mongoose

STUDENT SUCCESS

Help Every Student Belong, Engage, and Thrive

Student success teams have never had the resources to reach every student who needs them. The math has never worked: slipping retention, rising mental health needs, and students falling through the cracks keep raising the bar, while outdated tools and siloed data leave timely, personalized support out of reach.

The Gap is Structural, Not a Staffing Failure

One advisor for roughly

286

students is the national median — already past the 250:1 ratio researchers call the realistic maximum.

(Tyton Partners, 2024; Boyer 2030 Commission)

As many as

2,287

student contacts can land in a single Student Success inbox.

38%

of undergraduates experienced moderate or severe depression symptoms in the academic year.

(Inside Higher Ed)

8.8% of Student Success conversations go **unresolved, meaning no staff response**. Mental Health conversations go unresolved **10.6%** of the time — the most sensitive topic in the dataset, and the one where an unanswered message costs the most.

The opportunity is clear and still mostly untapped: Smart Messages deliver a 4.1x reply-rate lift in Student Success — the highest lift of any team Mongoose measured — yet only 40% of Student Success institutions currently use them.

Your team didn't fail. The math never worked. Reaching every student personally, and spotting who needs help before it's too late, is the lever that's still available.

Source: Mongoose 2026 Benchmark Report — State of Engagement in Higher Ed, 4-Year Institutions, 99 Student Success teams

What Mongoose Is

Mongoose is the engagement platform more than 1,000 higher-ed institutions trust to reach every student. At the core are real, two-way conversations across **Text, WhatsApp, and Web Chat**. Mongoose extends those conversations with **AI Agents** that take action, and sits above your CRM or SIS — Slate, Salesforce, Banner, and more — maximizing it rather than replacing it.

How It Helps Student Success Teams

Holistic Engagement

Deliver timely, tailored messages that meet students' academic, financial, and wellness needs — real conversations, not one-way blasts, that encourage persistence and belonging.

Simplified Support

Scheduled Messages and Smart Messages handle appointment reminders, financial aid follow-ups, and resource links, and the Inbox Assistant answers the routine questions that come back. The Student Retention Agent, purpose-built for retention, is currently in development.

Communication Across Channels

Engage students on Text, Web Chat, and WhatsApp — wherever they already are — with real-time, two-way conversations instead of messages that go unread.

Early Insight, Not Guesswork

Sentiment, emotional tone, and trending topics help your team follow up with the students who need it most and address challenges before they escalate.

What's Included

TEXT, WHATSAPP & WEB CHAT

- **Smart Messages** to trigger proactive nudges based on student engagement — **4.1x more replies than standard outreach**
- **Segments** to group students by engagement level or academic status
- **Personal and Shared Inboxes** for one-to-one outreach and team collaboration on student conversations
- **Tagging** to track student risk, program status, or advisor ownership
- **Campaigns** to measure student success outreach across touchpoints
- **AI-Suggested Replies** to save time on student support messages

OUTCOME VISIBILITY

- **Sentiment Meter and Emotional Breakout** to understand student emotions behind support conversations
- **Conversation Resolution** and **Trending Topics** to see what needs follow-up and what students are asking about
- **Growth Graph, Time Saved,** and **Industry Benchmarks** to track engagement trends and risk signals over time

AI AGENTS

- **Inbox Assistant** *(available now)* — answers routine questions from your approved knowledge base so staff can focus on students, with a clear handoff to a human when needed
- **Student Retention Agent** *(in development)* — an Outcome Agent purpose-built to proactively drive retention outcomes

Proven in the Field

- **133% increase in texting volume** — SUNY Dutchess Community College unified Admissions, Advising, Student Activities, and Financial Services on Mongoose to reduce overlap and streamline student communication.
- **80% of routine website inquiries automated** at McLennan Community College.
- **3x TRIO program participation** (from 2% to 6%) — Lake Land College replaced impersonal mass messaging with personalized, multilingual texting (Haitian Creole, French, and Spanish) to boost inclusion and engagement.

"Mongoose helps us create a spider web of support."
— Brian Sondey, Associate VP for Enrollment and Student Success at SUNY Dutchess Community College.
Read the case study

"I don't know where we would've been if we didn't have Mongoose, because we needed to reach every single student who was registered in that moment."
— Carolyn Duven, Executive Director of Student Support Services at Gwinnett Technical College. Read the case study

"We don't get surprised over the summer anymore. We know who's coming back before spring ends."
— Lisa Marsalek, Vice President for Student Affairs and Dean of Students at Defiance College. Read the case study

Every Conversation Matters

Mongoose helps your team turn every check-in, reminder, and at-risk signal into a real conversation — one that helps a student stay enrolled and keep moving forward, at a scale your staff alone can't reach.

Book a 30-Minute Demo

Get the 2026 State of Engagement in Higher Ed Benchmark Report

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For higher-ed institutions that must engage more students than they can ever reach by hiring, Mongoose is the AI Engagement Platform that runs two-way student conversations across text, WhatsApp, and web chat, and extends them with AI Agents that take action. Unlike a CRM, which stores records, Mongoose is where student relationships get built and moved forward, with humans always in control.

More than 1,000 higher-ed institutions, from community colleges to large public universities, use Mongoose to raise enrollment, retention, and the student experience without growing staff. Mongoose sits above the institution's CRM and SIS as the engagement layer, connecting to the systems institutions already run rather than replacing them.