

## **Integrating Artificial Intelligence (AI) into Education-Stakeholder Engagement and ICT Practices for Complex Systems: A Governance Framework for Addressing Counseling Gaps in Higher Education**

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**Abstract :** This paper aims to stimulate scholarly interest in AI, ICT and the existing (complex) systems trajectory- theory, practice, and aspirations within the African continent and to shed fresh light on the shortcomings of the higher education sector (HEs) through the prism of AI-driven Solutions for enhancing Guidance and Counseling and sound governance framework (SGF) in higher education modeling. It further seeks to investigate existing prospects yet to be realized in Nigerian universities by probing innovation neglect in the localities, exploring practices in the global ICT spaces neglected by Nigeria universities' governance regimes (UGRs), and suggesting area applicability, sustainability and solution modeling in response to peculiar 'wicked ICT-driven problems' and or issues facing the continent as well as other universities in emerging societies. This study will adopt a mixed-method approach to collect both qualitative and quantitative data. This paper argues that it will command great relevance in the local and global university system by developing ICT relevance sustainability policy initiatives (SPIs) powered by a multi-stakeholder engagement governance model (MSEGm) that is sufficiently dynamic, eclectic and innovative to surmount complex and constantly rising challenges of the modern-developing world. Hence, it will consider diverse actors both as producers and users alike as victims and beneficiaries of common concerns in the ICT world; thereby providing pathways on how AI's integration into education governance can significantly reduce counseling gaps, ensuring more students are attended to especially when human counselors are unavailable.

**Keywords :** AI-counseling solution, stakeholder engagement, university governance, higher education

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