



Univerzita Palackého
v Olomouci



Welcome
Office

Annual Report Welcome Office 2023



Introductory word

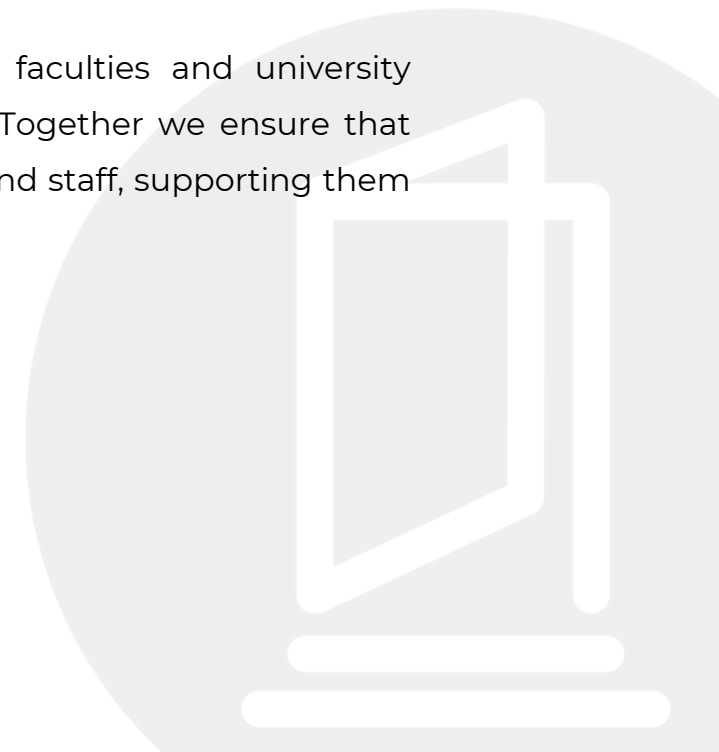
The Welcome Office at Palacký University Olomouc plays a key role in creating an open, supportive and friendly environment for our international students and staff. Our mission is based on the values of the University, which include diversity, inclusion and support for the personal development of every member of our academic community.

Over the past year, we have implemented a number of initiatives that not only provide quality service and administrative support, but also contribute to their cultural and social integration. We focus on ensuring that international members of our university have access to all the necessary information and services to enable them to adapt as much as possible to our university.

However, our work would not be possible without mutual cooperation across faculties and university departments. I therefore thank all colleagues for their support and commitment. Together we ensure that Palacký University is a welcoming and stimulating place for international students and staff, supporting them on their academic and personal journey

Mgr. Alena Vyskočilová, DiS.

Head of the Welcome Office

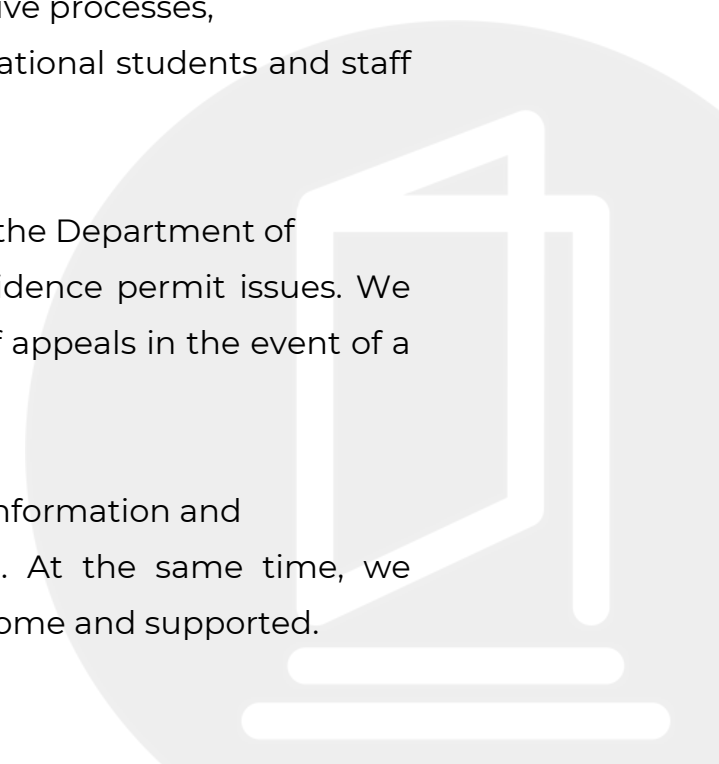


Main tasks and objectives of the Welcome Office

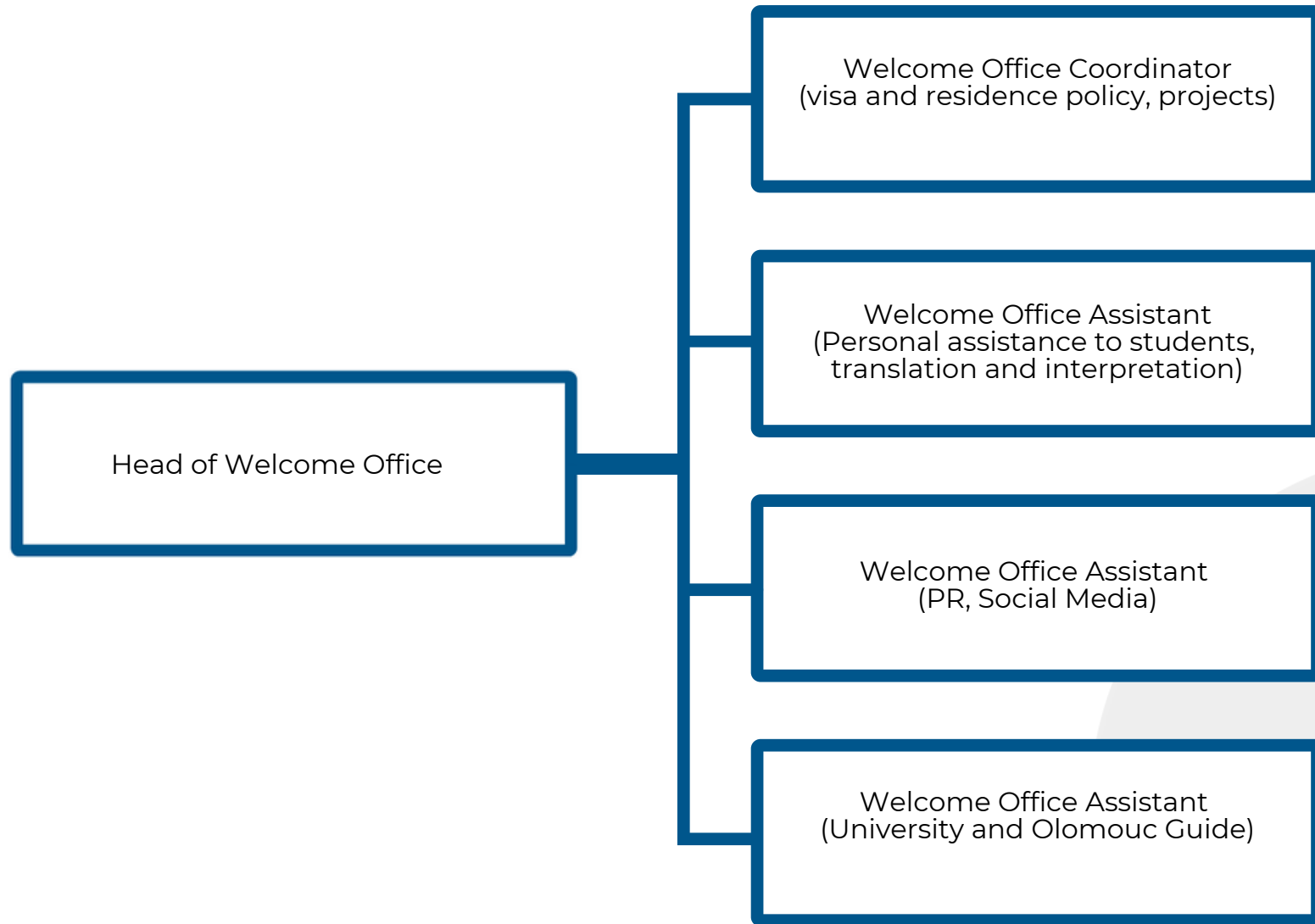
The Welcome Office is the official contact and information point at Palacký University, providing support to international students, staff and visitors in a wide range of aspects related to their academic and personal life. Our mission is to facilitate the adaptation of international members of the University to their new environment and to promote a friendly, internationally open climate.

The main pillars of the Welcome Office include:

- **Comprehensive assistance in administrative matters.** We help with administrative processes, accommodation, insurance and other areas important for the smooth stay of international students and staff at the University.
- **Support with visas and residence permits.** We are the main point of contact for the Department of Asylum and Migration Policy (OAMP), with whom we work closely on visa and residence permit issues. We assist with form filling, document checking and, where necessary, the preparation of appeals in the event of a refusal.
- **Creating a welcoming university environment.** Our priority is to provide all the information and assistance that international students need to integrate fully into university life. At the same time, we contribute to building an open and inclusive environment where everyone feels welcome and supported.



Who is Welcome Office?



Vodární 6, room 1.03

For our clients, we have designated an office in the city center that is available during the workweek and offers ample contact hours, including late afternoon sessions. At this central location, a team of four experienced and trained assistants rotates, ready to answer any questions our clients may have. These assistants not only provide consultations in the office but are also prepared to offer personal assistance in the field if needed. We strive to ensure that our clients have access to professional help and information at a convenient time and place, making their experience with our services as efficient as possible.



Welcome Office in numbers



Web

1012

Unique visits

121 h

Time spent on the website

7 min 17 sec

Average time on the website



E-mail

2464

Delivered mail

2795

Sent mail



Assistance to students

254

At the Welcome Office
∅ Assistance duration: 20 minutes

52

In the field
∅ Assistance duration: 40 minutes

567

Meetings at OAMP

Social media

We effectively manage social media, which represents a key component of our promotion and communication strategy. To foster an active user community, we have strategically chosen platforms like Instagram, Facebook, and LinkedIn, where we regularly share important information, practical advice, and tips on cultural events. This content helps us maintain interaction with our followers and provide them with relevant and up-to-date information. Our presence on these social media platforms enables us to respond quickly and dynamically to current events while also supporting the exchange of information among international members of the university community.



up_welcome_office



Welcome Office Palacký University



UP Welcome Office



Social media in numbers



Instagram

5855

Visitors

654

Followers

101

Posts

249

Stories



Facebook

3096

Visitors

197

Followers



LinkedIn

1211

Views

12

Followers



We organized

The Welcome Office actively supports international students and staff at the university by organizing dedicated events that help them adapt to their new environment and connect with the university community. These events are designed to provide participants not only with practical information but also with cultural and social experiences that contribute to their smoother integration.

Orientation Days are a flagship event that welcomes newly arriving students and staff. The program includes informational sessions where participants are introduced to university services, regulations, and available support options, as well as **guided tours of the city and campus** to help them become familiar with their new surroundings.

To strengthen community bonds, we also organized a **gathering to celebrate the anniversary of the Welcome Office's establishment**. This event provided an opportunity to meet team members and offer informal feedback for the development of our department.



We organized

We have also organized **programs for international visits**, whether they involved students from specific programs or delegations of senior university representatives or embassy officials. These visits include both formal meetings and informal activities designed to give international guests a closer experience of the university's atmosphere, the city, and the region.

Our activities have also featured **cultural events** showcasing Czech traditions, such as "Christmas with the Welcome Office." These events offer international students an opportunity to learn about local customs and gain a deeper understanding of Czech culture.



We participated in

The Welcome Office actively participates in various events that promote collaboration and the exchange of experiences between the university and broader international communities. Participation in these events not only strengthens ties with university partners but also provides valuable insights and facilitates the transfer of best practices from other institutions.

Within university events, the Welcome Office regularly takes part in **MEET UP** and **MAJÁLES**, which enhance community and cultural connections among students and staff. We also participate in **STAFF WEEK**, which fosters networking with colleagues from other departments and universities, as well as the sharing of innovative approaches to supporting international students and staff.

In the area of external collaboration, our key focus is on participating in events organized by other institutions, such as **the International MeetUp** hosted by the House of International Cooperation (DZS).



We participated in

These events provide an opportunity to showcase our activities and enhance international collaboration in the field of higher education.

A significant part of our work also involves **project activities**. For instance, we have participated in the **UNICOMM** project, aimed at developing support for international students at the university. Additionally, we take part in **international conferences** such as **CZEDUCON**, where we share insights and discuss current trends in the internationalization of university education.

By participating in these events and projects, the Welcome Office continually improves the services and support provided to international students and staff, while further advancing the university's international collaboration efforts.



Contact Information



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Welcome Office
Palacký University
Olomouc

We are happy to
WELCOME
you in our
OFFICE