# Migrant Hub

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## Project Description

Social network application geared at international students, immigrants, refugees, and prospective refugees. A user can create a profile and join communities that he or she is interested in. They can also register for services that will be integrated into the application. These services can be provided by both governmental and non-governmental organizations to help migrants.

The application will gather user data about the services used by the migrants. This will include questions they need answers to or specific services that are most helpful to them. The application will track the steps migrants take and search for patterns to see which processes are the most successful in different scenarios. For example, upon seeing that most migrants are choosing a specific service over another to learn French faster, the conclusion that the latter of these is not as effective can be reached, and this can be useful to get an idea of which services should be discontinued or changed.

The main features being focused on will be:
- Connectivity, with a similar social network model as FB:
  - Create profile
  - Connect to others in their community or neighboring communities
  - Access services and get to know about them (government, non-government like NGO)
- Data Analytics:
  - Tracking data to determine which services are coupled together
  - Which services provide the best outcome for migrants?
  - Which services are outdated/obsolete?
  - Which questions by the migrants remain unanswered?
- User experience:
  - Provide an easy way for migrants to access the features in the application
  - Ensure the application provides a direct benefit to the user

## Competition

**Search terms**: Quebec, Canada, refugee, social network, resources, services, migration, immigration, interface, advice

**Number of pages examined**:
http://ccrweb.ca/en/socialmedia
http://ccrweb.ca/en/practical-info
http://ccrweb.ca/en/about-ccr
http://www.redcross.ca/how-we-help/migrant-and-refugee-services
https://www.fcjrefugeecentre.org/
https://www.fcjrefugeecentre.org/about-us/
https://www.fcjrefugeecentre.org/category/youth-network/
https://www.fcjrefugeecentre.org/our-programs/immigration-and-refugee-protection/canadas-refugee-process/
http://www.auraforrefugees.org/index.php
http://www.auraforrefugees.org/index.php/about-aura/all-about-aura/the-aura-philosophy
http://www.auraforrefugees.org/index.php/toolbox/toolbox-overview
http://www.auraforrefugees.org/index.php/about-aura/all-about-aura/the-aura-story
http://www.cjpme.org/quebec_services
https://salvationarmy.ca/quebec/home/services/immigrant/
http://www.cic.gc.ca/english/newcomers/services/index.asp
http://www.welcomecentre.ca
https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees.html
https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/using-immigration-citizenship-consultants.html
http://riac.ca/
http://riac.ca/programs/
https://settlement.org/ontario/immigration-citizenship/refugees/after-you-arrive/what-assistance-can-refugees-get-in-canada/
https://refugeeclaim.ca/en/
https://211ontario.ca/
http://www.newyouth.ca/
https://ociso.org/
http://ottawa-worldskills.org/about-us/
http://www.cciottawa.ca/about-us/
https://www.tesoc.org/#
https://tno-toronto.org/about-our-newcomer-support-services
http://iwchamilton.ca/about/

## Competitor 1: [Refugee 613](#)

Refugee 613 is a regroupement of citizens, settlement agencies, sponsorship groups and community partners in Ottawa that aims to help refugees in the area by providing them with various services, opportunities and support. At the moment, they use an Arabic WhatsApp group where refugees can ask questions. These questions are answered by the team at Refugee 613. They can also get referrals to local agencies and learn about refugee centered events and workshops in Ottawa. It is still a pilot project, hoping to add other languages in the future.

Our project is still novel as it will offer all these services and much more, in a web application. Refugee 613 uses a single WhatsApp conversation where things can become disorganized and difficult to search/read the previous Q&As. Our project will have a UI of its own where it will be easier to direct the refugee to the services he really needs and will target the proper services for the user using data analytics.

## Competitor 2: [Canadian Council for Refugees](#)

The Canadian Council for Refugees provides services for refugees living in Canada. As far as social networks, the Canadian Council offers advice on how to use pre-existing social media platforms such as Facebook, Twitter and Youtube to support refugees. They also provide links to services and resources for refugees throughout their website.

Our project is still novel from what the Canadian Council for Refugees offer since it is a standalone social network created for the purpose of serving migrants and newcomers, not a pre-existing network. It also has integrated resources for users to use and data analysis for improving the suggestions on resources to use.

## Competitor 3: [Aura](#)

Aura is a toronto based organization that assists refugees in many programming areas such as education, settlement supports, capacity building and casework. Their main focus is for awareness campaigns and information sessions that help fundraising. Aura offers help in creating sponsorship applications and resettlement of refugees. They have had nearly 30 years of in field experience dealing with refugee communities. The company is mainly being funded by various churches such as the Anglican Church of Canada and United Church of canada. Additionally, Aura has good relationship with the Refugees and Citizenship Canada (IRCC).

The company provides a feature known as the AURA Sponsorship Toolbox. This part of their website allows immigrants and refugees to find various sources that will allow them to gain valuable and relevant information. Although it might be rich in resources, their system does not gather data in what these immigrants and refugees are looking for. Our system will eventually know what are the main resources used or not used by our clients and will be able to adapt over time. The displayed information is not always intuitive to the user and not customized according to the user's need and current status. Our social network structure will give users more personalized services.

## Description of Customer and Company

The Refugee Center is a non-profit organization composed of a group of students and alumni who aim towards supporting refugees, immigrants, students and their families as well as the general community. Working together with other organizations with similar goals, they help the lives of refugees in Canada by providing residency and housing, access to education, and rights for immigration according to Canadian Law. They also support refugees economically by assisting them with banking and raising funds. The Refugee center is creating long-lasting and self sustainable solutions to build a strong future for the refugees that come to Canada. More information about the Refugee Center can be found at: https://www.therefugeecentre.org/home/

The Executive Director of the Refugee Center is Abdulla Daoud who has a strong background in mathematics, statistics, and political science. He has several years of experience in political and social support for the community. Furthermore, Mr. Daoud is also the Executive Director of DevBloc, a company that provides refugees and immigrants an outlet to learn about new technologies that also aids students in developing business. Mr. Daoud has a strong passion for enhancing the lives of not only immigrants and refugees, but also the general community. More information about Abdulla Daoud can be found at:
https://www.linkedin.com/in/abdulla-daoud-008121150/

The customer is interested in developing this application since it falls directly in line with The Refugee Centre's goals and purpose. Not only will this application benefit migrants in the short term by giving them a well-organized centralized place to learn about services, join a community, ask questions and find answers; but it also holds immense value for the long run, in the data it will be able to gather and the conclusions that can be reached from the deduced patterns. If done right, it can achieve a whole new level of efficiency and ease in the migration process.