

Name: Anna Schutz

Nominated by: Nicole Callo

In my past work experiences, I have found my supervisors to use the same three qualities when working with a younger generation: Fear, hostility, and dominance. Anna has changed my idea of a supervisor. She has shown me that kindness and compassion always prevail, and that if you can ever help someone to always do it. Anna has changed undergraduate admissions and she has changed me. She oversees an intern (me), 10 student workers, and the daily tasks of the Welcome Center facilities. I strongly believe that the office would crumble without her. I have taken the liberty to break each section down individually; however, many of them overlap since Anna is truly an amazing person and supervisor.

Abilities as a mentor:

When I was first hired at the office, I was one of few employees who had no background in Admissions. I was nervous that there would be a disconnect from me, other students, and the rest of the employees. Anna made sure this did not happen. She immediately took me under her wing and introduced me to everyone. From then on, I knew that Anna would work alongside of me rather than working above me. From my first all department meeting to my current endeavors of dealing with parent complaints, Anna is always there to push and support me. She displays full trust in me in everything I do. We meet one on one weekly to discuss any problems I am having (in work, school, and my personal life) and offers to help clear my plate when I need it. She also meets with her student workers one on one to see how their work is going and to see what additional support she can offer them. Anna uses her power to empower all of us students. She reminds us of our strengths and what we individually bring to the team, and reminds us every day that she is so thankful for our help. Anna reminds all of us to be a little kinder, help when you can, and to put yourself first.

Communication/Listening skills:

Though Anna is not directly involved in the recruitment of freshmen students, she works with prospective students and families on a daily basis. She is on the phones daily and works non-stop to provide prospects with answers to anything and everything. She bends over backwards to make every student, current or future, feel special and heard.

Anna is always meeting with employees around the office to make sure everyone is on the same page. She is transparent with everything she does and makes sure that all communications are handled professionally. As mentioned, we have one on ones weekly, and Anna has worked to make this a safe space. I know that I can bring anything to Anna, and she will listen. And if I want the help, Anna is always willing to offer it. She places such an emphasis on clear communication, and is there to listen to anything. She is bubbly and charismatic, and I consider myself blessed to work under someone with such amazing people skills.

“Anna is warm-hearted and easy to talk to. She answers questions clearly, is always open to hearing new suggestions, and listens and attends to anyone's concerns” –Megan Harnaga,
Student Assistant

Interest in employee development:

For many student employees, our jobs in Admission is our first professional job. Anna knows this, and shows us what goes into being a professional. She doesn't shame anyone or make them feel bad for lack of skills. Instead, she takes her students by the hand and works alongside of them to help foster their professional development.

In our one on ones, Anna is always asking about my next steps. Not because she wants me to move on, but because she wants to help me into the real world. She has given me contacts of professionals in my industry that have become strong connections of mine. Anna is always asking me what she can do for me to help me get better. When I told her I needed to work on my phone skills, she gave me departments that would be good to practice with. When I told her I needed help with professional emailing, she gave me the lead on a project she had been working on with another department. This is not specific to me. She has done this with all of her student workers and treats each of us with the same respect and attention. She has connected many of her employees with professionals in the industry, and some have gotten their full time jobs from the connections she helped create. Anna has no idea how much she has impacted the professional development of each of us student workers. She believes in us students more than we do sometimes.

You don't have to just take it from me.

"Anna has helped me explore my career options while working in the Office of Admission. Her continuous support of the different career decisions I have made as been super impactful in the confidence I have as a college student trying to start my career. She has continually challenged me to work harder and given me the opportunity to take on roles she knows I am more than capable of even though I didn't know I was fully capable myself. It takes just one person like Anna and her encouragement to take on any setting I walk into with confidence." – Marcelle Owona, Student Assistant in Admissions.

"Anna is an incredible asset to our student staff in the office of Undergraduate Admission, she holds students accountable and consistently provides them with the chance to develop professionally – thank you, Anna" – Amy Christenson, full-time Admission Counselor

Teamwork/collaboration qualities: Anna works with every team housed inside of the Welcome Center. She does all of the room booking in the building as well as helps put on all of the events for students in the office among all of the different departments. She works to create an open and inclusive environment for all of the student workers in the office, no matter how big or small the role. No one ever feels alone.

She encourages team work and collaboration with students by planning quarterly meetings for her team where students can give announcements on their project work and ask for support that they need from other teams.

She also works with the DASH team, Honors department, housing, and all other academic departments to make sure that the Customized Visit program can run. She is the glue that holds the program together.

“Though I am not directly one of Anna’s student workers, she has guided me in my work. I am constantly going to Anna for help, and she never turns me down. She is always willing to help me and answer my questions, regardless of what team I fall under.” – Alexis Thompson, Communications Intern

Contribution to department/campus/community

Anna is the backbone of the Welcome Center. She is the point person for all things related to the office and she is the person we all run to with any questions. She knows everything there is to know about the office. She runs all of the behind the scenes projects for her student workers and the admissions staff. She runs our FLEET program (for traveling counselors), oversees our student worker team, heads the Customized Visit program, and was point person during the recent renovation of the Welcome Center. Anna attends workshops on campus whenever she can to encourage a stronger campus involvement and puts together bonding opportunities to make the admissions office a community, not just an office. Many of our student workers can be found wandering around the Welcome Center on their days off just because they miss being here. Anna created a safe space for students and encourages us to be friends with one another. As a graduate student herself, she is involved in everything we do on campus and is always looking for new ways to foster community. Our office would not function without Anna and her dedication to her work. She has made an impact on all of us.

“Our office could not run without Anna! She keeps us organized and is always the first to follow up and clarify with team members in order to keep projects focused and running efficiently. Our team of student workers is guided by her attentiveness to their needs as young professionals.” – Jessica Heinrich, Full-time Admission Counselor

Knowledge of DePaul and their position: As previously mentioned, Anna always has an answer. If she cannot give you what you need, she will find someone who can. In Admissions, you are tested in every aspect of your DePaul knowledge: from residence halls, to tuition, to knowing why a Catholic University has a Demon mascot, you are expected to answer every question. Anna does that every day. She knows what DePaul is like from a student angle as well. She exemplifies DePaul’s mission of teaching and service in everything that she does. It’s hard to think about the specific responsibilities of Anna’s position because she truly does everything. Anna is always tied up with different projects and ideas, but is never too busy for her student workers. She keeps our building up and running, and creates clear communication channels for everyone in our office. She also puts uneasy at ease and can handle any person that walks into the Welcome Center. I can confidently say I can go to Anna with anything and she will have an answer.

All in all, Anna is the best supervisor I could have asked for. She is kind, caring, dedicated, and above all; human. She has guided me in my journey as a young professional and has left her mark on all of us students. I cannot think of one person more deserving than Anna for this award, and my colleagues agree. When I shared with them that I would be nominating Anna, no one was surprised. They all wanted to help contribute in any way they could. They were shocked that she had never received the award in her 8 years of work here. She has touched everyone she works with, and has left a lasting impact on us all. Anna is a strong woman who has shown me and those around me what it means to lead like a woman. I could go on for pages about Anna's abilities as a mentor and a supervisor, but I hope that all I have provided makes you wish you knew her and makes you reevaluate the type of supervisor you hope to be if you are ever placed in the position to be one.