



Macao Polytechnic Institute Performance Pledge Achievement Rate Annual Report 2015

Seq	Teaching Unit / Administrative Department	Service Item	Service Indicators	Actual Achievement Rate (%)	Improvement Measurements (if applicable)
1.	Registry	Registration certificate	3 working days	99.75%	
2.		Registration certificate (with class schedule)	3 working days	100%	
3.		Academic achievement certificate (for active students)	3 working days	---	
4.		Academic achievement certificate (for non-active students)	3 working days	100%	
5.		Certificate of graduation	3 working days	100%	
6.		Transcript	5 working days	100%	
7.		Transcript (English version)	7 working days	100%	
8.		Request for withdrawal or studies deferment	Letter will be sent to student within 7 working days upon approval from School	99.75%	
9.		Certificate for visa extension for students from mainland China	3 working days	100%	
10.		Declaration of class attendance	7 working days	100%	
11.		Declaration of examination attendance	3 working days	100%	
12.	Seniors Academy	Declaration of attendance/registration	3 working days	---	
13.	Gaming Teaching and Research Centre	Declaration of attendance/registration	5 working days	90.9%	See remarks 1
14.	Finance Department	Receipt of fees	Completed within 3 minutes upon submission of all necessary documents	100%	
15.	Library	Borrower's card/reader's card application/lost card replacement	3 working days	100%	



Seq	Teaching Unit / Administrative Department	Service Item	Service Indicators	Actual Achievement Rate (%)	Improvement Measurements (if applicable)
16.	Student Affairs Office	Assistance to announce job offer information	3 working days	99.60%	
17.		Student locker application	Completed within 5 minutes upon applicant confirming the allocation of locker request from the system	100%	
18.		Hostel relocation application	Result will be announced within 30 working days upon receipt of "Letter of Intent" concerning hostel relocation	100%	
19.	Language Training and Testing Centre	Putonghua proficiency test exam notification	5 working days after payment deadline	100%	
20.	School of Languages and Translation	Portuguese language test exam notification	5 working days after payment deadline	---	
21.	Central Services Office	Rent/borrow venue application	Reply: 4 working days after approval	100%	
22.		Rent/borrow venue application	Payment notice: 2 working days after usage	100%	

Remarks:

- 1) Regarding the delay of issuing the declaration, Gaming Teaching and Research Centre has immediately reviewed the process of document handling. Now the reception counter has set up separate rack for collecting different types of document in order to avoid overlapping. There is no similar cases happened again after this new implementation.