

Exploring the Impact of Artificial Intelligence (AI)



On the Settlement & Integration Sector



Territorial Acknowledgment

As a provincial umbrella association, AMSSA acknowledges that B.C. is on the unceded homelands of First Nations who have stewarded this land since time immemorial. We recognize the privilege that we have as settlers on this land, and acknowledge that AMSSA's operations is on the unceded traditional territories of the x^wməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. As an organization, AMSSA is committed to creating a safe space for Indigenous voices.

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About the Event

AMSSA hosted “Exploring the Impact of Artificial Intelligence (AI) on the Settlement and Integration Sector” AMSSATalk on November 1, 2023. In this event experts explored the role of Artificial Intelligence (AI) in the settlement sector, including the potential dangers of using AI, including privacy concerns and security risks.

The AMSSATalk recording can be accessed on [AMSSA’s website here](#).

Disclaimer

This AMSSATalk and the handout is planned merely to provide information. The information presented as part of this panel and any material published in relation to this panel are provided for general purposes only and should not be considered as professional advice from AMSSA, the presenters or the funder. The content may not apply directly to specific circumstances. Professional advice should be sought before any action is taken in relation to information disseminated during the panel or in the handout.

WHAT IS AI?

Unlike a normal computer program which can mostly only complete pre-programmed tasks, Artificial Intelligence (AI) teaches itself how to respond based on reviewing thousands or millions of examples. Two types of AI have become more popular since they became accessible by the broader consumer market. With these new developments, anyone can go to the website and ask the AI to create something for them. This can be images (Midjourney, Dall-E), content (ChatGPT, Google Bard), and even music (MusicLM).

Text is usually needed to make a request to these AI (called a prompt). For AI assistants like ChatGPT, you can make requests in a conversational manner, speaking to it like you would to a paid assistant. If you are unhappy with their product, you can request that they make changes to their product. Recently with ChatGPT 4 (the newest publicly available version of ChatGPT), you can also feed it images and ask it to describe them or have a voice conversation.

KEY TERMS

Machine learning models	programs that can learn or teach themselves how to do something new
AI assistant	an AI program that can help you write, brainstorm, build images, and more
Prompts	what you feed into the AI assistant to get a response
Prompt literacy	knowing how to build good prompts to get the output you want
AI literacy	understanding the basics of AI, including its capabilities and limitations

ARTIFICIAL INTELLIGENCE IN THE SETTLEMENT SECTOR

Artificial Intelligence has experienced tremendous growth and has already had a significant impact on society, extending into the settlement sector. Terms such as “AI literacy” (Eguchi et al., 2021) and “prompt literacy” (University of Michigan, n.d.) have begun to emerge, and ethical questions are entering the stage on how, or if, AI-based learning should be brought into the classroom.

Despite this hesitation, AI-assisted writing is beginning to flood into education and the workplace. Surveys are finding that more than half of students over 18 have already started to generative AI in the classroom, with approximately 80% of students indicating they feel using AI-assisted writing will be a key skill for the future (Delaire, 2023). Generative AI can be helpful for all areas of the settlement sector, but a careful consideration of its limitations is key for its responsible use.

CHALLENGES FACING AI

- **Ethics of copyright** – in many cases, permission was not acquired from the creators of the source material to use it to generate new content (Appel et. al, 2023).
- **Privacy concerns** – the information you feed to the AI assistants is often collected and used for further training. This can mean that private information such as names, addresses, and more might be stored in databases (Burgess, 2023).
- **Inaccuracy** – as these generators are based off of predictions, there is no guarantee that they are accurate. ChatGPT, for example, has a disclaimer that “ChatGPT may produce inaccurate information about people, places, or fact.” (OpenAI, n.d.).
- **Ingrained bias** – as these AI assistants have been trained on vast collections of data, they are a representation of the data collected. If the data was not screened for overrepresentation of some voices, then the AI generator may mirror this same bias (Equality Now, 2023).

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University of Michigan. (n.d.). Prompt literacy in academics. <https://genai.umich.edu/resources/prompt-literacy>

WEBSITES/LINKS OF INTEREST

aiEDU: The AI Education Project

This resource is geared towards educator empowerment and the development of AI literacy as a basic component of student education.

<https://www.aiedu.org/>

Goodbot

This resource provides Canada’s Responsible Technology Landscape

<https://www.goodbot.ca/landscape>

Government of Canada – Advisory Council on Artificial Intelligence (2022)

Learning Together for Responsible Artificial Intelligence – summarizes inquiry into key concepts such as AI literacy, perceptions of AI, and recommendations for AI development from a broader governmental perspective.

<https://ised-isde.canada.ca/site/advisory-council-artificial-intelligence/en>

Khan Academy: AI for education

A life skill course on the transformative nature of AI and Large Language Models on education, this course helps cover the foundational concepts of Ai learning and then progresses to how to teach with AI.

<https://www.khanacademy.org/college-careers-more/ai-for-education/x68ea37461197a514:ai-for-education-unit-1>

Prompt Engineering for ChatGPT

16-hour Coursera course on how to expand and explore prompts for leveraging ChatGPT’s abilities

<https://www.coursera.org/learn/prompt-engineering>

AI MANUALS/GUIDES

30 ChatGPT Prompts for Language Learners

This resource helps show how students can use ChatGPT as a conversation partner, language teaching assistant, and cultural liaison.

<https://www.carnegielearning.com/blog/30-chatgpt-prompts-language-learning/>

Harvard University Information Technology

This easy guide helps you get started with how to communicate with text-based generative AI.

<https://huit.harvard.edu/news/ai-prompts>

UNESCO ChatGPT and Artificial Intelligence in higher education: Quick Start Guide

This resource covers how to get started with ChatGPT along with providing a comprehensive overview to its applications, challenges, and implications as well as recommendations for ethical use of AI.

https://www.iesalc.unesco.org/wp-content/uploads/2023/04/ChatGPT-and-Artificial-Intelligence-in-higher-education-Quick-Start-guide_EN_FINAL.pdf

University of Michigan: Prompt Literacy in Academics

This resource provides a comprehensive overview on ChatGPT prompts and how to approach your tasks with the right mindset and parameters.

<https://genai.umich.edu/resources/prompt-literacy>

BOOKS

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About AMSSA

AMSSA is a unique province-wide association that strengthens over 80 member agencies as well as hundreds of community stakeholder agencies who serve immigrants and newcomers, and build culturally inclusive communities, with the knowledge, resources and support they need to fulfill their mandates.

OUR VISION

A just and equitable society in which everyone benefits from social and economic inclusion.

OUR MISSION

AMSSA facilitates collaborative leadership, knowledge exchange, and stakeholder engagement to support member agencies that serve immigrants and build culturally inclusive communities.

OUR PURPOSE

AMSSA's purpose is to co-create the conditions of success for our members to build better lives for immigrants and newcomers to BC.

AMSSA's 2020 - 2025 Strategic Plan is an impact-driven strategy focusing on four pillars:

- 1 SUPPORT OUR MEMBERS**
- 2 STRENGTHEN THE SECTOR**
- 3 DISRUPT SYSTEMS**
- 4 EXCEL AS AN ORGANIZATION**

WE VALUE

EQUITY and strive to be the catalyst for change which disrupts systems promoting racial and social injustice.

INCLUSIVENESS and work with our members and stakeholders to place voices that have been marginalized in positions of influence, creating space for all perspectives.

INTEGRITY, striving to always work to the highest standards, encouraging innovation, risk taking and leadership; we are always open to new thoughts and maintain accountability in our work.

DIVERSITY, recognizing our own individual biases and engaging members and stakeholders in meaningful ways that promotes inclusion of all voices and perspectives.

MUTUAL RESPECT by respecting what everyone has to offer within their own context of life experiences, opening our hearts and minds to always listening and learning.

COLLABORATION, engaging in equitable partnerships, mindfully exploring old and new ideas to advance the work of AMSSA and our members.

SUSTAINABLE TRANSFORMATION, engaging in continuous individual and organizational reflection and collaboration.

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