



Univerzita Palackého
v Olomouci



Welcome
Office

Annual Report

Support and Services Department

"Welcome Office" 2024



Introductory word

The Support and Services Department of the Welcome Office at Palacký University in Olomouc continues to play a key role in creating an open, supportive, and friendly environment for our international students and staff. Our mission remains firmly rooted in the university's values, which include diversity, inclusion, and support for the personal and professional development of every member of our academic community.

In 2024, we continue implementing a range of initiatives that not only ensure high-quality service and administrative support but also contribute to the cultural and social integration of international students and staff. Our goal is to ensure that all international members of the university have access to the necessary information, tools, and services that will facilitate their adaptation to our environment and enable them to fully realize their potential.

However, our work would not be possible without close collaboration with faculties and other university departments. I would like to thank all my colleagues for their support, openness, and dedication. Thanks to this cooperation, Palacký University remains a place that provides international students and staff with an inspiring and supportive environment that accompanies them on their academic and personal journey.

Mgr. Alena Vyskočilová, DiS.

Head of the Welcome Office



Main tasks and objectives

The Welcome Office remains a key contact and information center at Palacký University, dedicated to supporting international students, staff, and visitors in various aspects of their academic and personal lives. Our goal is to continue facilitating the adaptation of international members of the university to their new environment while fostering a friendly and globally inclusive atmosphere. In 2024, we are focused on further developing our services, improving processes, and expanding support to ensure that Palacký University remains an inspiring place for all international members of our academic community.

The main pillars of our work include:

- **Comprehensive administrative support.** We continue to provide assistance in key areas such as administration, accommodation, insurance, and other essential matters to ensure a smooth stay for international members of our university.
- **Support in visa and residence permit matters.** We remain the primary contact point for collaboration with the Department of Asylum and Migration Policy (OAMP). We assist with completing forms, preparing necessary documents, and providing support in resolving potential issues, including guidance on appeals in case of application rejections.
- **Building an open university environment.** We focus on providing informational and practical support to help international students and staff fully integrate into both the academic and social life of our university. We continue to promote an inclusive environment where everyone feels welcome and respected.

Welcome Office in numbers



Web

14 725
Visits

68 787
Views

89 666
Events

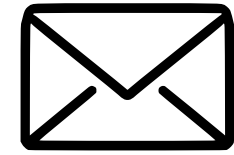


Assistance to students

680
Personal assistance in the WO
office

492
Registration deadlines for
biometric scanning at OAMP

137
Registration dates
initial arrival



E-mail

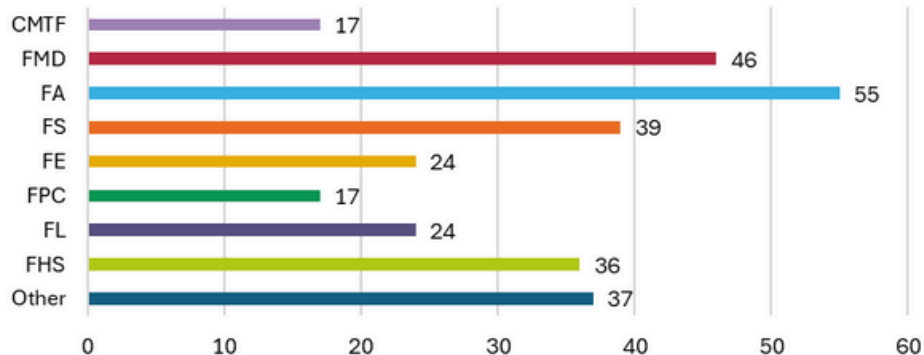
4 274
Delivered mails

4 848
Sent mails

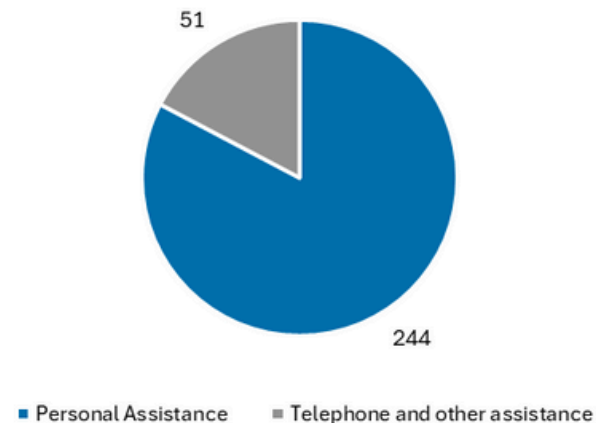


Assistance summary data

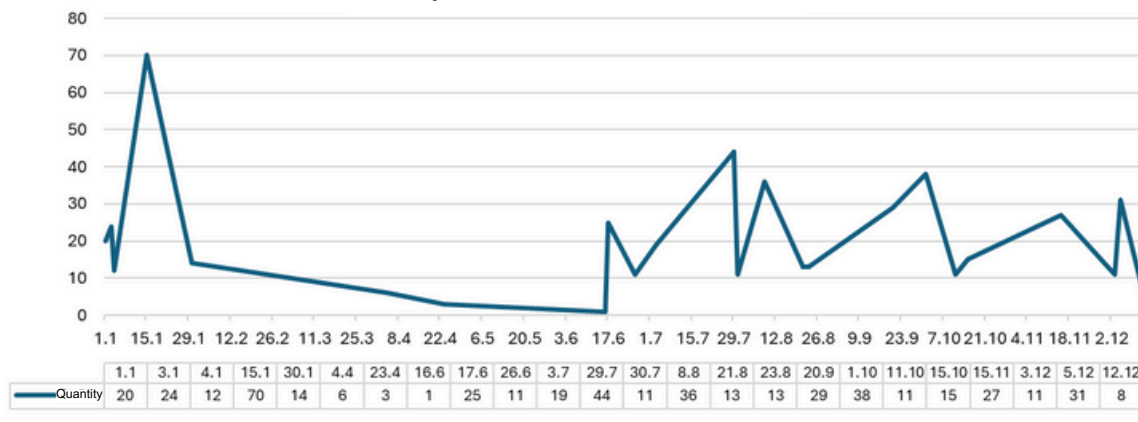
Assistance to students and academic staff from the perspective of faculty affiliation in the WO office for the year 2024



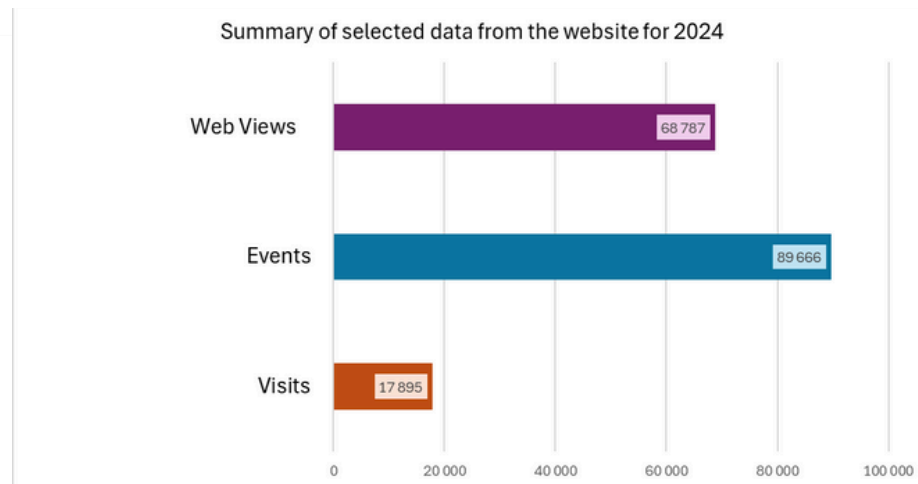
Summary data of WO assistance for 2024



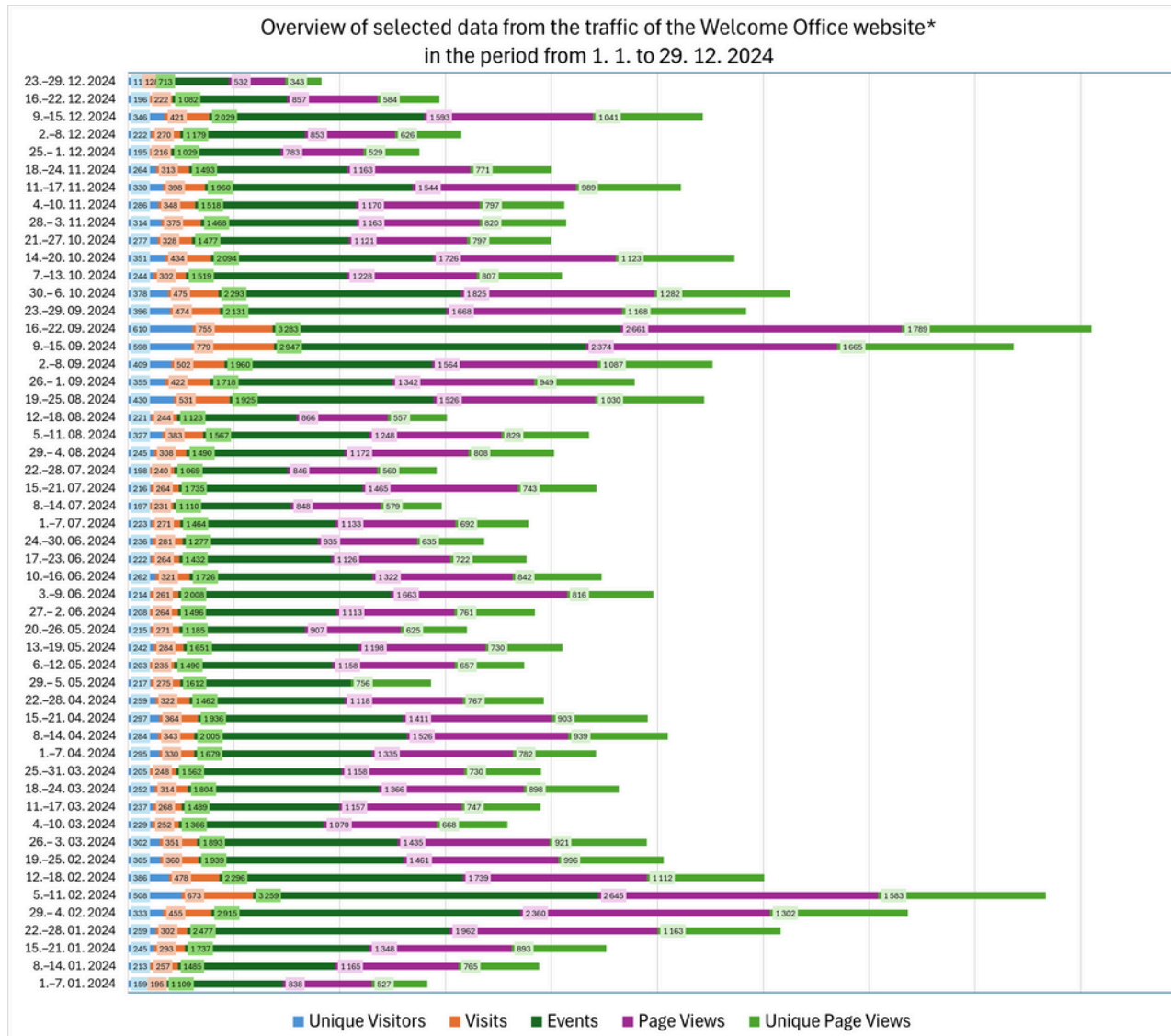
Total number of mediated biometric scanning appointments set by OAMP Olomouc in 2024



Web summary data



Web summary data



Social media in numbers



Instagram

8 300
Visitors

1 066
Followers

72
Posts

390
Stories



Facebook

4 800
Visitors

300
Followers

143
Posts

253
Stories




LinkedIn


7 840
Views


204
Followers



Social media comparison

 INSTAGRAM	2023	2024	Growth
Visitors	5 855	8 300	+ 2 445
Followers	654	1 066	+ 412
Posts	37	72	+ 35
Stories	249	390	+ 141

 FACEBOOK	2023	2024	Growth
Visitors	3 096	4 800	+ 1 704
Followers	197	300	+ 103
Posts	98	143	+ 45
Stories	0	253	+ 24

 LINKEDIN	2023	2024	Growth
Views	1 211	7 840	+ 6 629
Followers	12	204	+ 192

City tours



In 2024, the Palacký University Welcome Office successfully organized 34 tours that presented the city of Olomouc and the university in a historical, cultural and academic context. These tours became an integral part of orientation days, semester events and prestigious events such as international conferences, the Academia Film Olomouc festival and activities within the Aurora and EUVIP projects.

Thanks to effective cooperation with faculties and other parts of the university, we welcomed guests from all over the world, including Germany, the USA and other countries, significantly supporting international cooperation and strengthening the prestige of the university on a global level. The total number of participants reached 388, which indicates the great interest of foreign visitors and the growing importance of these activities for the university.

Ambassador program

In late 2024, we launched an ambassador program to engage international students in the Welcome Office. The goal is to have one ambassador per faculty for closer collaboration and better support.

Four ambassadors were chosen for their experience and skills, playing a key role in:

- Writing articles for UP Chronicles
- Communicating with international students
- Assisting in events like International Haná, Czech Christmas, UP MEET UP, and Orientation Days
- Leading their own events (UP Together)

Their involvement has improved student integration, strengthened community bonds, and enhanced UP's appeal to international students, fostering a welcoming environment.



We organized

International HANÁ (220 participants)

The International Haná event has become a significant platform for the meeting of cultures from all over the world. The event offered a rich program including international artistic performances, thematic workshops and tastings of traditional dishes, thereby contributing to the deepening of intercultural dialogue and the presentation of diverse traditions and modern art.



We organized

Welcome to Well-Being Series (107 participants)

Reaching the current needs of our students, this program included a series of workshops, lectures and group activities aimed at promoting physical and mental health. Topics included stress management techniques, healthy lifestyles, and building community among students.



We organized

- **Orientation Days (45 participants)**
- **UP Together (55 participants):**
 - Board Games Evening: 15 participants
 - Ice Skating: 10 participants
 - Czech Christmas: 30 participants
- **Sightseeing with Welcome Office (50 participants)**
- **Library of Old Prints (15 participants)**
- **Tai Chi for International Students (40 participants)**
- **Strawberry picking (10 participants)**



We participated and represented UP



The Welcome Office of Palacký University actively participated in a number of national and international cultural and educational events:

- **Czeducon:** Participation in an educational conference in Brno, presentation of the benefits of welcome centers for foreign students and employees.
- **Erasmus+ International Staff Week:** Implementation of a workshop focused on service and services for the foreign community.
- **Student and Alumni MEET UP Brno:** Networking event connecting students and graduates.
- **Majáles:** Promotion of activities for foreign students at the student festival.
- **International Forum in Pavlodar:** Presentation of cooperation opportunities at the Toraighyrov University forum in Kazakhstan.

We participated and represented UP

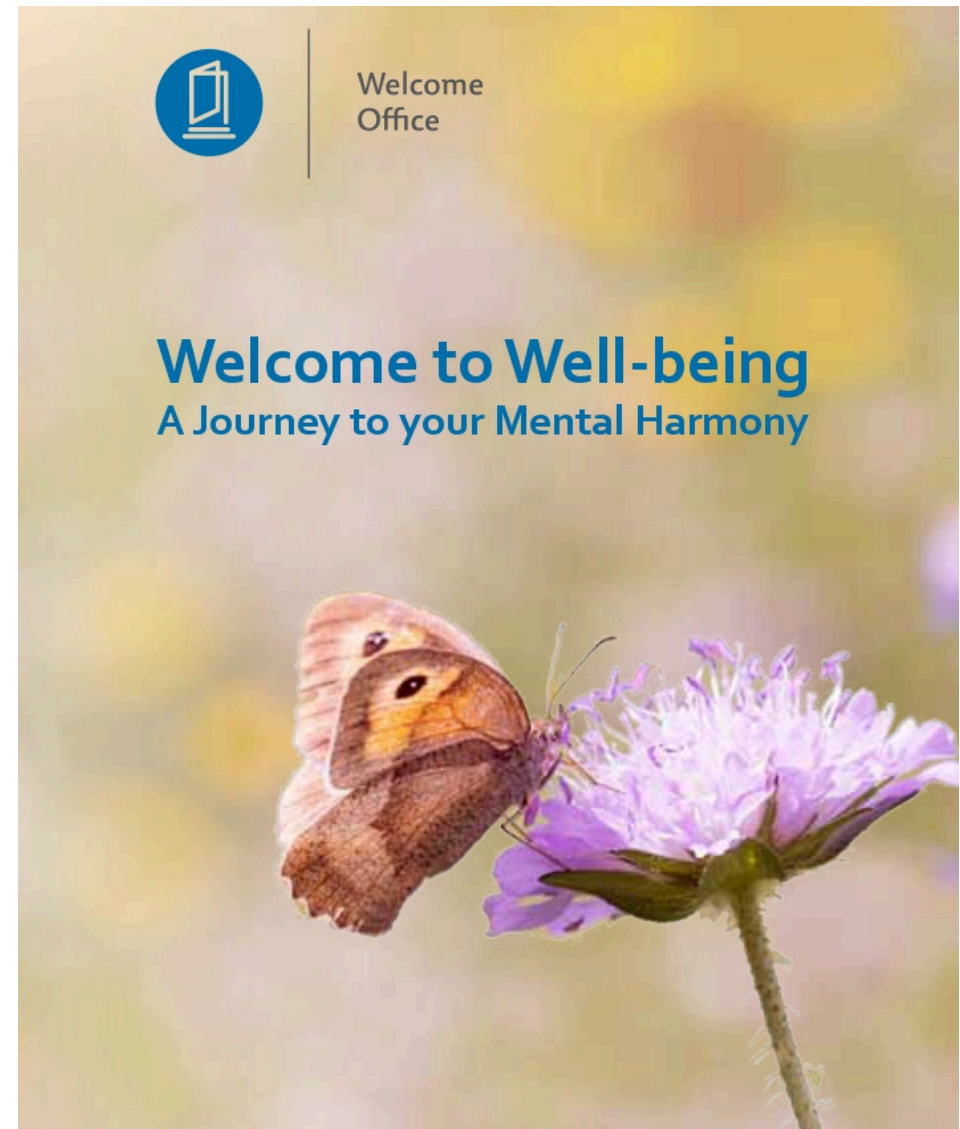


- **Poděbrady Conference:** Internationalization as a tool for supporting the academic success of foreign students.
- **St. Wenceslas Day in Vienna:** Presentation of UP in cooperation with the city of Olomouc, the Olomouc Region and the Museum of Art.
- **Erasmus Orientation Days**
- **Orientation days for students of the Faculty of Medicine of UP**
- **MEET UP:** Experience the university city



Together we created

- [Welcome to Well-Being brochure](#)
- [Video Welcome to Well - Being](#)
- [A series of promo videos Students life in Olomouc in collaboration with Euroculture students](#)
- [Article in an international journal: The Impact of Global Events on HEIS Internationalization: A Case Study of a Well-Being Program for International Students at Palacký University Olomouc](#)





Welcome Office
Palacký University
Olomouc

We are happy to
WELCOME
you in our
OFFICE

Created by Bc. Anna-Marie Konečná

Contact Information



Vodární 6, Olomouc



<https://www.upol.cz/welcome-office/>



welcome@upol.cz



+420 585 631 245

