AI Engagement Platform
for Higher Education

Enrollment, retention, and the student experience all move on one thing: whether students feel connected at the moments that matter most.

Every day, colleges and universities pour time and effort into communicating with students, across admissions, financial aid, advising, student success, and alumni engagement. Too often, those conversations are fragmented across departments and disconnected from institutional data, so students get plenty of messages and little real connection.

Humans handle the work they came here to do.

AI handles the routine, so a student with a simple question gets an immediate, personalized answer at any hour. When a conversation calls for empathy, expertise, or judgment, it hands off to the people who know students best.

Every conversation generates insight.

By understanding what students ask, where they hit friction, and which challenges come up most, institutions get a clearer picture of what's shaping enrollment, retention, and success, and where earlier intervention makes the biggest difference.

WHY INSTITUTIONS CHOOSE MONGOOSE

- One platform spanning the entire campus lifecycle, from first contact to alumni.
- Two-way engagement that deepens relationships as it scales.
- Purpose-built for higher ed, with real understanding of campus workflows and priorities.
- A long-term partner invested in improving student engagement and outcomes over time.

Technology should strengthen human relationships, not replace them.

The result: an institution that is more responsive, more connected, and better equipped to help every student succeed.

53M+
STUDENT CONVERSATIONS A YEAR
across 411 institutions

4.1x
HIGHER REPLY RATES
when messages match the moment

22.7%
ARRIVE AFTER HOURS
when no staff is there to answer