Examples of the underlying messages in quotes

- **We know the facts, including which data were involved.**
  “Marilu Goodyear, vice provost for information services, said officials discovered Tuesday the records had been downloaded from a computer in the Academic Training Center. Officials said it was possible between 10 and 20 records were those of noninternational students, attributable to clerical coding errors.” ("Data on international students downloaded in KU hacking crime,” The Kansas City Star, Jan. 24, 2003)

- **We acted quickly.**

- **We are doing what we can to address the problem.**
  “That’s when we immediately decided to shut down the Internet and change all the passwords,” Brenneman said. ("Hacker steals University of Missouri-Kansas City cyber secrets,” The Kansas City Star, Jan. 14, 2004)

- **We are respectful of other people.**
  “This University highly values its international student community, and all our students.” (from the KU Chancellor’s public statement, Jan. 2003)

- **We are cooperating with law enforcement.**
  “In a statement, the university said it takes the case seriously and has been working closely with authorities. ‘We are committed to providing a highly secure computing environment to our users,’ the university said.” ("Student accused of hacking into Michigan computer system,” The Detroit News, Aug. 2, 2003)

- **We will continue to respect and value individual privacy, freedom of expression, academic inquiry, etc.**
  Often, this message is useful during media follow-up questions in which reporters want to know whether you will drastically alter your security profile to severely limit access to the network to all users to avoid future incidents.

- **We are providing information and/or assistance to those who were affected.**

- **We accept responsibility for making it better.**
  “Joe Potts, director of KU’s international student and scholar services, e-mailed students Wednesday about the stolen identification information. He said each affected student would receive a packet of phone numbers to call and steps to take to protect themselves.” ("Data on international students downloaded in KU hacking crime,” The Kansas City Star, Jan. 24, 2003)

- **We sincerely regret any difficulties this may have caused you.**
  “We are doing everything possible to contact those affected by this incident. We regret that this theft of data took place and are distributing information and resources our students can use to reduce their personal risk of identity theft.” (from the KU Chancellor’s public statement, Jan. 2003)

  “Hines, the vice provost, acknowledged the frustrations and inconvenience to faculty, staff and students caused by the break-in. “While changing passwords is, personally speaking, painful, it is also necessary in a networked world.” ("Hacker steals University of Missouri-Kansas City cyber secrets,” The Kansas City Star, Jan. 14, 2004)

- **We are a responsible, competent organization.**
  “The computer hacking incident discovered at KU on Tuesday is a matter of grave concern and we are treating it with the utmost seriousness.” (from the KU Chancellor’s public statement, Jan. 2003)