mongoose
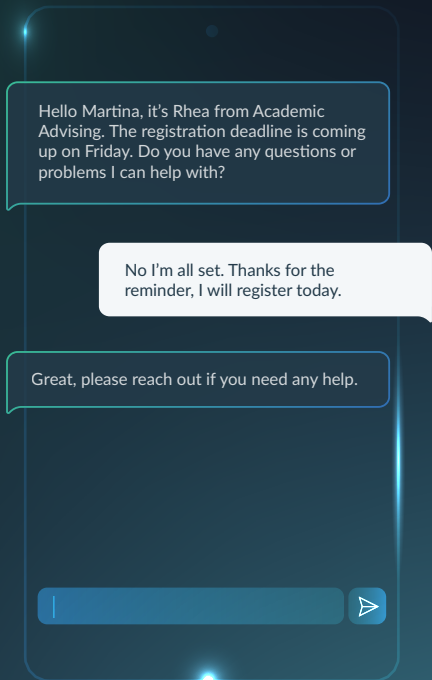
Elevate Student Success with Conversation Intelligence

Empower Success Teams to Engage, Retain, and Inspire Students

Higher education institutions face growing pressures to holistically support students throughout their academic journey. Declining retention rates, plateaued graduation outcomes, and mental health concerns challenge student success teams to meet rising expectations with limited resources. Outdated tools and siloed data hinder efforts, preventing timely, personalized student support.

Mongoose's Conversation Intelligence Platform (CIP) transforms student success strategies, enabling institutions to foster proactive, multi-channel engagement that builds trust, empowers students, and drives measurable outcomes.

Hello Martina, it's Rhea from Academic Advising. The registration deadline is coming up on Friday. Do you have any questions or problems I can help with?

No I'm all set. Thanks for the reminder, I will register today.

Great, please reach out if you need any help.

68.2%
retention rate for students who started college in Fall, indicating that over 30% of students don't return after their first year.
(Inside Higher Ed)

39M
approximate number of students who have left college without earning a degree.
(Higher Ed Dive)

38%
of undergraduates experienced moderate or severe depression symptoms in the academic year.
(Inside Higher Ed)

26%
of students express the need for clear academic maps to navigate their journey successfully.
(Inside Higher Ed)

What is Mongoose?

Mongoose is a Conversation Intelligence Platform designed to redefine engagement across the student lifecycle. By transforming unstructured conversation data into actionable insights, Mongoose helps institutions deliver seamless, digital-first experiences that inspire trust, improve retention, and drive student success. It empowers teams to:

Anticipate Needs
Leverage conversational data to identify at-risk students and address challenges before they escalate.

Build Trust
Deliver empathetic, personalized communication that resonates with students, fostering meaningful connections.

Engage at Scale
Enable consistent, multi-channel outreach across text, chat, and WhatsApp to meet students where they are.

The Mongoose Advantage

Mongoose's CIP empowers student success teams to make every student interaction impactful, relevant, and actionable. Trusted by hundreds of institutions, Mongoose provides the tools to foster lasting relationships that improve persistence, retention, and academic outcomes.

SOLUTION BENEFITS

Transforming Student Success with Conversation Intelligence

Foster Holistic Student Engagement

Deliver timely, tailored messages that meet students' academic, financial, and wellness needs. Mongoose empowers institutions to foster deeper connections that encourage persistence and belonging.

Empower Success Teams with Actionable Insights

Analyze student behaviors and topics to refine strategies and intervene proactively. Mongoose enables teams to identify and support at-risk students, improving retention and graduation rates.

Simplify Support Processes for Students

Automate appointment reminders, financial aid follow-ups, and resource links to reduce barriers and streamline access to critical services. Mongoose ensures students can easily navigate their academic journey.

Enhance Communication Across Channels

Engage students seamlessly across text, chat, and WhatsApp, delivering impactful and real-time communication that aligns with their preferences.

SOLUTION FEATURES

Key Features Driving Student Success

✓ **Multi-Channel Communication**

Engage students on their preferred platforms, including text, chat, and WhatsApp, ensuring effective outreach.

✓ **AI-Driven Insights and Automation**

Leverage AI to identify at-risk students, suggest responses, and automate reminders for key deadlines.

✓ **Real-Time Engagement Tools**

Provide instant support through chatbots and live chat, ensuring students receive timely help.

✓ **Personalized Messaging Templates**

Tailor outreach to individual student needs, creating impactful communication that inspires action.

✓ **Compliance and Security**

Ensure all communications align with regulatory standards and safeguard sensitive student data.

Proven Success You Can Trust

Mongoose's tools enable student success teams to meet students where they are, fostering meaningful connections and addressing challenges with empathy and precision.

80%
Routine Inquiries Automated

MCC used Mongoose's chatbot to automate 80% of routine inquiries, reducing workload for the One Stop Shop and student service teams while improving their capacity to provide timely follow-ups and complex support.

20%
Increase in Retention Rates

Carroll University achieved a 20% boost in retention rates by leveraging Mongoose for personalized student outreach.

98%
Text Message Open Rate

Student success campaigns achieved an unparalleled engagement rate, ensuring timely communication.

Real-Time Support

AI-powered chatbots resolved thousands of student inquiries, freeing up staff for high-priority tasks.

Conversations That Empower Academic Achievement

Mongoose's tools enable student success teams to meet students where they are, fostering meaningful connections and addressing challenges with empathy and precision.

Insights
Use data-driven strategies to identify trends, refine outreach, and intervene proactively.

Empathy
Deliver human-centered communication that strengthens trust and demonstrates institutional care.

Relevance
Tailor messaging to align with students' goals, preferences, and challenges.

Scale
Streamline communication across all teams, ensuring consistent and impactful engagement.

Trust
Ensure compliance with privacy standards while maintaining credibility through transparent messaging.

Ready to transform your student success strategy? Empower your team with Mongoose today.