Suzan Cioffi directs the UCSD Retirement Resource Center (RRC), the UCSD Emeriti Association, the UCSD Retirement Association, and the UCSD Chancellor's Scholars and Emeriti Mentor Program. The UCSD RRC is clearly a leader among all UC retiree centers with a Retirement Association which is 2 to 4 times larger than all other UC RA’s, and offers rich and diverse programming (some 250 programs each year); an Emeriti Association which is the one of the largest and certainly the most active of the entire UC system, and innovative and impactful Chancellor’s Scholars & Emeriti Mentor Programs, which together provide mentoring and communications and leadership training for 30-40 Chancellor’s Scholars each year. Suzan does this all with an almost entirely part-time, student staff. She is an exceptionally-strong leader and caring mentor to both the scholars in the program, and the student staff who supports all of the RRC programs and activities.

Development of the Chancellor’s Scholars Program & Emeriti Mentor Program: Suzan Cioffi’s leadership has been fundamentally important to the development of the Chancellor’s Scholars & Emeriti Mentor Programs over the past three years. She has been central to the planning, design and implementation of this program, helping it to evolve qualitatively. This program provides weekly communications and leadership training, alongside regular mentoring services for Chancellor’s Scholars (first-generation, low income students from 4th and 5th quintile schools). The program includes quarterly “Dream to Reality” panel seminars with experts in a specific sector; a formal etiquette training dinner, specific skills workshops (resume writing, interviewing skills, internships, etc.). Scholars have regular personal follow up to ensure they are on track to success. Suzan’s leadership has helped to grow the number of Emeriti mentors involved in the program, providing regular opportunities for mentors to communicate their suggestions/concerns via monthly mentor luncheons, and biannual sponsored mentor seminar luncheons.

Building relationships/partnerships: Suzan’s leadership in building partnerships across campus with key leaders in the Financial Aid Office, the Center for Student Involvement, and the UCSD Department of Development, has been instrumental in strengthening the development of the Chancellor’s Scholars Program. Suzan’s productive and constructive relationships with these leaders has helped to facilitate all the requisite day-to-day actions in favor of Chancellor’s Scholars, which arise during their academic journeys, and has helped to grow support for the program. Her leadership is also evident in the growth and commitment of Emeriti mentors to continue mentoring in the Emeriti Mentor Program.

Leadership in supporting fundraising for Chancellor’s Scholars: Suzan Cioffi has been instrumental in helping to develop increasing levels of philanthropy directed toward funding Chancellor’s Scholars. She has partnered with professionals in UC San Diego Development to work closely with dedicated Emeriti faculty interested in giving to the Emeriti Chancellor’s Scholars Fund. This fund, in support of Chancellor’s Scholars, has grown ten-fold over the last three years and now exceeds $150,000 per year.

Innovation and proactive leadership (Utilizing highly effective practices to inspire and lead others to contribute constructively to the University’s mission): Suzan Cioffi’s leadership is acutely evident with regard to the development of the UCSD Retirement Association. Where most other UCs have RAs with membership in the range of 500 – 600, the UCSD Retirement Association is closing in on 2,000 members! Where most other UC retirement associations offer one or possibly two programs each month, the UCSD Retirement Association regularly offers between 15 and 30 programs monthly to its diverse membership. Suzan’s innovative utilization of web-based programming and reservation systems, and marketing via a wide variety of electronic and print media (e-newsletters, e-flyers, a range of listserv choices for tailored delivery of news), have all helped to build increasing participation in Retirement Association programs and activities. As a service to the UC San Diego community, Suzan has opened up a range of critically-important educational programming seminars (Social Security, Medicare, Estate Planning, Long Term Care, etc.) to the entire UCSD community, available at no charge.

Substantial cost-effectiveness: Suzan’s leadership in providing career training and professional mentoring via part-time employment opportunities for the student staff who are responsible for the RRCs day to day programming, has resulted in significant cost savings when comparing the UCSD RRC to its sister centers at other UCs. Suzan and her part-time student staff are providing ten times the quantity of high-quality programming to membership that is multifold the size of the other UCs, and she is doing it at a small fraction of the cost of the centers at other UCs.