



Macao Polytechnic Institute Performance Pledge Achievement Rate Annual Report 2018

Seq	Teaching Unit / Administrative Department	Service Item	Service Indicators	Actual Achievement Rate (%)	Improvement Measurements (if applicable)
1.	Registry	Registration certificate	3 working days	100%	
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	100%	
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	100%	
14.	Treasury Division	Receipt of fees	Completed within 3 minutes upon submission of all necessary documents	98.93%	
15.	Library	Borrower's card/reader's card application/lost card replacement	3 working days	100%	



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16.	Student Affairs Office	Assistance to announce job offer information	3 working days	95.26%	
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 20 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 within 25 working days upon receipt of the application	99%	
22.		Rent/borrow venue application	Payment notice: 2 working days after usage	96%	