



SettleSMART: Supporting Messaging and Assistance Resource Technology

Why This Project Matters

- Newcomers encounter challenges accessing timely and reliable information to support their settlement needs. Yet, settlement service provider organizations (SPOs) have limited capacity to address those needs. Previous studies revealed that the majority of skilled newcomers prefer to access settlement-related information online.

SettleSMART will develop an **AI-powered ChatBot** and **Group Chat** platform to:

- help newcomers access timely and reliable settlement information;
- enhance service delivery;
- support innovation and equity in the process of settlement.

What We're Doing

- Understanding how newcomers and settlement service provider organizations (SPOs) use digital tools.
- Developing an AI-powered ChatBot & Group Chat.
- Supporting SPOs in embedding these tools into their operations.
- Sharing insights on digital solutions for settlement.

Timeline

April 2025 – March 2028

Partners

Scan to learn more
or contact us:

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