

# **Student Support Services Handbook**

Version: September 2024

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**Disclaimer:**

Information and policies in this handbook should be correct and in effect as of 1 September 2024. All information in this Handbook is subject to change. Please refer to the latest version of the student handbook, which is always posted in Moodle.

The information given here is for guidance only. The full Teesside University regulations can be found on the University website, and nothing in these pages can modify the University regulations, which can be found at: <http://www.tees.ac.uk/docs/index.cfm?folder=student%20regulations>

## Introduction

Welcome to Prague City University!

We are very pleased that you have chosen to pursue your education with us, and we will strive to make your study experience a pleasant and rewarding one.

We have put together this Student Support Services handbook in order to help familiarise you with our university and how it functions. Our aim is to create a practical guide to the different aspects of the university's organisation and the various programmes that we offer. We believe that the information contained in the handbook will be useful to you; we are also open to any suggestions you might have on how it could be improved in the future.

This handbook is not the only place where you can learn about the university and understand its policies and procedures. Our faculty and administration are always ready to help you when you have any questions or concerns about your studies.

We wish you all the best in your academic and career endeavours!

## Message from the President

Dear students,

I am very happy to welcome you to Prague City University.

Students are at the centre of our focus, and I hope that this student handbook will encourage communication between staff and students, and make your time at the university a most enjoyable experience.

We want to know your opinions and are looking forward to receiving feedback to help us make the university an even better place to study.

This handbook will help you with everything you need to know about the university. Please read it thoroughly and let us know if you feel that some information is missing or not explained completely. We will update the handbook regularly, as Prague City University develops to include even more programmes and services in the future.

All the best in your studies!

Douglas Hajek  
President of Prague City University

## Student support

Prague City University provides ongoing support for its students in all aspects related to their current and future studies, life in Prague or work related endeavours. These services have been developed to meet the various students' needs, as students come from both the international and local communities. Students should contact the Student Support Services team when in need of any service that might help them in their studies.

The Student Support Services office is located in room 107 in Hybernská campus.

Student Support Services team:

**Kateřina Grumlíková** - Wellbeing Coordinator, Study Exchanges - [katerina.g@praguecityuniversity.cz](mailto:katerina.g@praguecityuniversity.cz), +420 222 101 020

**Iva Ertelt** - Visa Advisor, Industry Network Coordinator - [iva@praguecityuniversity.cz](mailto:iva@praguecityuniversity.cz), +420 222 101 020

**Eva Salačová** - Student Council & Societies - [eva.salacova@praguecityuniversity.cz](mailto:eva.salacova@praguecityuniversity.cz), +420 222 101 020

**Lucie Sojková** - Coordinator for the School of Education - [lucie.s@praguecityuniversity.cz](mailto:lucie.s@praguecityuniversity.cz), +420 222 101 020

**Veronika Dostálová** - Academic Registrar - [veronika@praguecityuniversity.cz](mailto:veronika@praguecityuniversity.cz), +420 222 101 020

**Johana Klusek** - Erasmus+ Coordinator - [johana@praguecityuniversity.cz](mailto:johana@praguecityuniversity.cz), +420 222 101 020

## Student Support Advisor

Every student at Prague City University has a Student Support Advisor. The goal of a Student Support Advisor is to help students in their study path and advise them when necessary to help them accomplish their aims. The Student Advisor helps the students both during their studies and also in the future, by providing them with valuable advice about options for pursuing further studies or entering the job market. Student Support Advisors can assist students with time management or study skills, help them set goals and future expectations, give advice on how to deal with culture shock and much more. If students need advice about their academics, Programme Leaders are available for meetings as well.

Prague City University places an emphasis on guidance both during lectures and outside class. We encourage students to consult with the lecturers, who have practical and academic experience, as well as the advisors, who can provide them with valuable ideas and recommendations.

It is recommended that every student at the university meets up at least once during the semester to discuss any issues that might be coming up in their studies or personal life.

The Student Support Advisor helps facilitate meetings with others in the university, listen to anything students want to discuss and provide general information on programmes and policies at the university.

### **Student Support Advisors:**

Kateřina Grumlíková - Student Support Advisor for School of Art, Design & Media

Iva Ertelt - Student Support Advisor for School of Business, Management & Technology (except Computing programme)

Eva Salačová - Student Support Advisor for School of Business, Management & Technology (Computing programme)

Lucie Sojková - Student Support Advisor for School of Education



## Counseling Centre

PCU offers students psychological counselling free of charge. It is provided by [Prague Integration](#), an independent multi-lingual counselling centre that offers holistic mental health support in 15+ languages.

The service is confidential and client communication is treated in absolute confidence. No personal information is ever disclosed to others without consent or unless required to do so by law.

Examples of commonly discussed issues are:

1. academic and university life: exam stress, presentation anxiety, study skills, adjustment to university life, culture shock, time/stress management
2. (mental) health issues - depression, anxiety, eating disorders, sleeping problems, drug/alcohol problems, dealing with chronic illness
3. interpersonal or partnership difficulties
4. other – grief, loneliness, low self-esteem, discrimination, traumatic experience

Number of free sessions per semester is limited, see more information on the PCU website [here](#).

### How to sign up

To sign up for your sessions you will need to fill out Prague Integration's [form here](#) and use the code **#PCU2024**. A staff member will be in touch within 24 hours to set up an appointment. At your first appointment you will need to confirm that you are a PCU student by showing your student card.

Please note that if you are unable to make your appointment you must cancel 48 hours in advance.

Prague Integration  
Mezibranská 1579/4, Prague 1  
Tram/bus stop Muzeum

## Confirmation of Studies

Throughout your studies, you will repeatedly need to request a Confirmation of Studies from us. This document is required by various types of institutions (banks, health insurance companies, Ministry of Interior, etc.). In order to get the Confirmation, you need to request it by filling out a simple Google form. Where can you find it? You have 3 options:

- a. Student Hub on PCU website
  - Go to the Student Hub on the PCU Website: <https://www.praguecityuniversity.cz/student-hub>
  - Scroll down to the Forms section
  - Click on the Confirmation of Studies Request form icon
- b. Moodle:
  - Go to Moodle [login page](#)
  - Enter your Username and Password and press Login button
  - Click on Confirmation of Study Request Form (under documents on the left)
- c. You can also request the Confirmation of studies directly via this [link](#).

We will do our best to process your request within 3 working days. You will be notified by e-mail when it's ready.

## Assistance in employment

Prague City University modules assist students with finding employment upon graduation. This includes everything from resume writing and interview preparation to helping to create opportunities for employment through corporate and cultural partners in our Industry Network. On all fronts, Prague City University is ready to assist its students on an individual basis.

### Internships

Prague City University strives to provide its students with practical experience during their studies. This is done through an interactive and practical style of education, led by lecturers with long-term professional experience in a specific field of study. But real-life experience in a company is also an integral part of the overall educational philosophy of the school.

### The Digital Career Board

The Digital Career Board is located in the PCU Discord server. Offers from our Industry network partners are listed here. The types of offers range from volunteer opportunities, internships, full and part-time jobs, and even competitions and external scholarships. The offers are a combination of public offers and occasionally some that are exclusive to Prague City University. However, only our students and staff have access to the Digital Career Board. It is updated regularly throughout the academic year which allows students to check-in when the time is right for them.

### The Prague City University Career & Internship Fair

This is a marketplace for career development. At our Career & Internship Fair, students can search for jobs, internships, and obtain networking and career advice. Its goal is to create and reinforce long-term relationships between employers in our Industry Network and our students.

Through the Career & Internship Fair, students have the chance to interact with real professionals and recruiters that represent a wide range of industries. By having the opportunity to communicate with employers face-to-face, and presenting resumes and portfolios, our students gain significant advantages in starting their careers. Each year we invite both long term-partners and new businesses to represent their respective companies and get involved with our interactive program.

### Industry Network

The goal of the Industry Network is to foster long-term partnerships that enable [Prague City University](#) and its partners to benefit from sharing resources, enriching the academic and professional environment of our institutions, and finding ways to support our thriving community. Our intention is to provide our students with opportunities and benefits that come directly from extensive involvement in Industry Network activities. We look for partners that share a similar vision and understanding of a long-term approach with investment in more than just the financial sense. These partnerships can offer our students hands-on training, job placements, social engagement, and even participation in charity and environmental

initiatives. By working together, companies, our students, and [Prague City University](#) achieve more, grow faster, and are able to make a positive impact in the world. Study abroad

Students from Prague City University have completed study abroad programmes in a number of countries, including England, Turkey, Poland, Spain, Germany and France. If students are interested in studying abroad, it is best to first research where they would like to go and Prague City University can provide support in making contact with the host institution. Prague City University also has a direct study abroad relationship with Teesside University and other international institutions. For up to date information about current study-abroad options, get in touch with the PCU international office at [international@praguecityuniversity.cz](mailto:international@praguecityuniversity.cz).

## Student Resources

At the beginning of studies, each student is provided with a Prague City University student ID, as well as access details for the Prague City University email account, our virtual learning environment Moodle, the printing system and Student Records View.

All students on Teesside University programmes should go through the registration process with the university and get access to the eVision and TU email account.

For help accessing and using all Prague City University resources, please contact Student Support Services at [student.services@praguecityuniversity.cz](mailto:student.services@praguecityuniversity.cz).

### Student ID Card - ISIC

Every student at Prague City University receives an ID card (ISIC card).

- ISIC card is required for all students (full-time and part-time)
- the price of the ISIC card is 400 CZK and it is non-refundable
- If a card is lost or stolen, students need to contact the Reception desk immediately in order to cancel the old card and have a new card issued. The deposit covers the cost of the card and a new deposit will have to be paid (250 CZK).
- ISIC card is only valid for 1 year. In order to extend the validation, please contact the Reception desk. The cost of the revalidation stamp is 300 CZK.

ISIC card is an access key to many of the university resources:

- Entrance to Prague City University during opening hours
- Prague City University printing system
- Library

ISIC card offers a wide range of discounts and special offers in restaurants, shops, museums, and cultural attractions. Further information about ISIC card can be found on the website: [www.isic.org](http://www.isic.org).

### Digital Campus

Prague City University has a Digital Campus for online and distance learning, as well as two physical campuses for face-to-face instruction.

We introduced technology in a number of our classrooms allowing our lecturers to simultaneously teach to students who are physically in the room and to students who join class through the video conferencing platform. Students in the physical classroom can interact with students in the digital campus classroom, creating a shared classroom experience in real-time.

These technology-enhanced classrooms are available in all programmes, and can be creatively used to provide unique and outstanding learning opportunities. How the Digital Campus will be used will vary on a programme by programme basis.

The Digital Campus features small class sizes. This allows our teachers to prioritise students during class, with an emphasis on individual learning and mentoring. Real-time interaction provides an immersive online experience with a personal, human touch.

## Prague City University Email

All students are given a Prague City University email address. All communication between students and the university is carried out through the Prague City University email.

If you have any troubles logging in, please contact the IT department: [it@praguecityuniversity.cz](mailto:it@praguecityuniversity.cz)

## Online Learning Centre (Moodle)

<https://moodle.praguecollege.cz/login/index.php>

To support your studies, Prague City University offers access to a web portal that allows students to receive the study materials necessary for individual modules. The system allows students to download the syllabus, individual lecture content, assignments, grades, chat with the lecturer, and perform other functions necessary for effective lecturer/student communication. Moodle offers many interactive features, helping to make learning more effective.

Before the semester starts, each student will receive a personal password and username. Training on how to use Moodle is provided during the onboarding period (at the online IT tutorial session) or individually during the first weeks of the semester.

## Zoom

Prague City University uses Zoom to bring together our community in a variety of ways. Zoom is used as our main video conferencing tool for online lectures, guest speakers, meetings, and for many other social and interactive activities. Many of our Zoom sessions are recorded and saved to help us maximise video, voice, content sharing, and chat for all of our professional and academic purposes.

You can learn more about Zoom's functionality here: <https://zoom.us/about>

## Student Records View

<http://studentrecords.praguecollege.cz/login>

The username and password are sent by the Student Support Services department of Prague City University.

In the Student Records View, students can also see their academic plan, and the tuition fees connected to their studies.

Training on how to use Student Record View is done during the onboarding period (at the online IT tutorial session) or individually during the first weeks of the semester.

## Resource Centre

The resource centre and physical library are situated on the first floor of the City Center Campus. The main contact for the Resource Center is Jessica Radlovacki, who can be reached via email: [jessica@praguecityuniversity.cz](mailto:jessica@praguecityuniversity.cz).

The resource centre is open daily for scheduled hours. Please check the opening hours there, online, or contact Jessica for more information.

## Physical Library

Prague City University's library system catalogue is available through the Prague City University website. University members will be able to check the availability of books online, including the time periods during which the materials may be borrowed. Materials include books, periodicals, and electronic equipment. Students are able to reserve books, journals, CDs, and DVDs through the system, and they are made available at the reception.

In most cases, there is no general requirement for students to purchase textbooks. However, if the lecturer determines that the use of a book is necessary for the student to perform well in the class (e.g. English classes, students taking exams, etc.) and/or the student is willing to purchase the book, then an order can be made through Prague City University. Your lecturer will usually ask you to order any texts by the end of the first week of the semester.

A recommended book will need to be ordered through the Resource Manager at Prague City University ([jessica@praguecityuniversity.cz](mailto:jessica@praguecityuniversity.cz)).

The physical library operates according to the opening hours of the university specified on the PCU website.

## Academy of Science Library

Students have an opportunity to use the services of the online Academy of Science libraries. In order to do so, students need to register during the Welcome Week or during the first two weeks of the semester. The registration is done through the Reception Desk.

### Physical Resources

Students have access to a wide range of other physical resources including digital cameras, digital video cameras, sound recorders, midi controllers, mixers, etc. Equipment must be reserved in advance and conditions apply to checking out equipment. Please speak to the Resource manager for more details ([jessica@praguecityuniversity.cz](mailto:jessica@praguecityuniversity.cz)).

### Computer labs

Computers are available for email and web access at all times at various locations around the university. The computer lab is available for students and lecturers to use on weekdays except when in use by classes. A timetable of classes is posted next to each classroom and on notice boards around the campus. Students are obligated to use the computers in a fair and reasonable way, including the use of the Internet for academic or personal purposes.

All students need a valid password to sign in to any computer at Prague City University. Contact the IT department for more information ([it@praguecityuniversity.cz](mailto:it@praguecityuniversity.cz)).

### City Centre Campus (Hybernská) - Opening Hours

Monday - Thursday: 08:00 - 20:30

Friday: 8:00 - 19:00

Saturday: 9:00 - 15:00

Sunday: Closed

### Prague City University contact information

City Centre Campus

Hybernská 24, 110 00, Praha 1, Czech Republic

Telephone number: (+420) 222 101 020

[www.praguecityuniversity.cz](http://www.praguecityuniversity.cz)

[info@praguecityuniversity.cz](mailto:info@praguecityuniversity.cz)

Bishop's Court

Biskupský Dvůr 1147/6, 110 00, Praha 1, Czech Republic

## Communication sources

### Email

Prague City University issues a Gmail account to each of our students, faculty, and staff. Email is the main communication tool we use to inform our community about important updates, changes, and events. It is essential for students to regularly check their Prague City University email accounts as it is used on a daily basis. Contact information including important email addresses will be distributed by lecturers and available on Moodle. The reception team also can provide emails and contact details upon request. For more information about login and usage, please contact [IT@praguecityuniversity.cz](mailto:IT@praguecityuniversity.cz)

### Notice boards and digital signs

Notice boards and digital signs remind the students of important events, announce news and provide information of general interest to all students. Digital signs are located in various places around the university and serve as one of the most important communication tools at the university. Students should always check the digital signs, as critical information is posted there regarding their studies. The notice boards are operated by the Reception team that must approve what is placed and promoted there.

### Newsletters

Newsletters are sent regularly to all students studying at Prague City University in order to inform them of what is happening at the school. Students are informed of new programmes, the organisation of events and other information.

### Open lectures, seminars, events

Students are encouraged to attend open lectures, seminars and events organised by Prague City University. These activities may take place on school grounds or at other venues, and they will be announced to students ahead of time via notice/digital boards or email. Students are also encouraged to inform the administration about other lectures, seminars and events that may be valuable for study purposes and the information will be posted as a recommendation to attend the event.

### Social media

Prague City University is very active on social media. We have accounts on Facebook, Instagram, Twitter, Youtube, TikTok, LinkedIn and Discord. The school updates these platforms regularly and offers our community a chance to get information quickly in addition to email. Although we aim to keep academic/professional life separate from personal life on social media, we regularly post photos, articles, and even videos related to daily life at the university. We also offer opportunities for students to create content for us as we want their stories to be shared with our community. Contact Student Support Services or the Communications Department if you are interested in contributing.



## Student Associations and Societies

### Student Council

The Student Council is elected each year to represent the needs, concerns and ideas of all current PCU students. With members from all over the globe, the Council reflects the university's multicultural composition. The Council is also the umbrella group for student societies, working in collaboration with the university management team to enhance the experience of life at PCU. Each year it puts on events, organises social activities, and raises money for charity. Members of the council contribute to Welcome Week events, as well as ongoing support for new students. To find out more, contact Student Support Services.

### International Student Association (ISA)

The International Student Association is a community of PCU Czech and international students who meet, share experiences, organise trips, events and much more! ISA's mission is to:

- Help students meet new people and make friends
- Provide a sense of community and international family
- Share different cultures and help others understand new cultures
- Support international students in their integration to PCU, Prague and Czech culture
- Organise events and trips within ISA and for the whole PCU community... and much more.

ISA is open to any Czech and international student interested in participating in meetings and activities, and membership is free!

### Student Societies

Prague City University societies are offered to make students' experience at Prague City University more fun, exciting, and educationally dynamic.

Our students are active in a number of societies which promise to enrich the educational experience at Prague City University. Go to our [website](#) to see a summary of the different societies which have been organised for all students as well as teachers, alumni, colleagues and friends. And it's never too late to join! If you are interested in any of these societies, simply contact the organiser or join the relevant Facebook group to get regular updates.

### Want to start your own Society at Prague City University?

Each society is meant to provide our community with student-driven initiatives and activities that embrace diversity across interests, skills, culture, entertainment, academics, and professionalism. These societies are meant to be inclusive and open to new members. Members may have advanced skills and experience in their related field, but students that wish to learn more or gain the associated skills are welcome to join. Overall, each society is meant to be a fun way to make friends, share experiences, and be active!

If you would like to establish a society of your own, please contact Student Support Services. We will give you insight on the requirements and materials you will need to get started.

Please note that societies are updated on a semester-to-semester basis, as new ones form. For the current list of societies see Student Support Services.

## Student Ambassadors

Becoming a Student Ambassador is a wonderful way for you to stay connected to events and activities in our community. By being involved, you are able to see firsthand what goes into the preparation and planning of professional events.

We are grateful for our students' help and proud of their willingness to give back to our community. We must also ensure that the quality of the work we do together remains at a high level as we often interact with professionals, multinational corporations, special guests, and members of the public.

If you are ready to become a Prague City University Student Ambassador and share your personal experience with potential students, volunteer for events and cooperate with administrators, working as a Student Ambassador is the right place for you!

Why become a Student Ambassador?

- More than simply a student, you become an integral part of the university
- Prospective students want to hear about YOUR experience, what YOU are learning, and YOUR life. You are the connection they might need to feel welcome and choose PCU!
- Create successful events with staff, students, and visitors
- Gain professional experience and boost your resume

## Alumni Association

Prague City University has established a new networking organisation, the Alumni Association, which unites all graduates from Prague City University programmes. The mission of the Alumni Association is to serve the community of Prague City University's alumni, students, family and friends by providing lifelong connections to the university. The Alumni Association is led by an appointed group of *Alumni Ambassadors* who act as advisors. The purpose of the association is to provide opportunities for Prague City University alumni, students, family and friends to support Prague City University's key strategic initiatives.

The aims of the association are to:

- Build up a network of professional opportunities for all alumni
- Organise an official annual event for all alumni
- Inform individuals about Prague City University events and activities
- Share experiences, ideas and develop activities within the Alumni Association
- Bring proposals and recommendations from alumni members to the attention of Prague City University

## Academic calendar 2024/2025

Prague City University offers two semesters each year for all programmes, where each semester lasts 15 weeks. School of Business, Management & Technology programmes, which have a blended learning format, have a summer semester.

Intensive three-week short summer courses (optional) also run during the summer.

The semesters open in late September and mid-February. Students can also enrol in a summer course starting in June.

<b>Semesters</b>	<b>Start Date</b>	<b>End Date</b>
Semester 2404	23 September 2024	24 January 2025
Semester 2501	17 February 2025	6 June 2025
Summer Courses 2502 (opt.)	16 June 2025	4 July 2025
Semester 2503 (blended)	16 June 2025	29 August 2025

## Prague City University Staff

### **Student Support Services & Student Records**

Kateřina Grumlíková	katerina.g@praguecityuniversity.cz
Iva Ertelt	iva@praguecityuniversity.cz
Eva Salačová	eva.salacova@praguecityuniversity.cz
Lucie Sojková	lucie.s@praguecityuniversity.cz
Veronika Dostálová	veronika@praguecityuniversity.cz

### **Reception**

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Kateřina Šichová	katerina@praguecityuniversity.cz
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### **Finance and HR**

Zdenka Myslikovjanová	zdenka@praguecityuniversity.cz
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### **Admissions**

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Roman Remiš	roman@praguecityuniversity.cz
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### **Communications and Marketing**

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### **International Office**

Johana Klusek	johana@praguecityuniversity.cz
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### **Executive Director**

Peter Howe	peter@praguecityuniversity.cz
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### **Rector and Dean of the School of Education**

Zdeněk Starý	zdenek.s@praguecityuniversity.cz
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### **President**

Doug Hajek	doug@praguecityuniversity.cz
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## Conclusion

We hope that this Handbook is a useful tool for enhancing communication between management, faculty and students. You should be able to find any important information about Prague City University's organisation, programmes, services and student support that we offer. Our goal is to make your time with us a valuable, friendly and useful experience.

We strive to create an environment of mutual understanding at the university, to create a more pleasant environment and a study experience which lasts a lifetime.

Thank you.

Douglas Hajek  
President – Prague City University  
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This Student Support Services Handbook was prepared by the Student Support Services team.

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