

About Mongoose

The leading Conversation Intelligence Platform for Higher Education Engagement

Every conversation matters. Mongoose is the leading **Conversation Intelligence Platform (CIP)** for higher education, empowering institutions to engage with students, alumni, and staff through **personalized, empathetic, and data-driven communication tools**.

From recruitment and enrollment to student retention and alumni engagement, Mongoose helps institutions move beyond transactional communications—ensuring every interaction builds trust, fosters relationships, and delivers measurable outcomes.

Mongoose at a Glance

Founded: 2014

Headquarters: Buffalo, NY

Website: hellomongoose.com

Clients: 1,000+ Colleges & Universities

Users: 25,000+




Industry: Higher Education Technology

General Inquiries: info@hellomongoose.com

What We Do

Empowering Higher Education with Conversation Intelligence

Mongoose's platform combines **advanced AI, analytics, and automation technologies** with personalized communication capabilities to help institutions:

-  **Transform conversational data** into actionable insights for optimized engagement.
-  **Connect meaningfully across multiple channels**—Text, WhatsApp, and Chat.
-  **Foster trust and deliver measurable outcomes** through empathetic and compliant communication.

Platform Overview

Conversations Hub

Empower institutions to connect meaningfully through:

[Mongoose Text](#)

Drive engagement with personalized, timely conversations.

[Mongoose WhatsApp](#)

Trusted, secure global communication.

[Mongoose Chat](#)

Support website visitors with instant, 24/7 assistance.

Intelligence Hub

Turn data into actionable insights with tools like:

Performance Insights

Measure communication effectiveness and identify areas for growth.

Cognitive Insights

Discover the emotions, trends, and motivations behind audience decisions with advanced analytics to drive impactful strategies.

Benchmark Insights

Compare your performance against peers to uncover growth opportunities and sharpen engagement strategies.

PLATFORM STATS

1,000+

Colleges & Universities served

25,000+

Users across higher education

100M+

Conversations facilitated

50% increase

in alumni event attendance at St. Joseph's Collegiate

300% increase

in Giving Day contributions at Brenau University

8.7% enrollment growth

at McLennan Community College

20% increase in student retention

at Carroll University

Our History & Milestones

Pioneering Innovation in Higher Ed Engagement



Beyond CRM Texting: The Power of Smart Messages



Who We Serve



Admissions & Enrollment Teams

Boost inquiries, reduce application drop-offs, and increase enrollment.



Student Success & Retention Leaders

Identify at-risk students and provide proactive, personalized support.



Advancement & Alumni Relations

Strengthen donor relationships, increase alumni participation, and drive impactful fundraising campaigns.

Don't Just Take Our Word For It

What Our Customers Say

“

Mongoose played a pivotal role in reducing summer melt by improving contact rates with admitted students. By following up text messages with phone calls, OSU-Cascades increased its overall contact rate from 36% to 57%.

ALEX GALBREATH, DIRECTOR OF ADMISSIONS AT
OREGON STATE UNIVERSITY - CASCADES

“

Mongoose is a critical part of our communication strategy. It's flexible, easy to use, and the support we receive is top-notch. We've seen real results, and it's become an essential tool for our teams across the college.

DUSTIE HAMILTON, DIRECTOR OF ENROLLMENT
SYSTEMS AT MCLENNAN COMMUNITY COLLEGE

“

Mongoose's simplicity and human element were what set it apart. It feels like you're texting a friend, not just blasting promotional material.

BRANDON WENTE, ASSOCIATE DIRECTOR OF
ADMISSION AT CONCORDIA COLLEGE

“

The ability to personalize messages has helped us build stronger connections with our alumni community. Mongoose has saved us so much time and allowed us to connect in a way that feels personal and meaningful.

EMILY REID, DIRECTOR OF ALUMNI
ENGAGEMENT AT BRENAU UNIVERSITY

“

Our alumni are having direct, meaningful conversations with us, not just receiving another automated message. This capability has transformed our engagement, making it feel much more human and connected.

SARAH STOKLOSA, DIRECTOR OF ANNUAL GIVING AND
STEWARDSHIP AT ST. JOSEPH'S COLLEGIATE INSTITUTE

“

Mongoose lets us quickly connect with students who would have been non-responsive to phone calls and emails. Students reply to texts almost immediately.

BARBARA JOYNER, ASSISTANT DEAN OF STUDENT
SUCCESS & DIRECTOR OF CENTER FOR STUDENT
SUCCESS AT NEWBERRY COLLEGE

“

The level of support and access we have to the Mongoose team ensures that we stay on track and never feel alone in our efforts.

BRITTANY CLARIDGE, ASSISTANT DIRECTOR OF FIRST-YEAR
EXPERIENCE AT JOHN HOPKINS UNIVERSITY

Recognized by the Industry

