Instructions on Preparing Your Spam Filters

Please share this information with appropriate information technology staff at your institution to help ensure that NSSE email messages are delivered your students. **You should not assume that your system will let NSSE messages through!** Each year, several institutions’ systems treat our emails as spam, which prevents them from reaching their students.

As part of the NSSE administration, we will send e-mail messages to your sampled students using the e-mail addresses you provide. Messages are sent using a bulk e-mail program that sends several messages per minute. We try to spread out the messages as much as possible while still contacting your entire sample between 8:00 am and 8:00 pm on your scheduled delivery days. To meet this goal, we may need to send at least 10 messages per minute for some institutions.

NSSE messages will originate from the Indiana University Center for Survey Research server, at 129.79.141.2, and pass through IU's mail-relay system, at 129.79.1.58.

As a default, messages are sent from the account "nsse@nssesurvey.org." However, institution contacts can opt to change this address so the messages appear to come from an institution account. Interested contacts should work with their institution’s IT staff to ensure this option is a possibility with their e-mail system.

We program the messages so that replies are sent to the account "help@nssesurvey.org" and bounced messages are sent to "nssebounce@nssesurvey.org." However, some institution e-mail systems override this coding and send replies to the “from” address. Please keep this in mind if you elect to send your messages from a campus account. Some institutions create e-mail accounts specifically for sending NSSE e-mails to avoid the risk of bounced messages being returned to accounts such as their president’s, etc.

If you can only white-list e-mails from NSSE for a limited time period, please note that NSSE is generally administered between late January and late May, depending on each institution's specific mailing schedule. Contacts can use the Institution Interface to view their specific mailing schedule. Schedules are typically finalized by early January. The Interface also shows the subject lines for each message sent to students and the e-mail address from which messages appear to come.