

The Registry Performance Pledge Report 2015

► 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.

► Amendment in Year 2015

Removing “Application for testimonial for visa to Hong Kong” from the service item “Application for testimonial for Mainland China students”

Confirmed by the China Travel Service (Macao) and the Visa Section of the Zhuhai Immigration Department, Mainland China students no longer need to submit testimonial for the application of visa to Hong Kong since April 2015. Thus, “Application for testimonial for visa to Hong Kong” has been removed from the service item “Application for testimonial for Mainland China students”. The related testimonial will now only be used for visa extension and renewal.

► **Compliance Report of Performance Pledge**

Compliance Report for Performance Pledge Items in 2015

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	5387	8	99.9%
	Application for transcript	Complete within 2 working days	1573	10	99.4%
	Certified true copy of transcript and graduation certificate	Complete within 10 minutes	142	0	100%
	Application for testimonial for Mainland China students (for visa extension)	Complete within 1 working day	2720	3	99.9%
3. Information Update and Registration	Application for change of personal particulars of undergraduate students	Complete within 1 working day	1172	0	100%
4. UM Identification Card Issuance	Application for replacement of student campus card of undergraduate students	Complete within 3 working days	517	0	100%
5. Status Management	Application for deferment of study of undergraduate students	Complete within 6 working days	127	12	90.6% *
	Application for withdrawal of study of undergraduate students	Complete within 8 working days	90	1	98.9%
	Application for resumption of study of undergraduate students	Complete within 5 working days	130	1	99.2%

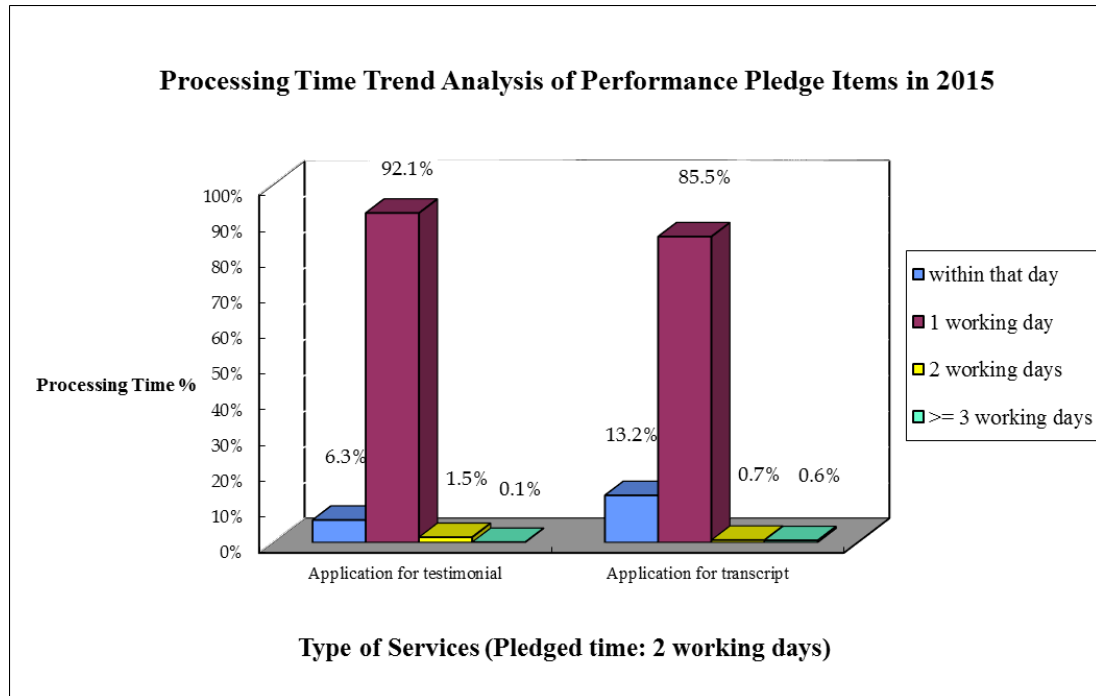
Remarks:

- a. Examination scheduling is applicable in March and November only in 2015.

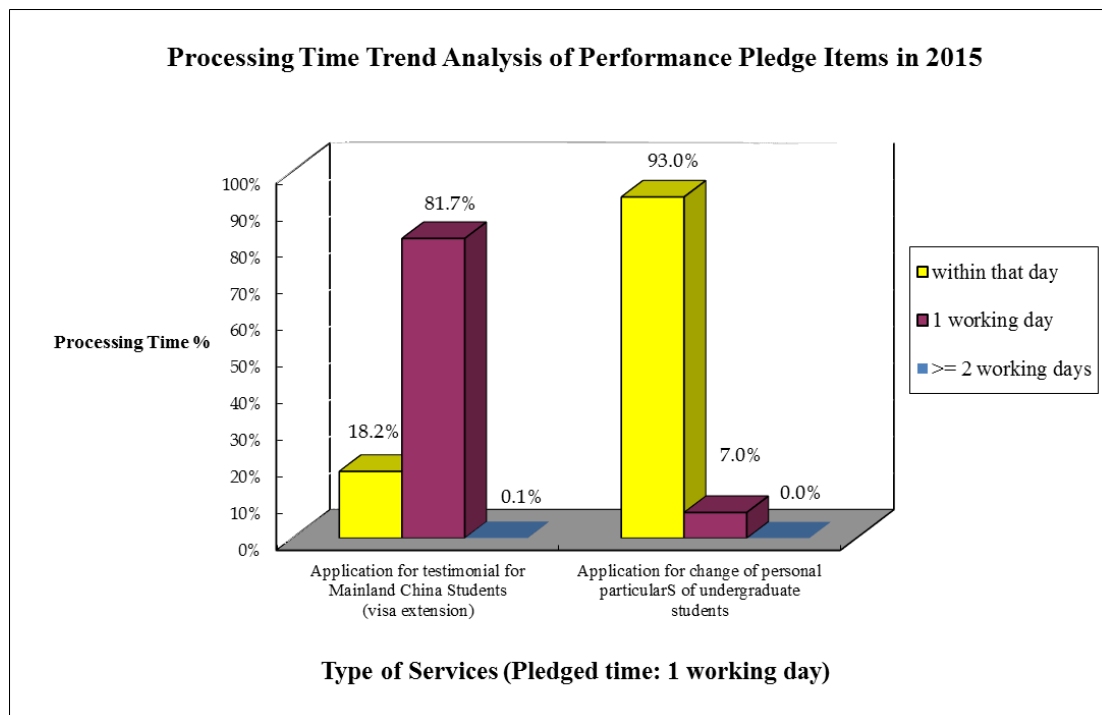
*Reason for noncompliance of Application for deferment of study of undergraduate students was that students had outstanding fees when they applied for deferment of study, so the deferment applications could only be processed after they settled all the outstanding fees.

▸ Processing Time Trend Analysis

◆ Applications for Testimonial and Transcript

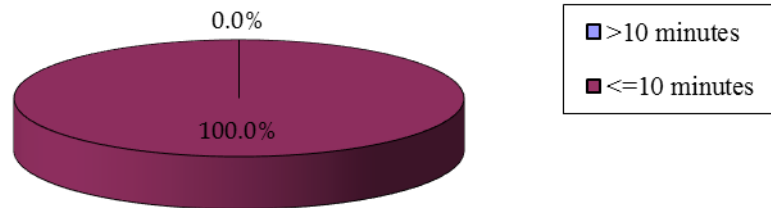


◆ Application for Testimonial for Mainland China Students and Application for Change of Personal Particulars of Undergraduate Students



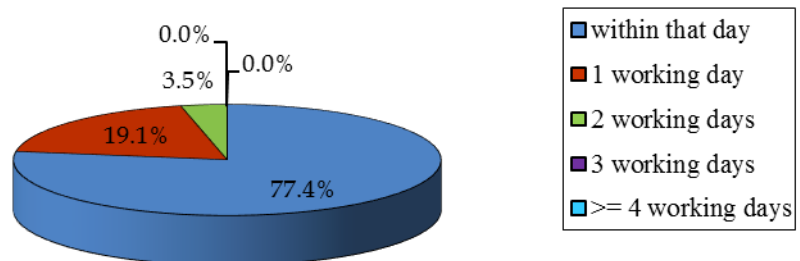
◆ **Certified True Copy of Transcript and Graduation Certificate**

**Processing Time Trend Analysis of Certified True Copy of
Transcript and Graduation Certificate in 2015
(Pledged time: 10 minutes)**

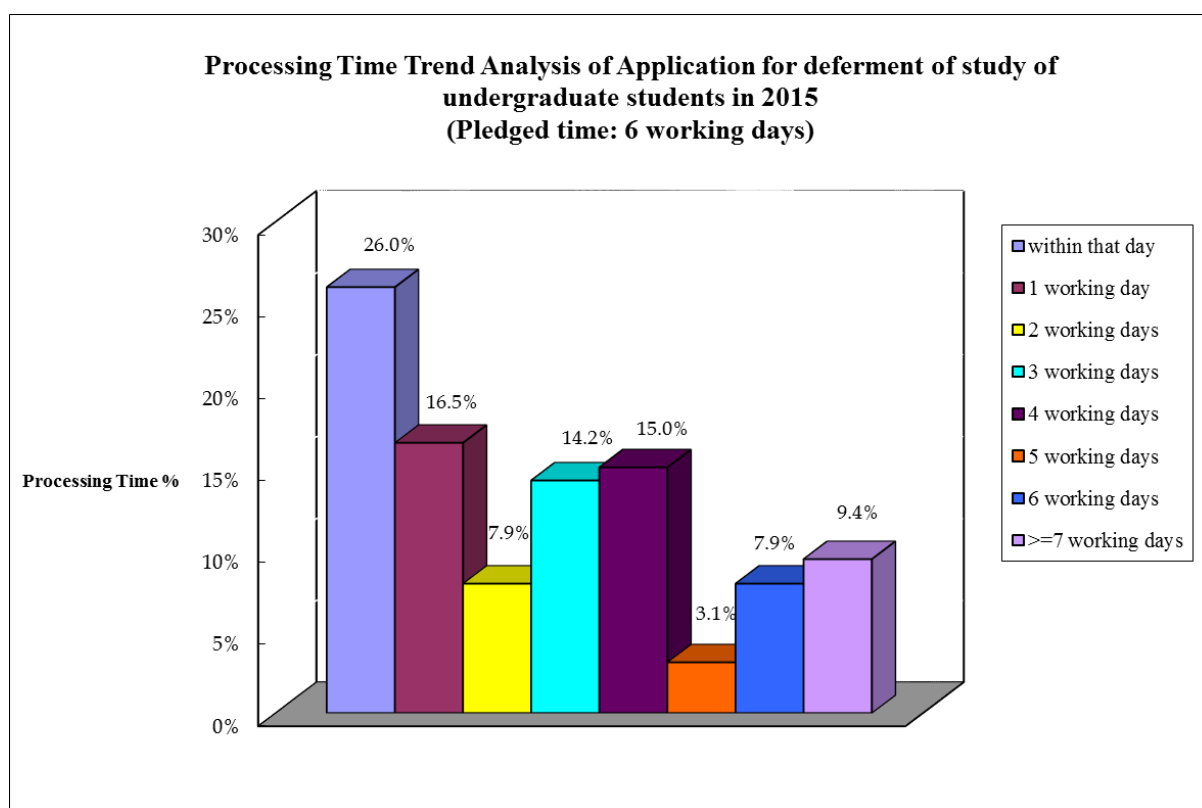


◆ **Application for Replacement of Campus Card of Undergraduate Students**

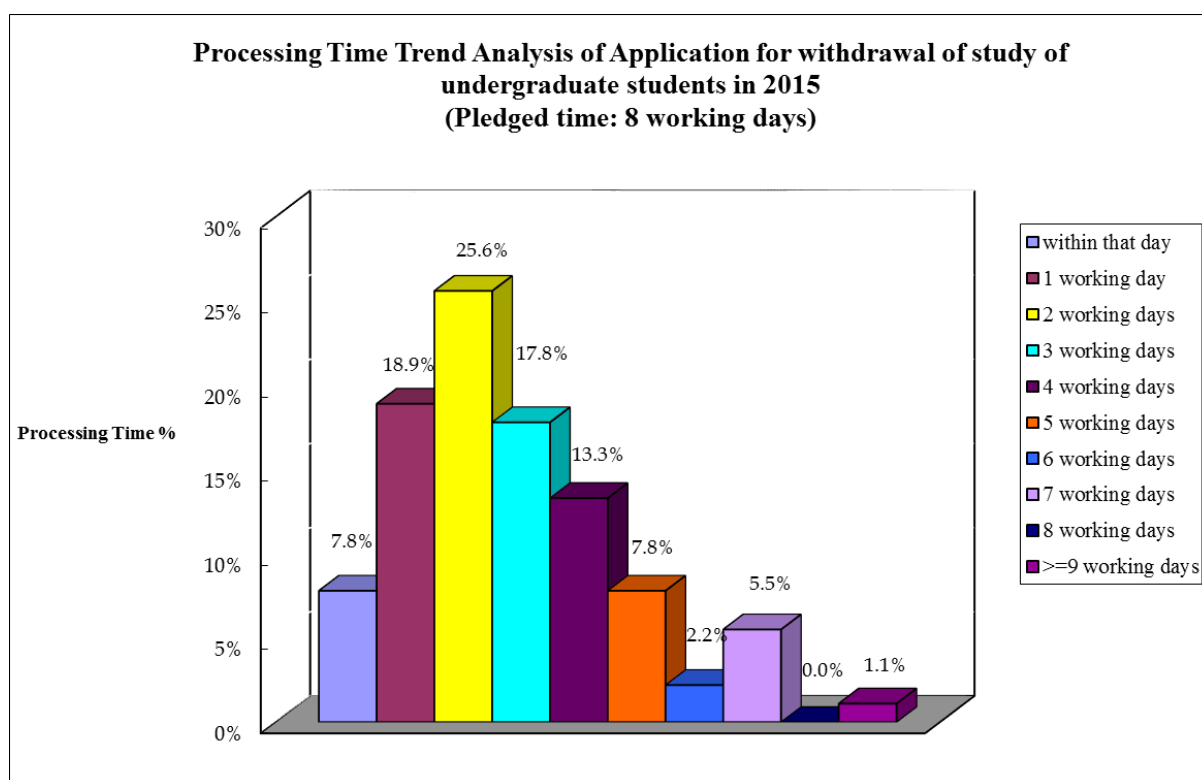
**Processing Time Trend Analysis of Application for replacement
of campus card of undergraduate students in 2015
(Pledged time: 3 working days)**



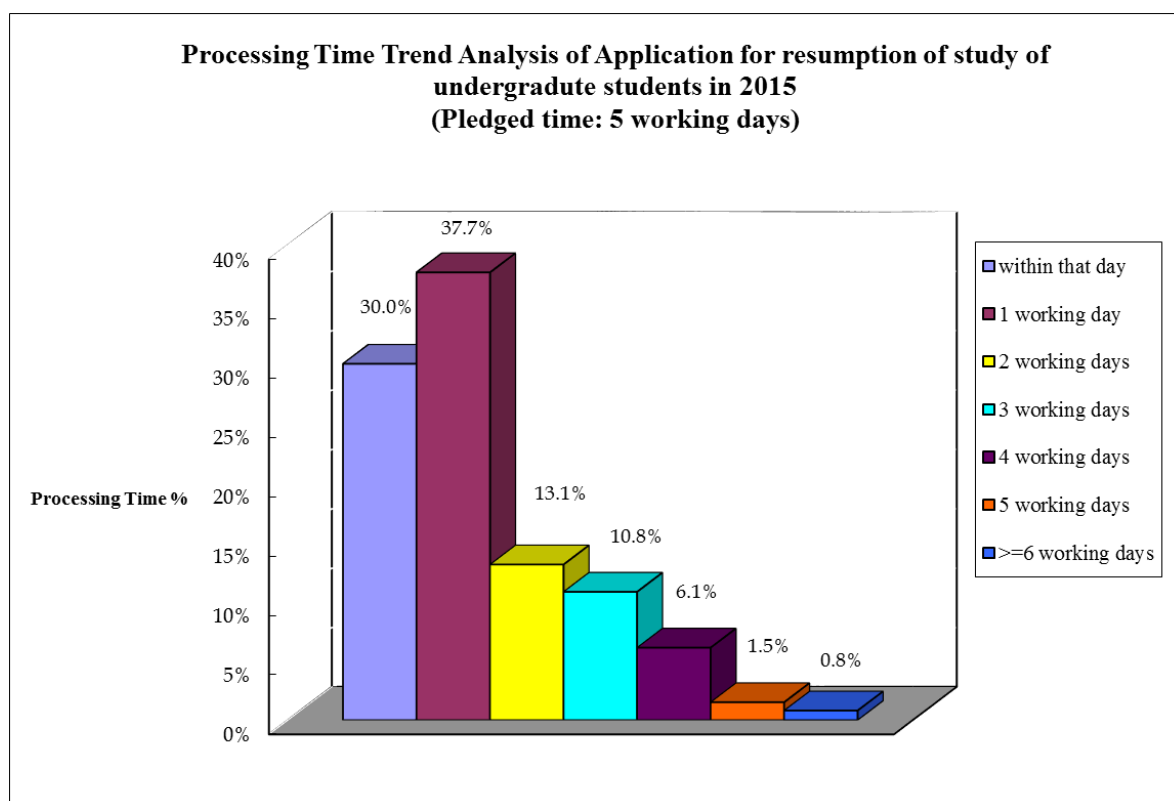
◆ Application for Deferment of Study of Undergraduate Students



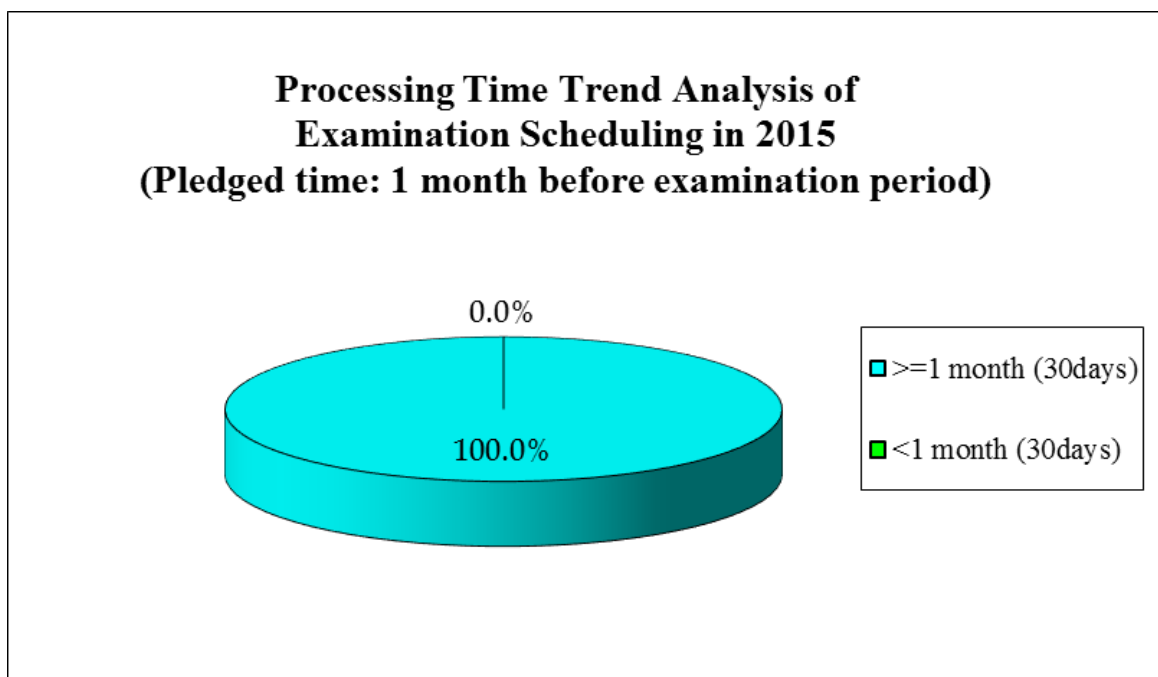
◆ Application for Withdrawal of Study of Undergraduate Students



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



◆ **Examination Scheduling**



Remarks: Examination scheduling is applicable in March and November only in 2015.

► 2015 Conclusion

In conclusion, the compliance rates of all pledged items, except the application for deferment of study of undergraduate students, are higher than 98%. The main reason for the comparatively lower compliance rate of the application for deferment of study of undergraduate students service was that students had outstanding fees when they submitted the applications so we could only process their requests after they settled all the outstanding fees. To deal with the low compliance rate of the above service, the Registry has communicated with the related department and improved the processing flow of said application in the second half of the year. The Registry will continue observing the performance of the service in 2016.

Besides, it was mentioned in the Registry Performance Pledge Report 2014 that we would study the feasibility of reducing the processing time of "Application for transcript" in 2015. However, after studying the related figures in 2015, we found that it may not be an appropriate time to implement the reduction plan at this stage. Therefore, the Registry will continue observing the performance of the service and further study the feasibility of implementing the plan of reducing the processing time for the service.

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.

► 2016 Plan

Studying the reduction of processing time of “Application for replacement of student campus card of undergraduate students”

After studying the processing time trend analysis of “Application for replacement of student campus card of undergraduate students” in 2015, we found that all applications could be completed within 2 working days, signifying that there are rooms to reduce the processing time of this pledged item. Thus, besides studying the reduction plan of “Application for transcript”, the Registry will also study the feasibility of reducing the processing time of “Application for replacement of student campus card of undergraduate students” from 3 working days to 2 working days in 2016.