



Macao Polytechnic Institute Performance Pledge Achievement Rate Annual Report 2019

Seq	Academic Units / Academic Support and Administrative Departments	Service Item	Service Indicators	Actual Achievement Rate (%)	Improvement Measures (if applicable)
1.	Registry	Testimonial	3 working days	100%	
2.		Academic Transcript	5 working days	100%	
3.		Request for deferment of study	A notification will be sent to the applicant within 7 working days upon receipt of written approval from Academic Units	100%	
4.		Declaration for class attendance	7 working days	100%	
5.		Declaration for Examination	3 working days	100%	
6.	Seniors Academy	Declaration of attendance/registration	3 working days	--- *	
7.	Centre for Gaming and Tourism Studies	Declaration of attendance/registration	5 working days	100%	
8.	Finance Office	Receipt of fees	Completed within 3 minutes upon submission of all necessary documents	100%	
9.	Library	Borrower's card/reader's card application/lost card replacement	3 working days	100%	
10.	Student Affairs Office	Assistance to announce job offer information	3 working days	99%	
11.		Student locker application	Completed within 5 minutes upon applicant confirming the allocation of locker request from the system	100%	
12.		Hostel relocation application	Result will be announced within 20 working days upon receipt of 'Letter of Intent' concerning hostel relocation	100%	
13.	School of Languages and Translation	Putonghua proficiency test exam notification	5 working days after payment deadline	100%	
14.	Campus Maintenance and Development Office	Rent/borrow venue application	Reply within 25 working days upon receipt of the application	93%	
15.		Rent/borrow venue application	Payment notice: 2 working days after usage	96%	

* No service application was received