University of Macau

Performance Pledge Report of Year 2024

No.	Service Items	Service Indicators	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate
			Year 2022		Year 2023		Year 2024	
1.	Application for resumption of study	Complete within 5 working days – counting from the date when the approval process is finished (for bachelor's degree programmes)	95%	100%	95%	98.97%	--	--
		Complete within 5 working days - counts from the next working day after submission of application (for bachelor's degree programmes)[1]	--	--	--	--	95%	95%
2.	Application for withdrawal from study	Complete within 3 working days upon receipt of the application (for bachelor's degree programmes)	95%	100%	95%	99.20%	95%	98.17%
3.	Application for deferment of study	Complete within 3 working days upon receipt of the application (for bachelor's degree programmes)	95%	99.28%	95%	99.32%	95%	97.58%
4.	Application for testimonial (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)	95%	99.39%	95%	100%	95%	100%

No.	Service Items	Service Indicators	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate
			Year 2022		Year 2023		Year 2024	
5.	Application for transcript (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)	95%	98.71%	95%	100%	95%	100%
6.	Application for testimonial (for postgraduate programmes)	Complete within 2 working days (for postgraduate programmes)[1]	95%	100%	95%	99.90%	95%	99.97%
7.	Application for transcript (for postgraduate programmes)	Complete within 2 working days (for postgraduate programmes)[1]	95%	100%	95%	99.60%	95%	100%
8.	Counselling appointment request and referral	Reply within 2 working days	95%	100%	95%	100%	95%	100%
9.	UM Sports Facilities User Card application	Issue within 3 working days upon receipt of required documents[2]	95%	100%	95%	100%	--	--
		Issue within 2 working days upon receipt of required documents[3]	--	--	95%	100%	95%	100%
10.	Application for indoor venue reservation	Reply within 10 working days	95%	100%	95%	100%	95%	100%

No.	Service Items	Service Indicators	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate
			Year 2022		Year 2023		Year 2024	
11.	Application for outdoor venue reservation	Reply within 10 working days	95%	100%	95%	100%	95%	100%
12.	Queuing up for book borrowing services	Complete within 7 minutes during rush hour (11:00 am-14:30 pm), 5 minutes during normal hours	95%	100%	95%	100%	--	--
		Complete within 6 minutes during rush hour (11:00 am-14:30pm), 4 minutes during normal hours[4]	--	--	--	--	95%	100%
13.	Handling of "Library Item Lost" procedure	Complete within 3 working days	95%	100%	95%	100%	95%	100%
14.	Application for library orientation	Reply within 3 working days	95%	100%	95%	100%	--	--
		Reply within 2 working days (Indicator for online service)[5]	--	--	--	--	95%	100%
15.	Course application	Complete within 15 minutes (only applicable for in-person service)	95%	100%	95%	100%	95%	100%

Note:

1) *The new performance indicator took effect from 4 January, 2024*
2) *The performance indicator took effect until 15 May 2023*
3) *The performance indicator took effect from 16 May 2023*
4) *The new performance indicator took effect from 1 January 2024*
5) *The new performance indicator took effect from 1 January 2024*

Summary:

In 2024, all public service indicators of the University have met or exceeded the expected compliance rate of 95%.