



Annual Report

Support and Services Department

"Welcome Office" 2025



Introductory word

The Support and Services Department Welcome Office at Palacký University Olomouc has long contributed to the development of the university's international environment and to creating a setting in which international students and staff can feel welcomed, informed, and supported.

Our work is guided by the values of Palacký University, especially an emphasis on openness, respect for diversity, and support for personal and professional growth. Throughout 2025, we focused on further improving the services provided and expanding activities that facilitate the adaptation of international members of the academic community to their new environment. Alongside administrative support, we also placed strong emphasis on information services and on activities promoting social and cultural inclusion, which help ensure a smooth start to both study and employment at the university.

Achieving these goals would not have been possible without close cooperation with faculties and other university units. I would therefore like to thank all colleagues for their helpfulness, cooperation, and proactive approach. Thanks to our joint efforts, Palacký University remains an attractive, open, and supportive place for international students and staff on their academic and personal journey.

Mgr. Alena Vyskočilová, DiS.
Head of the Welcome Office



Main tasks and objectives

Welcome Office of Palacký University Olomouc continues to serve as a key point of contact and information for international students, staff, and university visitors. Its main mission is to facilitate the adaptation of international members of the academic community to a new environment, provide them with comprehensive administrative and information support, and actively contribute to creating an open, welcoming, and internationally oriented atmosphere at Palacký University.

During the period under review, activities of Welcome Office focused on further developing services, streamlining processes, and expanding support in key areas. In addition to the standard administrative agenda, including assistance with accommodation, insurance, and residence-related matters, attention was also devoted to visa and residence issues in cooperation with the Department of Asylum and Migration Policy. Special emphasis was placed on supporting international students in the final stage of their studies, particularly when completing their study stay and transitioning to the labour market in the Czech Republic, including advice on changing the purpose of stay and basic orientation in the work environment.

Activities of Welcome Office also included supporting the personal and career development of international students and graduates, expanding the ambassador programme as a tool for effective communication with the international student community, and strengthening cooperation with the international community in the region. These activities contribute to better integration of international members of the academic community and to the long-term strengthening of the international and inclusive character of Palacký University.

Welcome Office in numbers



Web

18 165
Visits

72 739
Views

93 601
Events



E-mail

4 361
Delivered mails

4 219
Sent mails



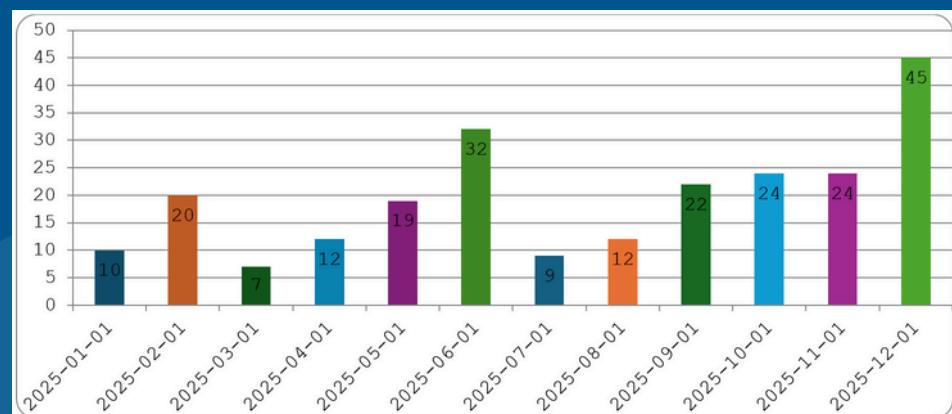
Assistance to students

236
Personal assistance in the WO
office

Assistance summary data

Number of student records by faculty (excluding phone communication)

Faculty	Number of records 2024	Number of records 2025	Share % 2025
FS	32	54	22,9%
FA	45	54	22,9%
FM	38	39	16,5%
FHS	30	21	8,9%
FE	20	18	7,6%
FL	20	11	4,2%
FPC	14	3	1,3%
CMTF	14	0	0%
Other	31	36	15,3%
In total	244	236	100,0%

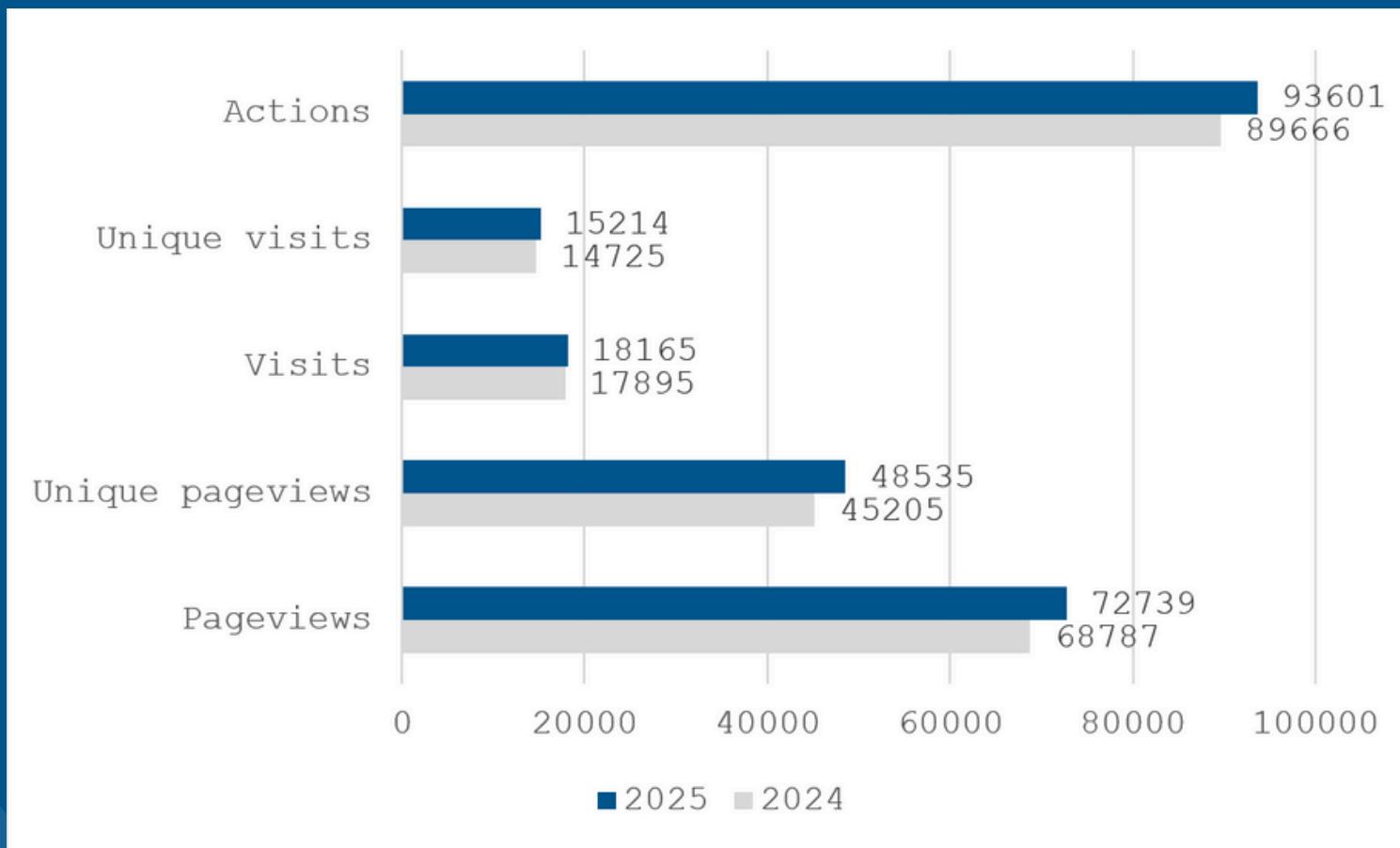


Thematic areas addressed during in-person assistance, by identified clusters:

Code	Cluster	Number of records	Share %
1	Residence and visa matters (advising, extensions/renewals, document checks, change of purpose/status)	105	44,5
2	Documentation and other administrative support (filling in applications, document verification, contracts and printing)	55	23,3
3	Studies, mobility and university matters (internship opportunities, recruitment, returning to home country, sports opportunities, job searching)	32	13,6
4	Healthcare and insurance (accompanying to a doctor, interpreting, EHIC card registration, signposting to psychological support)	15	6,4
5	Housing and fees (waste fee payments, accommodation options, communication with dormitories)	14	5,9
6	Orientation and general information (university environment, city environment, opening a bank account, finding your way around buildings)	13	5,5
7	ISIC and student ID cards (ISIC payments, transport information)	2	0,8

Frequency histogram of visits during the period January–December 2025

Web summary data



Selected data from the web browser (comparison of 2024 and 2025 data)

Social media in numbers



Facebook

3 800

Visitors

363

Followers

101

Posts

500

Stories



Instagram

9 500

Visitors

1 485

Followers

96

Posts

500

Stories



LinkedIn

10 370

Views

306

Followers

4.1K

Reactions*

22.9K

Reach*

*Period from July 2025

Social media comparison

 INSTAGRAM	2023	2024	2025	Growth
Visitors	5 855	8 300	9 500	+ 1 200
Followers	654	1 066	1 485	+ 419
Posts	37	72	96	+ 24
Stories	249	390	500	+ 110

 FACEBOOK	2023	2024	2025	Growth
Visitors	3 096	4 800	3 800	- 1 000
Followers	197	300	363	+ 63
Posts	98	79	101	+ 22
Stories	0	390	500	+ 110

 LINKEDIN	2023	2024	2025	Growth
Views	1 211	7 840	10 370	+ 2 530
Followers	12	204	306	+ 102

City tours



In 2025, the Palacký University Welcome Office successfully organized 30 tours presenting 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 other key university activities.

Thanks to effective cooperation with faculties and other parts of the university, we welcomed a diverse range of visitors and groups, including participants from Metro High School (USA), Aurora partners, summer and winter schools, and international ambassadors (for example, from India). The total number of participants reached 347, confirming strong interest among international guests and the continued importance of these tours in supporting international engagement and strengthening the university's visibility.

Ambassador program

In 2025, we continued the ambassador program launched in previous year to engage international students in the Welcome Office. The program's goal remains to have one ambassador per faculty to strengthen collaboration and improve support for international students.

Over the course of 2025, the program expanded to 6 ambassadors, who played a key role in:

- Writing articles for UP Chronicles
- Communicating with international students and providing peer support
- Assisting in events such as International Haná, Czech Christmas, MEET UP, and Orientation Days
- Leading their own community-building activities (e.g., UP Together)

Their continued involvement has further improved student integration, strengthened community bonds, and enhanced UP's appeal to international students by fostering an even more welcoming environment.



Derek



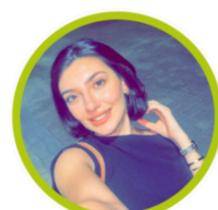
Daria



Julia



Moktan



Jouri

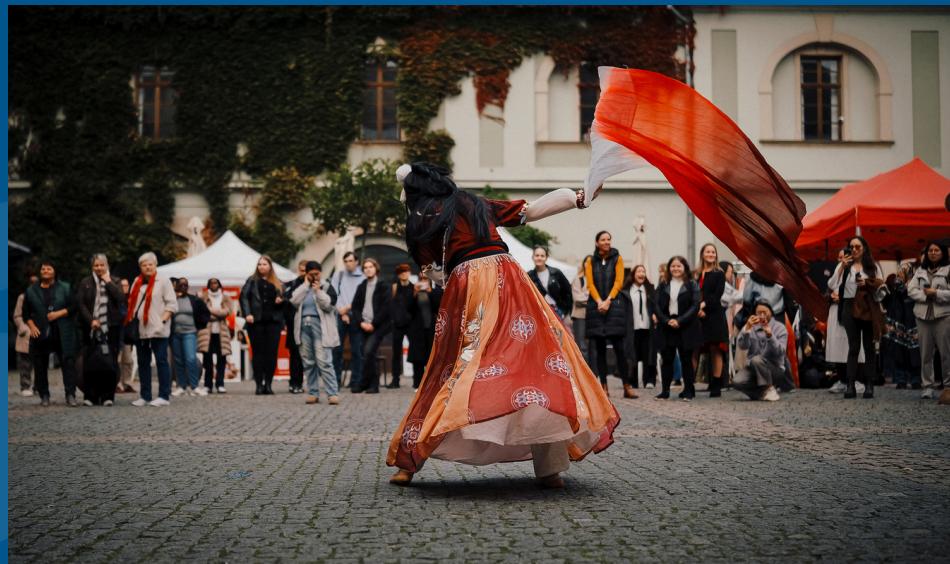


Andy

We organized

International Haná (over 500 participants from over 50 countries)

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.



We organized

International Student and Alumni Meetup Olomouc (152 participants)

The event connected current international students and foreign graduates for networking and experience sharing. It included a guided tour, practical workshops on living and working in Czechia, a fair with universities and employers, and an evening networking session with live music. Participants had space to build new contacts and explore professional opportunities.



We organized

Workforce Orientation (38 and 28 participants)

We supported international graduates with visa and residence matters after completing their studies, helping them navigate the next steps in Czechia. In addition, we delivered two workshops focused on career development, offering practical guidance on job searching, CVs, and interview preparation to support a smooth transition into the labour market. The sessions also included time for questions and individual support.

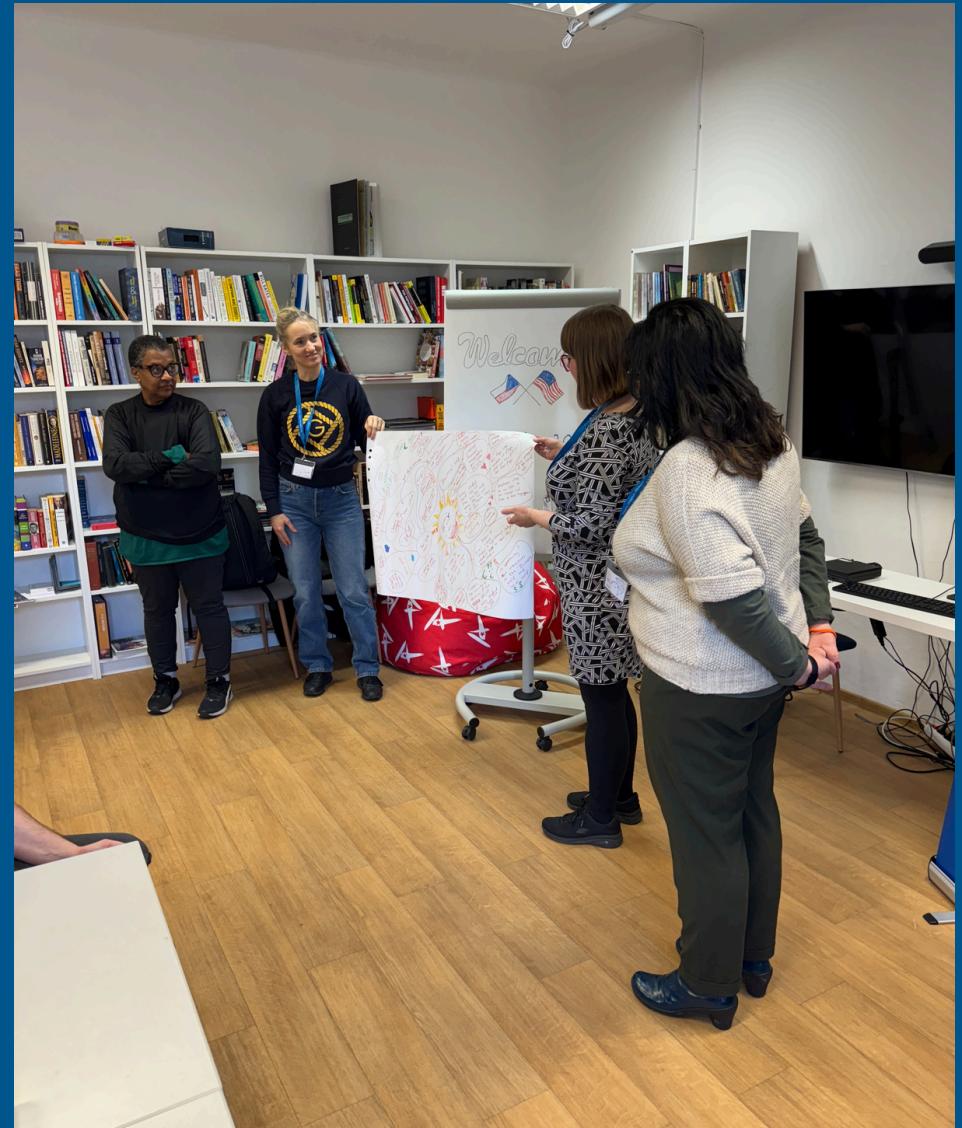


We organized

Staff Week

(16 participants from 9 countries)

The staff week “Break Boundaries, Build Bridges: Innovative Strategies for International Community Services” included lectures, workshops, networking, cultural activities, and visits to university institutions. Its aim was to strengthen skills in supporting international students and staff while sharing best practices in internationalisation services. It also provided a platform to exchange experiences and build new partnerships.



We organized

- **Orientation Days (57 participants)**
- **UP Together (148 participants):**
 - Board Games Evening: 38 participants
 - Czech Easter : 50 participants
 - Czech Christmas: 60 participants
- **Visa workshop (35 participants)**
- **Contribution to the International Peace Conference "The Role of Higher Education in Peacebuilding"**
- **Organization of a visit and program for Metro High School, Cedar Rapids, USA**
- **Collaboration on the Love Languages event (KAS)**



Spoluúčastnili a reprezentovali UP



Welcome Office actively participated in a number of cultural and educational events:

- **Ceeducon:** educational conference in Prague.
- **EDU Hub fair:** presentation of English and Czech study programs (attendance of approx. 300 students).
- **AURORA Student Conference in Olomouc**
- **Welcome Center Forum panel in Lublin**
- **European Conference of African Studies**
- **Erasmus Orientation Days**
- **UP Open Days, University Meet Up, and Majáles**





Welcome Office
Palacký University
Olomouc

We are happy to

WELCOME
you in our
OFFICE

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