

eCommunication and Loma Linda University's Core Values¹

“E-mail is provided to facilitate the communication while performing the mission of the University.”²

Core Value	eCommunication Guidelines
COMPASSION —The sympathetic willingness to be engaged with the needs and suffering of others. Among the most memorable depictions of compassion in Scripture is the story of the Good Samaritan, which LLU has taken as a central symbol for our work.	
	<ul style="list-style-type: none"> • Be merciful in your communication with others especially when you feel justified in your frustration with them. • Be courteous in all communication. • Assume good intentions in others' messages. • Show appreciation or give encouragement in short emails when appropriate.
INTEGRITY —The quality of living a unified life in which one's convictions are well-considered and match one's actions. Integrity encompasses honesty, authenticity, and trustworthiness.	
	<ul style="list-style-type: none"> • Keep your username and password private and secure.”³ • Ask permission before forwarding another person's confidential email. • Stick with stating facts whenever dealing with problems instead of expressing personal opinions. Doing so will help to keep key issues clear and make them easier to resolve.
EXCELLENCE —The commitment to exceed minimum standards and expectations.	
	<ul style="list-style-type: none"> • Read your LLU email regularly and reply promptly when necessary. Administrators, faculty, and staff will use email to communicate with you. • Write concise messages. <ul style="list-style-type: none"> ○ Write clear and meaningful subject lines. ○ Write your most important points first. Keep your message simple and clear. • Use subheadings in long messages to aid readability and to increase understanding. • Read your response <i>before</i> sending it to make sure that it says what you want it to say. • Understand that your email messages are <i>not</i> private; people often forward them without asking for permission.

¹ Loma Linda University Student Handbook, p. 22

² Ibid, p. 72

³ “Sharing of username and password is a violation of campus network security.” Ibid, p. 71

eCommunication and Loma Linda University's Core Values (cont.)

<p>FREEDOM—The competency and privilege to make informed and accountable choices and to respect the freedom of others. God has called us not to slavery, but to freedom.</p>	
	<ul style="list-style-type: none"> • Respect people and their time: <ul style="list-style-type: none"> ○ Send professional messages to specific and appropriate individuals.⁴ Do not spam. ○ Read emails carefully to make sure that you really understand the sender's message. ○ Think twice before hitting the "Reply all" button. Ask yourself whether or not they all <i>need</i> to read your reply. ○ Resist the urge to forward entertaining yet waste-of-precious-time messages. • Carefully consider whether email is the correct way to handle a given situation. Better options might be: <ul style="list-style-type: none"> ○ Visit the person face-to-face, ○ Make a phone call, or ○ Ask someone to review your email response to see if it could be misunderstood.
<p>JUSTICE—The commitment to equality and to treat others fairly, renouncing all forms of unfair discrimination.</p>	
	<ul style="list-style-type: none"> • Communicate fairly and respectfully with each individual. • Cc: only those who are <i>directly</i> involved. • Use straightforward language that is not demeaning or unfair.
<p>PURITY/SELF-CONTROL—Morally upright and moderate in all things with complete control over one's emotions, desires, and actions.</p>	
	<ul style="list-style-type: none"> • Control yourself when frustrated: <ul style="list-style-type: none"> ○ Resist the urge to respond too quickly before you have had a chance to cool down. ○ Remember that once the "Send" button is clicked, your message becomes permanent.
<p>HUMILITY—The willingness to serve others in a sacrificial manner; the self-respect that renounces haughtiness or arrogance.</p>	
	<ul style="list-style-type: none"> • Be open to others' points of view. Yours is not the only perspective.

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⁴ *Loma Linda University Student Handbook*, p. 72