

Inclusive Access and Students' Success: Transformational Role of Artificial Intelligence–Enhanced Counselling in the 21st Century

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Abstract

Counselling has long been recognized as a pivotal support mechanism in helping learners navigate and resolve personal and psychological challenges. Its proven efficacy has spurred a critical exploration of alternative delivery methods aimed at expanding access to broader demographic nomenclature. Artificial Intelligence–enhanced counselling emerges as substitute for traditional face-to-face modalities in the 21st century. It accommodates diverse clientele who may face barriers to in-person sessions due to factors as geographical, physical disabilities, confidentiality concerns, economic constraints or demanding schedules. By leveraging digital platforms, online counselling and introduction of AI-powered counselling apps ensures that therapeutic support is not only accessible but also adaptable to individual circumstances. This paradigm is grounded in conceptual frameworks of the Theory of Planned Behaviour (TPB) and the Technology Acceptance Model (TAM), which collectively offer insight into the attitudinal shifts and behavioural intentions that underpin the adoption of AI-based counselling for online delivery. The researcher developed culturally adapted, personality and AI-driven guidance & counselling system for transforming student success not only in school but also after schooling. This is delivered through both synchronous & asynchronous channels. Secure video-conferencing technologies such as Zoom, Skype, and specialized telehealth platforms to provide the necessary infrastructure for confidential and effective therapeutic engagement.

Index Terms

Internet Access; Digital Inclusion; Cognitive Performance; Digital Divide; MOOCs; Human Capital