



Brazosport College
The College of Choice[®]

SUCCESS STORY

Mango Languages increases student engagement with classroom, campus and culture at Brazosport College.



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A large, light-colored lowercase letter 'm' that serves as a decorative element for the start of the first paragraph.

Meet Brent Cooper, the reference librarian and library service director for Brazosport College. Located in Lake Jackson, Texas, Brazosport College is a public, coeducation college offering a broad range of courses for students looking to complete Associate's and Bachelor's degrees and receive occupational certificates. With a student body of over 4,000, Brazosport has a substantial group of international students, speaking languages including Spanish, Japanese, Korean, Malayalam and Levantine Arabic, along with English.

As the main point of contact for students, staff and faculty regarding the Brazosport College Library's offerings, Brent is tasked with making sure the library is up-to-date and full of the resources Brazosport students need for their studies. Brent takes care to ensure the library is an innovative and welcoming center for everyone in the Brazosport community. Without language-learning assistance, he felt, international students weren't able to integrate as well into the community—and those who spoke English as a first language were missing out on an important facet of learning. As part of his job, he needed to find a solution that would help Brazosport students communicate with each other easily, no matter what their native language was—and that solution needed to be price-efficient, easy to implement and applicable across language departments including ELL classes.

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After hearing about Mango from others in the academic library sector, he decided its customer service, easy-to-use interface and inexpensive license might be worth a try. Working with Mango's Andrea Salinas and Marco Cracchiolo, Brent made the decision to purchase Mango and implement it as a campus resource.

A simple, measurable solution.

The Mango installation was easy for Brent: all he needed to do was purchase the program and set up his administrator dashboard. Then, students could log in on their own, using a computer or the Mango app on their mobile device and start learning. Brent loved that he could track student usage and activity to see how well Mango was meeting his needs. From March 2014 to the present, Brent saw over 4,000 unique sessions on Mango lessons, and students spent an average of 29 minutes using the product per session. It was clear Brent had made a wise investment, and student feedback was telling him the same.

Soon after installing Mango, Brent saw language departments taking full advantage of the product. Every language department was using Mango in some form, whether by including it as part of their curriculum or offering it as a supplemental resource. Brent even worked directly with one Spanish class to integrate Mango directly into their curriculum, helping the professor use the Mango dashboard to track students' activity, check scores and integrate the students' work into their overall grade.

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Students appreciated the sensible, conversation-based software and told Brent how much they loved the “pizzazz” of the Mango lessons and the Mango mascot. Students were watching the movies available on Mango Premiere, and were taking lessons with them on their mobile devices and tablets.

Providing an “addicting” solution for ELL students.

In order to get a fuller picture of how Mango was being used in the classroom, Brent sat down with Rosie Kilmer, the ELL tutor, to learn how she was using Mango to help her students. As a tutor, Rosie sees students four times a week for three-hour sessions, where she facilitates English language learning for up to 38 students at once. For Rosie, it was imperative students were exposed to different voices speaking English, so they could learn to understand different tones, accents and speech patterns. In order to enhance student learning, Rosie implemented a 30-minute Mango lesson into her tutoring sessions.

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Mango provided students with the exposure to native speakers Rosie wanted and more. The adult-friendly, sensible approach to language learning helped students without making them feel patronized, and the fact that Mango is available on mobile devices was wildly appealing. Rosie saw students reacting positively to the program, with one even saying he was “addicted” to it!

The perfect solution for Brazosport's needs.

Mango gave Brent the solution he was looking for to help international and language-learning students at Brazosport College the language and culture-learning skills they needed to succeed. It was easily implemented, cost-effective, and impactful--and as an added benefit, Brent saw that not only was Mango helping to enhance language-learning for students, but it was providing a connection between the classroom and the library. Between bringing classes to the library to help them get set up with Mango and working with instructors on how to customize Mango's offerings to their needs, he felt that he had a stronger connection with the rest of the campus.

Together, Brent and Rosie agreed that as long as Mango was a viable solution for the Brazosport community, they would continue to offer it in the classroom and in the library. Brent will "fight for it" to stay in the library offerings, as his experience has been so positive. Whenever he needed help setting up Mango or figuring out a new feature, he was quickly and efficiently helped by his Mango support team. Brent loves this attention to customer service, and it's inspired him to take up a new language himself. Today, Brent's not only supplying his campus with Mango's language-learning software, but he's taking advantage of the Spanish for Librarians course to improve his own language-learning abilities!



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