**Improving Learning Quality through Digital Information Systems in Zambian Higher Education**

**Abstract:**

*The usage of digital information systems has significantly enhanced learning quality among students in higher learning institutions by promoting accessibility, interactivity, and efficiency in academic processes. These systems including Learning Management Systems (LMS), digital libraries, and data analytics platforms facilitate personalized learning experiences, streamline administrative tasks, and enable real-time feedback between lecturers and students. This study adopted a mixed-methods research design, combining both quantitative and qualitative approaches to gain a comprehensive understanding of how digital information systems are used to improve learning quality among students in Zambian higher learning institutions. The study was conducted in three higher learning institutions within Lusaka district, Zambia. The target population consisted of students and lecturers from selected higher learning institutions in Zambia with a sample size of 264. The data collection process involved distributing the questionnaires (quantitative data) and conducting individual interviews (qualitative data) to the selected respondents. The quantitative data collected through the questionnaires were analyzed using appropriate statistical methods, such as descriptive statistics using SPSS (statistical package for social sciences) and Microsoft excel whereas the qualitative data from semi structured interviews were analyzed thematically. The study found that the integration of digital information systems such as Learning Management Systems (LMS) and online assessment tools led to increased student participation, improved comprehension, and higher academic performance due to flexible access to learning materials and timely feedback. Additionally, the findings showed that students reported a positive perception of digital learning platforms, with many indicating increased motivation and satisfaction.* *Based on the findings, the study recommended that higher learning institutions should invest in continuous training and capacity building for both students and academic staff to effectively use digital information systems. Additionally, to sustainably improve learning quality through digital information systems in Zambian higher education, the government through the Ministry of Education and in collaboration with higher learning institutions should develop and implement a comprehensive National Digital Learning Policy Framework.*

***Keywords: Academic Performance, Digital Literacy, Higher Education, LMS and Student Engagement.***

**1. INTRODUCTION**

In today’s rapidly evolving educational landscape, the integration of digital information systems has become an essential component in enhancing the quality of learning in higher learning institutions. These systems, which include Learning Management Systems (LMS), virtual libraries, online assessment platforms, and communication tools, have significantly transformed traditional teaching methods by creating more interactive, accessible, and learner-centered academic environments (Zohaib et al., 2024c). With the increased availability of the internet and technological devices, students now have the flexibility to access learning materials at any time and from any location, promoting self-directed learning and improved academic performance. Furthermore, digital systems support timely feedback, personalized instruction, and real-time communication between students and educators, thereby enhancing overall engagement and academic outcomes (Turnbull et al., 2019). The shift towards digital learning has also contributed to the globalization of education, enabling institutions to offer blended and fully online programs to a diverse and dispersed student population.

The increasing use of technology-enhanced learning (TEL) has significantly transformed the educational landscape by integrating digital tools and platforms to support and improve teaching and learning processes. This shift is driven by the growing availability of internet access, mobile devices, and learning management systems, which offer students greater flexibility, personalized learning experiences, and instant access to educational content (Hong, 2024). TEL promotes interactive learning through multimedia resources, virtual classrooms, and collaborative online tools, enabling learners to engage more deeply with course material. Furthermore, it supports educators in tracking student progress and providing timely feedback, enhancing instructional efficiency. As educational institutions continue to adapt to digital innovations, TEL is becoming a cornerstone in modern education, especially in the context of remote learning and lifelong education (Zohaib & Chanda, 2023).

Higher education plays a crucial role in shaping the skills and knowledge of students to meet the demands of the modern workforce and society. In the context of using digital information systems to improve learning quality among students in higher learning institutions, higher education institutions serve as pivotal environments where technology integration can enhance teaching and learning processes (Zohaib et al., 2024e). Digital information systems, including learning management systems, digital libraries, and online collaboration tools, enable students and educators to access a wide range of resources and support interactive and flexible learning experiences (Chaudhary et al., 2025). These systems facilitate better communication, personalized learning, timely feedback, and efficient management of academic content, all of which contribute to improving the overall quality of education (Babazade, 2024). By leveraging digital technologies, higher education institutions can provide more inclusive, accessible, and student-centered learning environments that encourage critical thinking, innovation, and lifelong learning skills necessary for academic success and professional development.

Learning Management Systems (LMS) play a pivotal role in the usage of digital information systems to improve learning quality among students in higher learning institutions. LMS platforms provide an integrated digital environment where educational content, communication tools, assessment modules, and progress tracking can be efficiently managed and accessed (Mumbi & Nyirenda, 2024). By centralizing these functions, LMS facilitates flexible and personalized learning experiences, enabling students to engage with course materials anytime and anywhere, thus accommodating diverse learning paces and styles. Additionally, LMS supports collaboration through discussion forums, group projects, and real-time feedback, fostering interactive and participatory learning (Ransome et al., 2020). The systematic organization of resources and streamlined administration also allows educators to monitor student performance closely and identify learning gaps, leading to timely interventions and improved academic outcomes. Overall, the adoption of LMS enhances the accessibility, consistency, and effectiveness of educational delivery, which significantly contributes to raising the quality of learning in higher education institutions (Rafiq et al., 2024).

Zohaib et al (2025) in their study observed that student engagement is a critical factor in enhancing learning quality among students in higher learning institutions, and the use of digital information systems plays a significant role in fostering this engagement. Digital platforms such as learning management systems (LMS), interactive multimedia, and online collaboration tools provide students with diverse, flexible, and accessible learning opportunities that cater to various learning styles and preferences (Rafiq et al., 2024). These systems enable real-time interaction, instant feedback, and active participation, which motivate students to be more involved in their academic activities. Additionally, digital information systems facilitate personalized learning experiences by allowing students to access resources anytime and anywhere, thereby promoting self-directed learning and deeper cognitive involvement (Sililo & Nyirenda, 2024). By integrating digital tools, higher education institutions can create more engaging and dynamic learning environments that increase student motivation, improve retention of knowledge, and ultimately elevate overall academic performance.

Digital literacy plays a crucial role in the effective usage of digital information systems to improve learning quality among students in higher learning institutions. It refers to the ability of students to confidently and critically use digital technologies, tools, and resources to access, evaluate, create, and communicate information (Chanda et al., 2024c). In higher education, digital literacy enables learners to efficiently navigate complex digital platforms, engage with diverse learning materials, and participate in online discussions and collaborative projects. Langat (2025) say that this competency not only enhances students’ academic performance but also prepares them for the digital demands of the modern workforce. As digital information systems become integral to teaching and learning processes, students with higher digital literacy are better equipped to leverage these systems for research, problem-solving, and knowledge application, ultimately leading to improved learning outcomes and academic success (Braun, 2019). Therefore, fostering digital literacy within higher learning institutions is essential to maximize the benefits of digital information systems and promote a more interactive, accessible, and personalized learning experience.

Chanda (2024d) defines academic performance as a measurable outcomes of a student's learning process, typically evaluated through grades, assessments, and overall achievement in coursework. In the context of using digital information systems in higher learning institutions, academic performance is a critical indicator of the effectiveness of technology-driven educational interventions (Baynit et al., 2025). Digital systems such as Learning Management Systems (LMS), online assessment tools, data analytics platforms, and virtual learning environments provide students with flexible access to learning materials, real-time feedback, personalized learning experiences, and enhanced communication with instructors. These tools support self-paced learning, improve engagement, and facilitate better time management, all of which contribute to improved academic outcomes (Chanda & Phiri, 2024). Additionally, digital systems enable instructors to track student progress and adapt instructional methods based on performance data, leading to more targeted and effective teach. Therefore, academic performance serves as both a goal and a benchmark in evaluating the impact of digital information systems on learning quality in higher education (Almeida et al., 2021).

**1.2 Statement of the problem/Hypothesis**

The usage of digital information systems in higher learning institutions in Zambia has become increasingly important for improving the quality of learning among students. However, many Zambian institutions face significant challenges such as limited access to reliable internet connectivity, inadequate digital infrastructure, and insufficient technical skills among both students and educators to fully utilize these systems (Chanda et al., 2024b). These challenges hinder the effective integration of digital tools that could facilitate interactive learning, easy access to educational materials, and improved communication between students and lecturers (Ghavifekr et al., 2016; Hrastinski, 2021). As a result, the learning experience and academic performance of students are often negatively impacted (Maphalala & Ajani, 2023). Therefore, it was for this reason that the study was conducted to explore how digital information systems can be effectively implemented and leveraged within Zambian higher education to bridge these gaps, enhance student engagement, and ultimately improve learning quality across the country’s universities and colleges.

**1.3 Objectives of the Study**

* + To assess the extent of accessibility and utilization of digital information systems by students and lecturers in selected higher learning institutions in Zambia.
  + To evaluate the effect of digital information systems on student engagement and academic performance in Zambian higher learning institutions.
  1. **Theoretical Framework**

This study was anchored on the Technology Acceptance Model (TAM) and the Constructivist Learning Theory, which together provide a comprehensive lens for understanding how digital information systems influence learning quality. The Technology Acceptance Model (TAM), developed by Davis (1989), explains users’ acceptance and usage of technology based on perceived ease of use and perceived usefulness. In the context of Zambian higher learning institutions, TAM helps to analyze how students and lecturers perceive digital information systems and their willingness to adopt these tools for educational purposes. Understanding these perceptions is crucial to identifying barriers and facilitators to technology use, which ultimately affects learning outcomes (Alma et al., 2024). Complementing TAM, the Constructivist Learning Theory emphasizes the importance of active student engagement and knowledge construction through interaction with learning materials and environments. Digital information systems provide platforms for interactive learning, collaboration, and access to diverse resources, aligning with constructivist principles. This theory supports the idea that when students engage actively with digital tools, their critical thinking, problem-solving, and knowledge retention improve, thereby enhancing overall learning quality. Together, these theories underpin the investigation into how digital information systems are adopted and utilized to foster meaningful learning experiences and improved academic performance among students in Zambian higher education settings.

* 1. **Significance of the Study**

This study is significant as it provides valuable insights into the role of digital information systems in enhancing learning quality among students in higher learning institutions in Zambia. By identifying the factors that influence the effective use and adoption of these systems, the study offers practical recommendations for policymakers, educators, and institutional administrators to improve digital infrastructure and training programs. Additionally, understanding how digital tools impact student engagement and academic performance can help institutions design more student-centered learning environments that leverage technology effectively. The findings may also contribute to bridging the digital divide in Zambia’s higher education sector, ensuring equitable access to quality education and supporting the country’s broader goals of technological advancement and human capital development. Ultimately, this study aids in promoting innovative learning strategies that align with global educational trends while addressing local challenges.

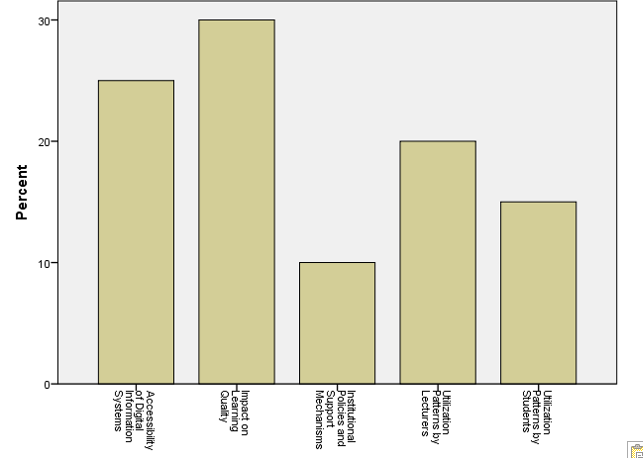
**2. METHODOLOGY**

This study adopted a mixed-methods research design, combining both quantitative and qualitative approaches to gain a comprehensive understanding of how digital information systems are used to improve learning quality among students in Zambian higher learning institutions. The study was conducted in three higher learning institutions within Lusaka district, Zambia. The target population consisted of students and lecturers from selected higher learning institutions in Zambia. The sample size of 264 respondents was obtained; 10% of the target population 2604. A stratified random sampling technique was used to select a representative sample from different faculties and departments to ensure diversity; students-200, 50 from each selected institution and lectures-60, 15 from each selected institution while purposive sampling was used to select administrators-4, 1 from each selected institution. The data collection process involved distributing the questionnaires to the selected participants and conducting individual interviews. The quantitative data collected through the questionnaires were analyzed using appropriate statistical methods, such as descriptive statistics using SPSS (statistical package for social sciences) and Microsoft excel whereas the qualitative data from semi structured interviews were analyzed thematically. The study upheld research ethical considerations such as voluntary participation of the respondents, confidentiality, honesty, and right of privacy. However, the study is limited to the generalizability of the findings due to the sample being confined to selected institutions, which may not fully represent the diversity of all higher education institutions across Zambia. Additionally, the study may have relied heavily on self-reported data from students and lecturers, which can be subject to bias or inaccuracies.

**3. FINDINGS AND DISCUSSIONS**

**3.1 Accessibility and Utilization of Digital Information Systems by Students and Lecturers in Selected Higher Learning Institutions in Zambia**

According to research findings, Impact on Learning Quality was seen to be highest at representing 30%, Accessibility of Digital Information Systems at 25%, Utilization Patterns by Lecturers at 20%, Utilization Patterns by Student at 15% and Institutional Policies and Support Mechanisms at 10%. Figure 1 below summarized these findings.



***Figure1: Accessibility and Utilization of Digital Information Systems by Students and Lecturers in Selected Higher Learning Institutions in Zambia***

The findings revealed that the usage of digital information systems has had a significant impact on learning quality among students in Zambia’s higher learning institutions. These systems, including learning management platforms, e-libraries, academic databases, and virtual classrooms, have enhanced access to educational resources, allowing students to engage with up-to-date and diverse content at their own pace (Chanda & Phiri, 2024). As a result, learning has become more student-centered, interactive, and flexible, which supports different learning styles and improves comprehension. Digital systems have also facilitated timely feedback from lecturers and improved communication between students and faculty, contributing to greater academic support and performance monitoring. Furthermore, the integration of multimedia tools and interactive content has helped to deepen student understanding and retention of knowledge (Al-Fraihat et al., 2020). Overall, the adoption of digital information systems has transformed traditional teaching and learning methods, leading to improved student outcomes, increased engagement, and better preparation for the demands of a digitally driven global workforce (Hardiek, 2024).

Additionally, accessibility of digital information systems plays a critical role in enhancing learning quality among students in Zambia’s higher learning institutions. One of the lecturers alluded that:

“-With the increasing integration of technology into education, the availability and ease of access to digital platforms such as e-libraries, learning management systems (LMS), academic databases, and online learning tools have become essential for academic success”-.

However, accessibility remains uneven across institutions, particularly between urban and rural campuses, due to factors such as limited internet connectivity, inadequate ICT infrastructure, and high costs of digital devices (Aslan, 2021; Chanda et al., 2025)). These barriers can hinder equitable access to educational content, thereby affecting students' ability to fully engage with learning materials, participate in virtual discussions, and conduct academic research. Ensuring inclusive access to digital information systems can bridge the digital divide, promote independent learning, and empower students with the technological competencies needed for academic excellence and future employment. Therefore, improving accessibility must be prioritized to ensure all students, regardless of their location or socio-economic background, benefit equally from digital learning opportunities.

The findings also noted that utilization patterns of digital information systems by lecturers in Zambia’s higher learning institutions play a critical role in enhancing learning quality. Many lecturers have increasingly adopted digital tools such as Learning Management Systems (LMS), educational software, online libraries, and multimedia content delivery platforms to supplement traditional teaching methods (Elbadiansyah et al., 2024). These tools are used for uploading course materials, conducting virtual lectures, administering assessments, and facilitating real-time communication with students. However, the frequency and effectiveness of use vary widely depending on factors such as digital literacy, institutional support, internet accessibility, and individual attitudes toward technology. While some lecturers actively integrate digital systems into their daily teaching routines to foster interactive and flexible learning environments, others demonstrate minimal engagement due to limited training or lack of motivation (Lockman & Schirmer, 2020). As a result, the inconsistent utilization patterns affect the overall impact of digital systems on student learning outcomes, highlighting the need for targeted capacity-building programs and policy interventions to standardize and promote the effective use of digital information systems across institutions.

Furthermore, one of the university administrators noted that the utilization patterns of digital information systems by students in Zambia’s higher learning institutions reveal a growing engagement with technology as a tool for academic enhancement. The respondent commented that:

“-Many students regularly access online learning platforms such as Learning Management Systems (LMS), digital libraries, and educational mobile applications to supplement their coursework, access lecture notes, and collaborate with peers”-.

The increasing availability of internet-enabled devices and Wi-Fi infrastructure on campuses has facilitated greater use of digital tools for research, assignment completion, and exam preparation (Eluemuno et al., 2024). However, the patterns also indicate disparities in utilization based on students’ socio-economic backgrounds, digital literacy levels, and the reliability of internet connectivity. While some students integrate digital systems into their daily learning routines, others face challenges such as lack of access to devices or insufficient technical support (Chanda et al., 2024f). Despite these limitations, the trend suggests a positive shift toward more technology-driven learning environments, which, if equitably supported, can significantly improve the quality of education across higher institutions in Zambia.

The study further revealed that institutional policies and support mechanisms play a critical role in enhancing the usage of digital information systems to improve learning quality among students in Zambia’s higher learning institutions. Chanda (2024a) say that these policies provide a structured framework for integrating digital technologies into academic environments by setting standards for digital infrastructure investment, staff training, and system maintenance. Effective policies often promote inclusive access to learning platforms such as Learning Management Systems (LMS), digital libraries, and online assessment tools, ensuring that both students and lecturers can utilize them efficiently. Support mechanisms, including regular ICT training sessions, help desks, and technical support units, further reinforce these policies by assisting users in navigating digital platforms. Moreover, institutions that allocate budgetary support for continuous upgrading of digital systems and internet connectivity significantly enhance the reliability and reach of these technologies. However, Kigundu (2025) noted that without well-defined policies and consistent support, the adoption and utilization of digital systems may remain fragmented and ineffective, limiting their impact on student learning outcomes. Therefore, institutional commitment to digital transformation, backed by clear policies and robust support systems, is essential for fostering a technologically advanced and student-centered learning environment.

**3.2 The Effect of Digital Information Systems on Student Engagement and Academic Performance in Zambian Higher Learning Institutions**

According to study findings, the usage of digital information systems in Zambia’s higher learning institutions has significantly improved students’ access to learning resources, thereby enhancing the overall quality of education. These systems enable students to easily access a vast range of academic materials, including e-books, research articles, lecture notes, and multimedia content, anytime and anywhere, overcoming traditional barriers such as limited physical library resources and geographical constraints (Mwansa et al., 2025). Digital platforms and online databases facilitate timely and efficient retrieval of up-to-date information, supporting students in their research and study activities. Additionally, digital information systems foster collaboration and resource sharing among students and lecturers, enriching the learning experience and promoting self-directed learning. In the Zambian context, where some institutions face infrastructural challenges, the integration of digital systems bridges gaps by democratizing access to essential educational content, thus contributing to improved student engagement, academic performance, and preparedness for the digital economy (Chanda et al., 2024e).

The study also noted that the integration of digital information systems in Zambia’s higher learning institutions has greatly improved student engagement by offering more interactive, accessible, and flexible learning experiences. One of the students explained that:

“-These systems such as learning management platforms, digital libraries, and online communication tools encourage active participation by allowing them to engage with course materials and peers beyond the confines of the traditional classroom”-.

Additionally, features like multimedia content, online discussions, and instant feedback create a more dynamic and collaborative learning environment. Mwinyi (2024) supported this finding by stating that this promotes deeper understanding, supports different learning styles, and fosters independent learning. Furthermore, the ability to access educational resources anytime and from any location helps students overcome challenges related to time and distance. As a result, students are more motivated and involved in their studies, which positively impacts their academic performance and overall learning outcomes.

Moreover, Zhao & Poot (2023) in their study observed that the usage of digital information systems in Zambia’s higher learning institutions has significantly enhanced communication, playing a vital role in improving the overall quality of learning among students. These systems such as Learning Management Systems (LMS), institutional portals, mobile applications, and digital messaging platforms have created seamless and efficient channels through which students, lecturers, and academic administrators can interact (Mumbi & Nyirenda, 2024). In the past, communication in higher education was often hindered by geographical distances, slow manual processes, and a lack of timely access to information. However, digital platforms now allow for real-time communication, enabling students to receive immediate feedback on assignments, access learning materials, and engage in discussions regardless of physical location. Tools like emails, online forums, group chats, and video conferencing applications have become essential for academic engagement, particularly in blended or fully online learning environments (Bocanegra et al., 2025).

Moreover, Chanda et al (2025) expressed that lecturers are now able to post announcements, upload lecture notes, and monitor student progress with greater ease, while students can raise questions, share insights, and collaborate with peers in group projects without the limitations of time and space. This two-way communication promotes active participation, enhances understanding of course content, and reduces feelings of isolation especially among distance learners (Ajisoko, 2020). It also supports administrative efficiency, as digital systems allow students to access academic records, register for courses, and resolve queries without needing to be physically present on campus (Barbieri, 2025). Ultimately, the facilitation of communication through digital information systems has not only strengthened academic relationships but also created a more responsive, interactive, and inclusive learning environment that contributes meaningfully to academic success in Zambia’s higher learning institutions.

Pinto & Leite (2020) added that timely feedback and assessment are critical components in enhancing the learning experience, and the usage of digital information systems in Zambia’s higher learning institutions has significantly improved this aspect. Peria et al (2021) in their study noted that through platforms such as Learning Management Systems (LMS), lecturers are now able to provide prompt and structured feedback on student assignments, quizzes, and projects. These systems allow for real-time tracking of student performance and automated grading, which not only reduces the workload for instructors but also ensures that students receive immediate responses that guide their academic progress. Additionally, digital tools enable personalized assessments and analytics that help identify learners' strengths and weaknesses, thereby informing targeted interventions. As a result, the integration of digital information systems fosters a more responsive and supportive learning environment, ultimately contributing to improved academic outcomes and student satisfaction in Zambia’s higher education sector.

The study findings also noted that flexibility in learning, facilitated by the usage of digital information systems, plays a crucial role in enhancing the quality of education among students in Zambia’s higher learning institutions. One of the lecturers pointed out that:

“-These systems, such as Learning Management Systems (LMS), e-libraries, and virtual classrooms, allow students to access lectures, course materials, tutorials, and assessments at any time and from any location with internet connectivity”-.

Chanda (2024b) revealed that this significantly benefits students who reside in remote or rural areas where physical access to institutions may be limited due to poor road infrastructure, high transportation costs, or lack of accommodation. In addition, students who are engaged in part-time jobs or have family obligations are afforded the opportunity to learn at their own pace and according to their own schedules, thereby reducing the pressure of rigid timetables. Digital information systems support asynchronous learning modes, which enable learners to revisit recorded lectures and reread course notes for better comprehension, ultimately fostering independent and self-directed learning. Moreover, these systems also accommodate various learning styles by offering multimedia content such as videos, animations, and interactive simulations that enhance understanding (Zohaib et al., 2024b). Flexibility in learning also extends to assessment, where students can undertake quizzes, submit assignments, and receive feedback online without needing to be physically present. Ayeni et al (2024) supported this finding by stating that this shift not only improves academic performance and engagement but also prepares students for modern, technology-driven workplaces that demand digital literacy and adaptability. Therefore, the integration of digital information systems is pivotal in creating an equitable and student-centered educational environment that aligns with the needs of Zambia’s diverse higher education population.

The study results also showed that the usage of digital information systems has significantly contributed to improved academic performance among students in Zambia’s higher learning institutions. These systems provide students with immediate access to a wide range of academic resources such as e-books, journals, online lectures, and educational databases, which support deeper understanding and independent learning (Uzorka & Odebiyi, 2025)). Furthermore, learning management systems (LMS) allow for continuous assessment and timely feedback, helping students identify their academic weaknesses and take corrective measures. Digital tools also enable personalized learning experiences, catering to different learning styles and paces, which enhances comprehension and retention of knowledge. As a result, students are better prepared for assessments and assignments, leading to improved grades and academic achievements (Zohaib et al., 2024a). Additionally, the integration of digital platforms fosters collaboration through discussion forums and virtual study groups, which enhances problem-solving skills and academic engagement, ultimately contributing to better learning outcomes.

***Figure2: The Effect of Digital Information Systems on Student Engagement and Academic Performance in Zambian Higher Learning Institutions***

**4. RECOMMENDATIONS**

The following are actions that should be taken on the basis of the findings of this study;

1. **Strengthen ICT Infrastructure and Internet Connectivity:**

* Higher learning institutions should invest in robust digital infrastructure, including high-speed internet access, modern computer labs, and reliable Learning Management Systems (LMS) to ensure ensures consistent access to digital resources for both students and lecturers, especially in underserved or rural areas.

1. **Enhance Digital Literacy and Capacity Building:**

* Comprehensive training programs should be implemented for both students and lecturers to improve their proficiency in using digital tools for learning and teaching. This includes workshops on using LMS platforms, digital libraries, virtual classrooms, and productivity tools to foster effective engagement with digital learning systems.

1. **Develop and Implement Supportive Institutional Policies:**

* Institutions should formulate clear policies that promote the integration and regular use of digital information systems. These policies should address issues such as digital equity, data privacy, technical support services, and continuous system evaluation to ensure digital tools align with academic goals and improve learning outcomes.

**5. CONCLUSION**

In conclusion, the utilization of digital information systems presents a transformative opportunity to enhance learning quality among students in Zambia’s higher learning institutions. The study has shown that when effectively implemented, these systems can improve access to learning resources, foster student engagement, provide timely feedback, and support flexible learning. However, challenges such as limited infrastructure, digital literacy gaps, and inconsistent policy implementation continue to hinder optimal use. Therefore, strategic investments in ICT infrastructure, capacity-building initiatives, and the development of supportive institutional policies are essential for maximizing the benefits of digital systems. By addressing these key areas, higher learning institutions in Zambia can create a more inclusive, efficient, and future-ready academic environment that meets the evolving needs of students and educators alike.

Disclaimer (Artificial intelligence)

Author(s) hereby declare that NO generative AI technologies such as Large Language Models (ChatGPT, manuscript.

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