**National Changhua University of Education Administrative Service Quality Inspection Key Points**

**Article 1:** In order to enhance the administrative service quality of the university's administrative units and personnel and to improve student learning outcomes, the university has established these key points.

**Article 2:** To conduct administrative service quality inspections, an Administrative Service Quality Inspection Team is established. The Vice President will serve as the convener, with the Dean of Academic Affairs, Dean of Student Affairs, Dean of General Affairs, Director of Research and Development, Director of the Secretariat, Director of Human Resources, and Director of Accounting as ex-officio members. Additionally, the President will appoint 4 to 5 teachers and 4 to 5 student representatives to the team.

The team will meet once each semester to review administrative service quality inspection matters and to discuss specific measures for improving administrative service quality. Temporary meetings may be convened if necessary.

**Article 3:** The items to be inspected under these key points include:

1. Tracking and Control of Document Processing Timeliness
2. Tracking and Control of Implementation of Resolutions from University Council Meetings, Administrative Meetings, and Administrative Coordination Meetings
3. Evaluation of Administrative Service Performance

**Article 4:** The specific procedures and responsible units for the aforementioned items are as follows:

1. **Tracking and Control of Document Processing Timeliness:** Managed by the Secretariat. The Secretariat is responsible for following up on overdue documents that have not yet been closed. They will report the follow-up status to the inspection team every six months. Cases that are delayed without valid reasons should be submitted to the inspection team for review.
2. **Tracking and Control of Implementation of Resolutions from University Council Meetings, Administrative Meetings, and Administrative Coordination Meetings:** Managed by the Secretariat. The Secretariat will report the implementation status of resolutions from the previous semester to the inspection team during meetings. The inspection team will review the effectiveness of these implementations.
3. **Evaluation of Administrative Service Performance:** Managed by the Human Resources Office. The Human Resources Office will conduct an annual performance evaluation of administrative services using a questionnaire survey targeting teachers, administrative staff, and students. The evaluation will cover four aspects: office environment, professional competence, administrative management, and service attitude. The results of the evaluation must be completed by the end of November each year and submitted to the inspection team for review.

**Article 5:** The results of the administrative service quality inspection will be used to recognize outstanding units and can be used as a reference for the regular assessment and year-end evaluation of personnel in each unit.

**Article 6:** These key points will be implemented after being approved by the Administrative Meeting and the President. Amendments will follow the same procedure.