



澳門大學

UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

University of Macau Faculty of Law Annual Report of Performance Pledge in Year 2018

1. Mission

To provide quality and high efficient administrative services to the students of the Faculty of Law (FLL) so as to cope with its continuous development.

2. Target Group

- Students of FLL ;
- Potential students of FLL .

3. Performance Pledge Items and Implementation status (Jan to Dec 2018)

There are currently 4 service quality indicators in FLL, their implementation status is as below:

PP Service	Service Quality Indicator		Compliance %	Reasons of not meeting Target / Remarks
Status Management	Application for Transfer of Programme	5 working days after deadline of application	100%	
	Application for Transfer of Faculty	15 working days after deadline of application	100%	
Course Management	Application for Course Exemption / Course Waiver	10 working days after deadline of application	98.6%	The student could not submit the required document within the pre-defined period



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	Course Retaking Applications (Master Programme)	4 working days	100%	
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4. Future Plan

In the future, FLL will continue to review (e.g. delete or add) PP service according to the practical need and situation. Additionally, FLL will actively observe the impact of PP service on target groups and staff so that further improvement can be made to the setting of PP service and the handling time. Besides, FLL will also analyze, handle and response timely to the feedbacks from the target groups.