



## Macao Polytechnic University Performance Pledge Achievement Rate Annual Report 2024

Seq	Academic Units / Academic Support and Administrative Departments	Service Item	Service Indicators	Actual Achievement Rate (%)	Improvement Measures (if applicable)
1.	<b>Registry</b>	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.	<b>Seniors Academy</b>	Declaration of attendance/registration	3 working days	100%	
7.	<b>Centre for Gaming and Tourism Studies</b>	Declaration of attendance/registration	5 working days	---*	
8.	<b>Finance Office</b>	Receipt of fees	Completed within 3 minutes upon submission of all necessary documents	98.51%	
9.	<b>Library</b>	Borrower's card/reader's card application/lost card replacement	3 working days	100%	
10.	<b>Student Affairs Office</b>	Assistance to announce job offer information	3 working days	100%	
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.	<b>Faculty of Languages and Translation</b>	Putonghua proficiency test exam notification	5 working days after payment deadline	100%	
14.	<b>Campus Maintenance and Development Office</b>	Rent/borrow venue application	Reply within 25 working days upon receipt of the application	100%	
15.		Rent/borrow venue application	Payment notice: 2 working days after usage	100%	

\* No service application was received