

Levels of Postsecondary Data Partnership (PDP) Technical Assistance

As institutions begin the PDP adoption process, it is important to recognize the level of support they might require, because this will impact staff, technology, and financial resources. One way to think about support is to determine how hands-on it will be. For example, below are five levels of PDP support that begin with the most basic (e.g., reading information) and end with the most dynamic and hands-on assistance (e.g., on-site expert support). In addition, different staff may require various levels of support, depending on their involvement with the PDP. As institutions begin the PDP adoption process, think about your campus needs and the resources you will assign to them.

Level 1: Basic Assistance with PDP Information. This level of assistance involves directing individuals to information, most likely on the PDP webpage (e.g., data definitions and Tableau dashboard videos). It is passive assistance and does not require follow-up communication in the form of emails or conference calls.

Level 2: Real-time Assistance with PDP Information. This level of assistance involves real-time communication with individuals in the form of emails, conference calls, or webinars, where PDP information is discussed, and individuals have the opportunity to ask follow-up questions. Examples of these forms of technical assistance include webinars to institutions/state systems and follow-up conversations with individuals as they engage with PDP and national organization staff (e.g., NSC, SHEEO, JFF, CCA, ATD, AASCU, and APLU) to join the PDP, submit data, and use the data.

Level 3: PDP Meetings and Conference Presentations. This level of assistance involves meetings hosted by one or more of the national collaborating organizations designed to introduce individuals to the PDP, gather information about PDP use from participating institutions/systems, or share PDP information with the higher education community. It also includes conference presentations for general higher education audiences (e.g., PDP conference session at EDUCAUSE).

Level 4: Specific Technical Assistance Request Requiring a Data Submission, Policy, or Data Use Expert from a Distance. This level of assistance involves specific, institution or state level issues that require the help of an expert. For example, this could be related to assistance with establishing correct data files, file upload, assisting leadership decide on data definitions (e.g., gateway courses), and helping institutions utilize Tableau dashboards, the Analysis-Ready File, or data visualizations. Most importantly, this type of assistance is done from a distance, via conference calls or webinars.

Level 5: On-Site Specific Technical Assistance from an Expert. This level of assistance, most likely utilized for help preparing data files for PDP submission, involves on-site support with a data submission expert.