are mainly the same as reasons 1 and 3 stated above.**

► **Processing Time Trend Analysis**

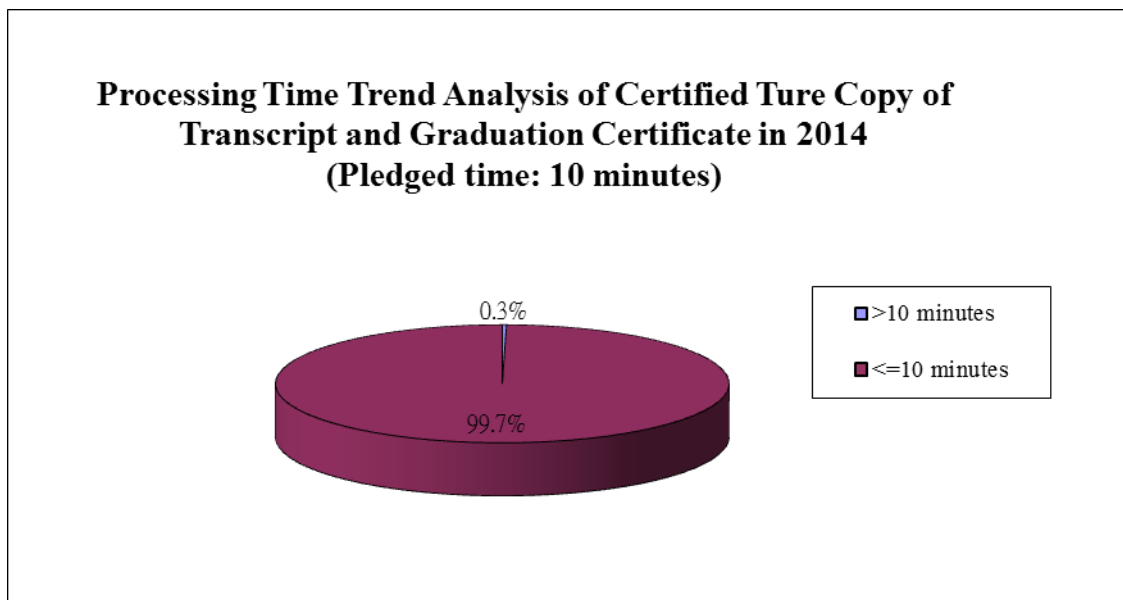
◆ **Applications for Testimonial and Transcript**



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

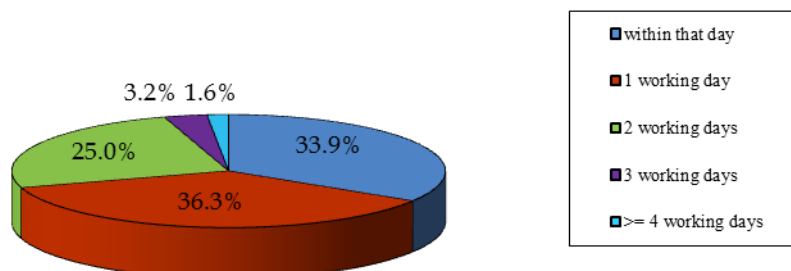


◆ **Certified True Copy of Transcript and Graduation Certificate**



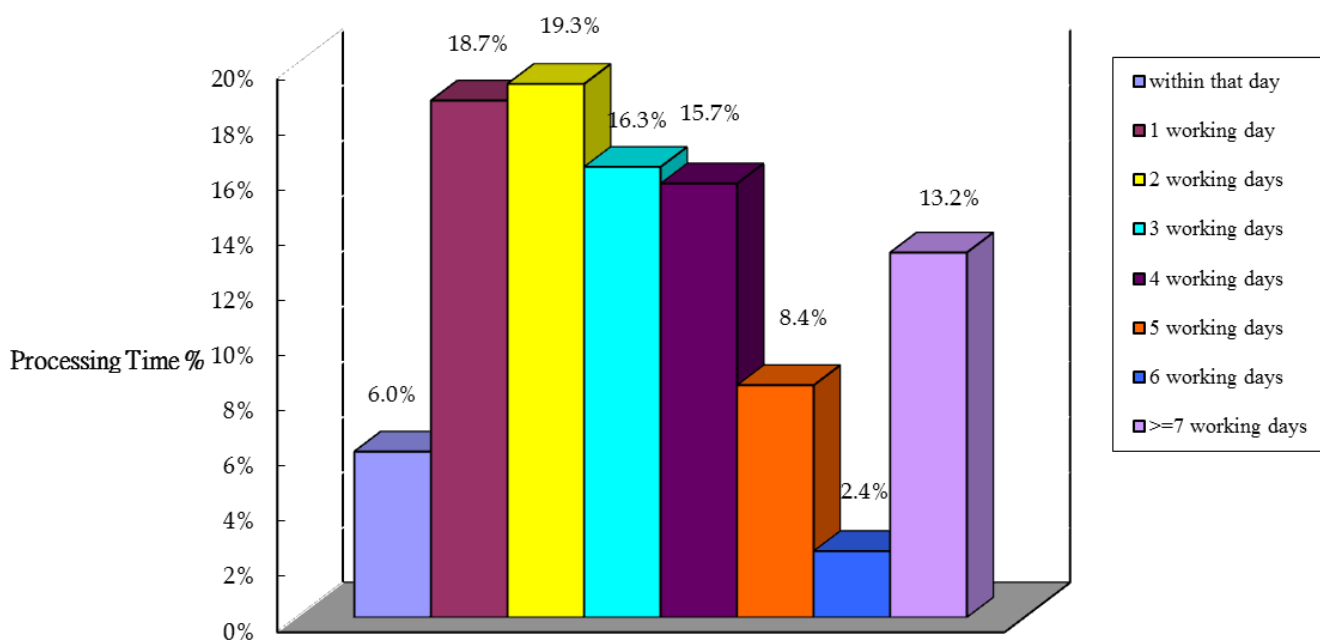
◆ **Application for Replacement of Campus Card of Undergraduate Students**

**Processing Time Trend Analysis of Application for replacement of campus card of undergraduate students in 2014**  
(Pledged time: 3 working days)

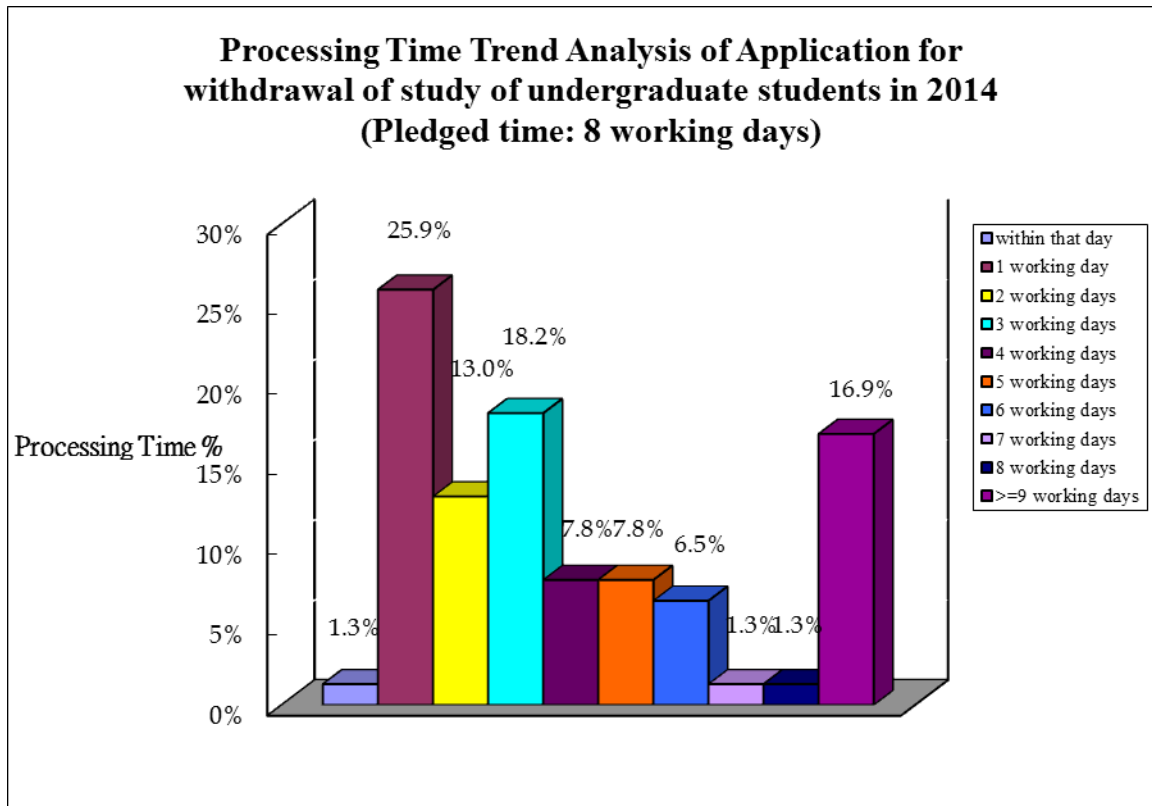


◆ **Application for Deferment of Study of Undergraduate Students**

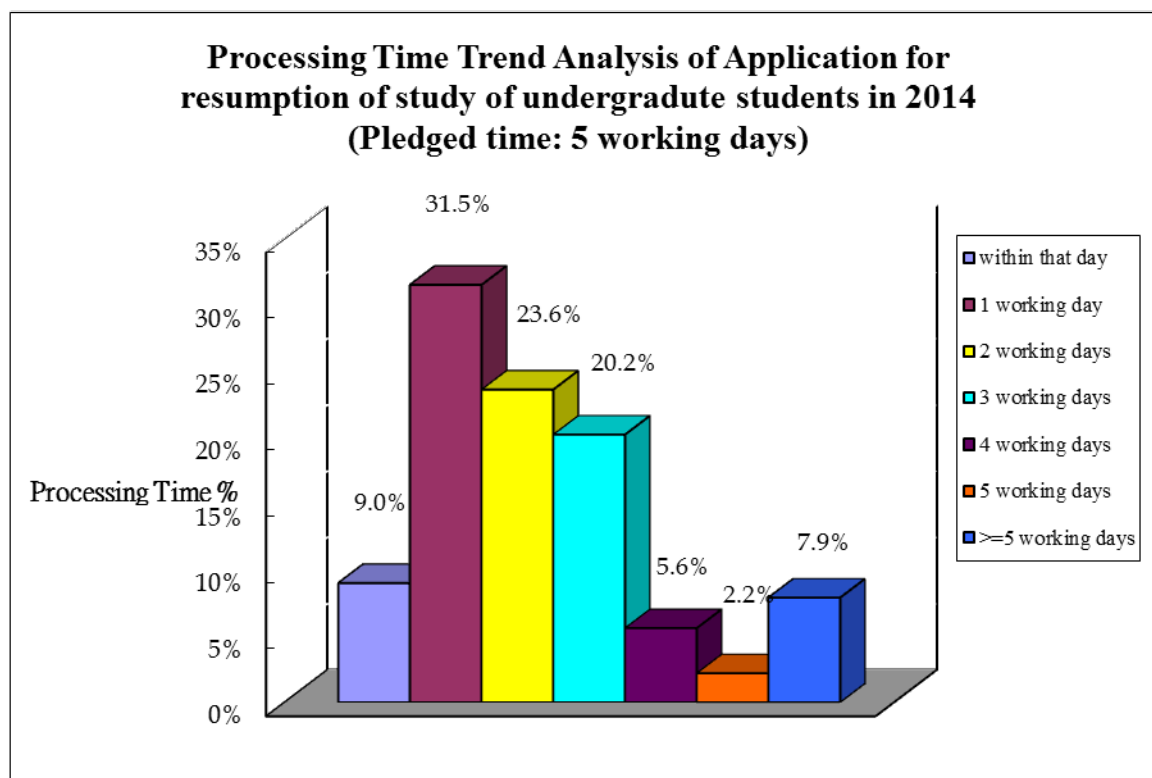
**Processing Time Trend Analysis of Application for deferment of study of undergraduate students in 2014**  
(Pledged time: 6 working days)



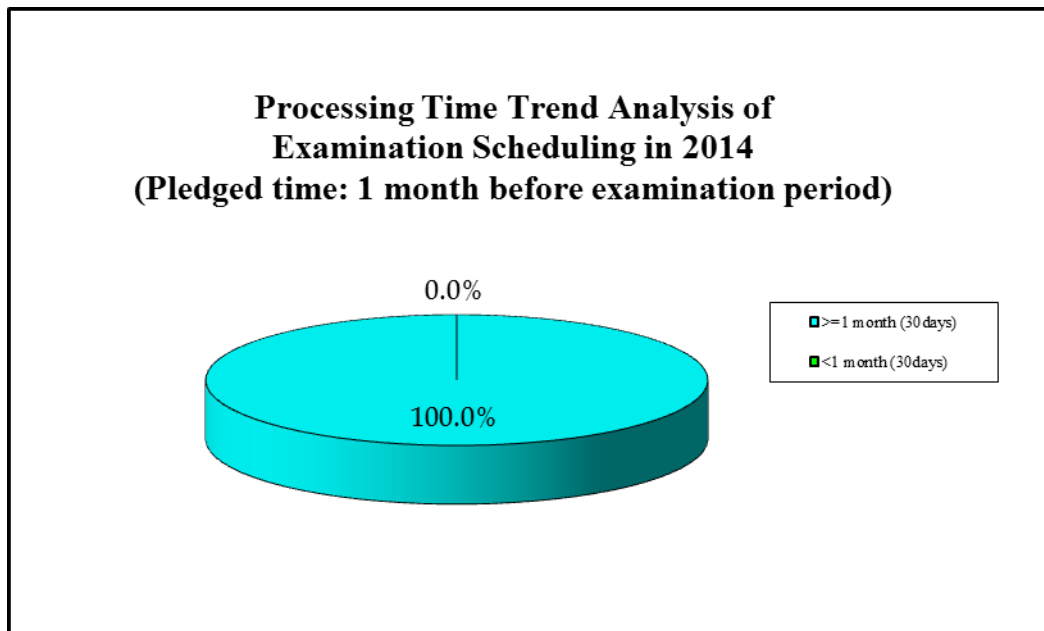
◆ **Application for Withdrawal of Study of Undergraduate Students**



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



## ◆ Examination Scheduling



**Remarks:** Examination scheduling is applicable in April and October only in 2014.

## ► 2014 Conclusion

In conclusion, the compliance rates of all pledged items, except the application for deferment of study of undergraduate students, the application for withdrawal of study of undergraduate students and the application for resumption of study of undergraduate students, are higher than 98%. The main reasons for the comparatively lower compliance rate of the mentioned services are (1) students had outstanding fees when they submitted the applications so we could only process their request after they settled all the outstanding fees; (2) 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.

Besides, it was mentioned in the Registry Performance Pledge Report 2013 that we would study the feasibility of reducing the processing time of application for transcript. However, after studying the related figures in first half of 2014, we found that it may not be an appropriate time to implement the reduction plan at this stage. Thus, the Registry plans to postpone the reduction plan in 2015.

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.

#### ► 2015 Plan

After reviewing the process time of applications for transcript, we found that most non-compliance cases happened after the final examination. Students always submitted application immediately after final examination when the academic report had not yet confirmed, thus, the Registry could not process the application timely. In 2015, the Registry plans to continually observe this situation and study the feasibility of revising the indicator of counting the processing time of applications for transcript, that is, to change the processing time counts from the date when we receive the application to the date when we receive all required information to process the request