

Item No.	Faculty/Department	Service Category	Service Sub-category	Service Quality Indicator
1	Registry	Student Status Management (University of Macau)	Application for resumption of study	Complete within 5 working days - counts from the next working day after submission of application (for bachelor's degree programmes)
2	Faculty		Application for withdrawal from study	Complete within 3 working days upon receipt of the application (for bachelor's degree programmes)
3			Application for deferment of study	Complete within 3 working days upon receipt of the application (for bachelor's degree programmes)
4	Graduate School / Registry	Certificate Issuance (University of Macau)	Application for testimonial (for postgraduate programmes)	Complete within 2 working days (for postgraduate programmes)
5			Application for testimonial (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)
6			Application for transcript (for postgraduate programmes)	Complete within 2 working days (for postgraduate programmes)
7			Application for transcript (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)
8	Student Affairs Office	Psychological Counselling Service (University of Macau)	Counselling appointment request and referral	Reply within 2 working days
9	Office of Sports Affairs	UM Sports Facilities User Card (University of Macau)	UM Sports Facilities User Card application	Issued within 2 working days upon receipt of required documents
10	Campus Management and Development Office - Campus Services Section	Venue application for external organizations (University of Macau)	Application for indoor venue reservation	Reply within 10 working days
11			Application for outdoor venue reservation	Reply within 10 working days
12	University Library	Library User Service (University of Macau)	Queuing up for book borrowing services	Complete within 6 minutes during rush hour (11:00 am-14:30 pm), 4 minutes during normal hours
13			Handling of "Library Item Lost" Procedure	Complete within 3 working days
14		Visits (University of Macau)	Application for library orientation	Reply within 2 working days (Indicator for online service)
15	Centre for Continuing Education, University of Macau	Continuing education courses (University of Macau)	Course application	Complete within 15 minutes (only applicable for in-person service)