



DIGITALIZATION OF ADMINISTRATIVE PROCESSES FOR STUDENTS' ACADEMIC PERFORMANCE IN UNIVERSITIES IN NIGERIA

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Abstract

Administrative processes is an important key to achieving academic success and improving students' performance. For any university to achieve her academic goals, her administrative processes must be very effective and digitalized. The digitalization of administrative processes in universities has to be transformed, the styles institutions manages and coordinates their student data must be improved, their means of communication has to changed, and their service delivery drastically improved if there has to be improvement on the student academic performance. It is on this view that the paper addressed the digitalization of administrative processes for improving students' academic performance in universities in Nigeria. In course of this study, the researcher attempted to explain the concept of digitalization, administrative processes, an insight into numerous impact of digitalized administrative processes on students' academic performance, looking at the relationship between digitalization and academic performance, challenges confronting digitalization and administrative processes in universities in Nigeria, the current state of digitalization in administrative processes in universities in Nigeria, analyze the effects of digitalization on student academic performance, identify best practices and challenges in implementing digitalized administrative processes and made recommendations for further studies. The researcher further looked at the overview of academic performance, the factors inhibiting academic performance, Measures of academic performance, measures to improve academic performance of students and suggested innovative administrative processes of improving academic performance. It finally identified lack of implementation of available administrative processes and non-availability of digitalized processes among others as some of the challenges and recommended among others that university management should ensure that the administrators and educators should leverage digitalization and improve student outcome,

Key Words: Digitalization, Administrative Processes, students' academic performance

Introduction

Universities in South- South faces a lot of challenges in promoting students' academic success. Irrespective of the efforts to improve teaching and learning, so many students struggle to achieve academic excellence. In Nigeria where universities faces different challenges, digitalization gives opportunities to enhance effective, transparent and efficient academic achievement. Academic performance is a critical indicator of university effectiveness, and its improvement is an important goal for higher educations. Digitalizing administrative processes plays a vital role in increasing students' academic performance. Uwokwami (2010), stated that academics are generally seen as custodians of knowledge, and the academic staff are seen as the link between the students and the knowledge. The roles of the academic staff in the teaching and learning process cannot be over-estimated; this is because the academic staff are experts in their field or areas of study and so on, they have a fundamental duty to help the students learn and to gain new knowledge. The role of the academic staff is very crucial in supporting the teaching and learning process, especially ensuring that the learning experience of both young and adult learners is adequate for sustainable development. (Adamu, Utomi, Yahaya, & Abubakar, 2020)

The academic staff are the core elements in the educational system in which the university is inclusive. This is true because they are the factors for the effective implementation of university policies and programs. Akpasi (2011) posited that the academic staff of the university are the major elements that implement the university curriculum. As a corollary, James (2014) stated that the extent to which the lecturers perform their



duties in the universities largely depends on their skill, knowledge, and competencies through capacity-building programs. That is to say that, the capacity building of the organization's employees leads to its productivity and excellence. Administrative processes have been adjudged to be critical factors in Nigerian universities, culminating in their positions as major determinants of student academic success and performance. Apart from gaining pedagogical and content knowledge, lecturers' participation in the programs enhances their effectiveness in developing students understanding. It transforms the role performance abilities and skills of students in such a way and manner that they meet and fit adequately in the challenges of their jobs. Without it, a missing gap evolves whereby universities become shadows of themselves. Digitalizing administrative processes are the abilities, relationships, and values that will enable organizations, groups, and individuals to improve their performance and achieve their developmental objectives. (Salami and Ufoma, 2010). It often refers to strengthening the skills, competencies, and abilities of people and communities in developing societies so that they can overcome the causes of their exclusion and suffering. It includes human resource development which is the process of equipping individuals with the understanding, skills, and access to information, knowledge, and training that enables them to perform effectively. It focuses on understanding the obstacles that inhibit people, institutions, governments, international organizations, and non-governmental organizations from realizing their developmental goals while enhancing the abilities that will allow them to achieve measurable and sustainable results. In most cases, public institutions do not see the need to train and develop their employees, but in this present era where public institutions are required by the governments to contribute favorably to national development, these institutions have realized the need for developing the capacities of their employees to meet the ever-increasing demands and expectations of the government and the public. In university education, the students are the most important entity to reckon with and the instrument for effective learning is applied to them. In higher institutions of learning, lecturers are the fulcrum for implementation of curriculum; and therefore, are at the center of the education process". Lecturers are the basic instrument in terms of curriculum utilization and implementation in the process of inculcating into the students, the required knowledge, skills abilities, and behavior needed by the university management to maintain the benchmark standards expected by the National Universities Commission in Nigeria. Continuous knowledge development of the lecturers in the area of their discipline will not only enhance the quality of the student's academic performance but will also improve the university's productivity.

The rising demands for quality teaching, learning, and graduate outcomes as expected from the universities by the government and other stakeholders have been perceived as the challenge facing the management of university education in Nigeria. Every university in Nigeria today, whether public or private concern is desirous of maintaining the standard set by the NUC on lecturers' experience, competency, and the ability to deliver quality teaching based on the template this can be very possible by introducing digital processes. On this note, the study support the growing body of research on digitalization informing strategies to enhance research and academic performance. The educational success and failure of its activity to a great extent depends on the performance of lecturers. Therefore, effective capacity building for lecturers is very imperative and requires the urgent attention of all and sundry for academic staff capacity building that improves job performance in universities in Nigeria. (Onyia, 2021). Thus, increasing skills and competencies is the goal of capacity building, and capacity increasing is always action taken to prevent the collapse of stressed structures in universities.

It is feared that most of the universities in Nigeria are not making use of digitalized and the right administrative processes to guarantee effective student academic performance. Some students are still being thought with outdated methods of teaching. Lack of lecturer exposure to new trends in education may hinder effective academic performance because lecturers need to be updated with new methodologies in teaching and learning. Lecturers with less knowledge of their teaching job, with the absence of skills on new trends, innovation, and new ideas, are less informed on their course specialization. These conditions may result in ineffective delivery of teaching and learning experiences thereby, dwindling effective academic performance of students in public universities in South-South Nigeria. The researcher is puzzled by this situation which has resulted to undertaken this research to investigate the current state of digitalization in administrative processes among universities in Nigeria, analyze the effects of digitalization on student academic performance, identify best practices and challenges in implementing digitalized administrative processes and make recommendations for further studies.



Concept of Digitalization: Digitalization is the collaboration and integration of digital technologies tools into administrative processes, academic and support programmes in every educational institutions.it entails the use of digital platforms, processes and systems to encourage efficiency in productivity , increase accuracy and transparency, motivate and facilitate communication and integration and collaborations, encourage digitalized driven decision making, ad enhance student experience and engagement and so on(Sabastine ,2024)

Digitalization conceptually involves a digitalized environment for teaching and learning and administration, Enterprise Resource Planning (ERP) which helps to integrate digital system for running the institutions, resources and operation, Learning Management System(LMS) which aids online platforms for course delivery, assignment and student engagement , Students Information Systems (SIS) which digitalizes database for managing students records and information, Digital Assessments (DA) for online evaluation and assessment tools, Virtual Learning Environment(VLE) that creates an online space for teaching and learning and many others such as digital literacy and educational data analytics. Digitalization in educational institutions basically transforms institutions into a more strong, proactive and student-centered organizations which ultimately enhances educational achievement. (Ayodele, 2020),

The current situation of Digitalization in Nigerian Universities and Challenges:

Universities are yet to come to terms with the trends, so digitalization is still at the nursery stage. Digitalization is adversely affected by some key factors such as: Poor connectivity, making it difficult for adequate use of facilities, limited access to internet facilities, high cost of data, not all student have access to digital learning material, shortage trained personnel for effective utilization of digital facilities, students are online able to access their result. (Sabastine, 2024) Inadequate supply of power is also making it difficult for both students and administrators. Poor security arrangement; with the poor security provision for digital facilities makes it vulnerable for theft and damage. Incompatibility of online environment; not all course are flexible with the use of digital application so it makes it challenging to implement digital teaching and learning and many other issues. While there are challenges, there also prospects and way forward to make it work (Abe and Ogeh 2024

Concept of Administration

Basically, administration is the process of harnessing the human and material resources for effectives running of the school to facilitate the process of achieving educational goals, effective administration involves planning, organizing, directing, and controlling both human and material resources to achieve specific objective of the organization, in the context of the universities, administration involves various functions such as:

- Budgeting and Management of fund
- Strategic planning
- Development and management of academic programmes
- Management of human resources (staff and students)
- Policy development and implementation
- Community engagement and outreach
- Risk management and compliance

Effective administration is very important in creating a conducive environment that supports academic excellence, innovation and student academic performance. For student academic performance, effective administration encompasses:

- * Encouraging a culture of excellence and innovation
- * Encouraging collaboration and partnerships
- * Data management and assessment to inform decision
- * Policy Creation and implementation
- * Promotion of academic success

Okoroma , (2000) opined that the complexity involve in effective school administration is different at different levels of education in Nigeria.(Primary, Secondary and tertiary) that different researchers see it differently , some sees it as theory and others sees it as technologies that requires techniques to proffer administrative solution to administrative issues.(Anukem, Okunamiri&Ogbonna, 2010). One of the stronghold



of effective administration is the ability of a good leader to identify the right administrative strategies.

Administrative Processes in the universities in Nigeria

1. Availability of Physical Facilities: The availability of physical facilities is a very paramount administrative strategy issues in universities, ensuring that students, faculties and departments gets access to facilities that increases and supports academic performance and all round campus life. Some examples of physical facilities include:

Classroom and lecture halls, laboratories and research centers, libraries and learn resource centers, recreational and wellness centers for sports, gym and other field events, health care and student counselling centers and services. (Ogbulogo, George, and Olukanni, 2014)) When all these physical facilities are made available and most importantly maintained it will increase academic performance. For physical facilities to be effective it has to be: to be maintained and updated, renovated and modernized consistently, it has to go through innovative expansion and construction and son on. This administrative strategy enhances the university experiences, encourage students, attracts new students, encourage academic success, and supports university reputation.

2. Workshops and Training Programmes: Workshop is an important administrative strategy in a university, it involves the organization of facilitating activities which basically involves the use of small groups in order to achieve a specific goal.(Oyebisi, 2020) The reason or aim is to: develop special skills and knowledge, share best practices, foster collaboration and team, share specific issues and challenges, encourage innovation and creativity, support faculty and departmental development in teaching and learning, address both staff and students needs and concerns and many more. (Adiele, and Jide 2017). Workshop can be categorized in different types such as:

* **Professional Development Workshop:** Which includes leadership training and communication career advancement. This programme is designed to enhance the skills, knowledge and performance of professional. Improve specific job skill. Share best job ideas .this programme is short programmes that last for few hours and few days. The essences of workshop is to improve job specification and competencies, share best practices and new research ideas, handle specific challenges and issues, encourage collaboration and networking, encourage career advancement and encourage innovation and creativity. Workshops features expert presentations, interactive sections, hands -on training, panel discussions, coaching, and mentorship etc. workshops are very important for professional to stay updated,competitive, effective and successful in their area of study.

* **Academic Skill Workshop:** This is a training programme that is designed to improve students' academic performance and learning outcomes by developing their skills in a particular field which involves organizational and time management skill, studying strategies and techniques, note –taking and summarizing, Research and citation,skills, critical thinking and analysis, presentations and public speaking skills, test taking and examination preparation, plagiarism avoidance and writing and research writing development skills etc. the essence of workshop is to : enhance students' academic confidence, improve their understanding of academic expectations, enhance effective learning habits, encourage independence and self-direction and encourage active learning participation, and it involves interactive presentation and discussions, group activities, and opportunities for questions and answers. (Agholor, and Okoro, 2018). When students attend academic skills workshops they develop skills that help to succeed in academic pursuits.

Faculty development Workshop: This type of workshop enhances teaching, research and leaderships skills of faculty member in higher education. This workshop improves teaching effectiveness and pedagogy, develops research and scholarships, leadership and management, foster innovation and entrepreneurship and promote diversity, equity and inclusion. Others include Research and Innovation Workshops, student organization and leadership development, career readiness and employment preparation, Diversity, equity, and inclusion workshops. (Isi, 2015)

What makes a workshop effective?

For any university to organize an effective workshops, they must ensure that they have clear goals and objectives, targeted population and promotion, engage qualified resource persons, make the workshop participatory and interactive, use evaluation and feedback mechanism and follow up and support systems.



(Oyaziwo, 2009). Workshop enhances administrative strategies, if duly applied by the universities it fosters culture of continuous acquisition of knowledge and increase students' academic performance. (Isi, 2024)

3. Effective Communication: Effective communication is vital administrative strategy in universities, it enables the flow of information, ideas, and feedback among staff, students, and faculty and stake holders. Communication brings about transparency and togetherness which leads to: increased productivity in staff and students, better decision making and problem solving, stronger relationships and community building, conflict resolution and crisis management, improved students outcome and performance, increase stakeholders trust and support. (Ololube, 2012) It is paramount to note that for a university to an effective communication strategy, communication must be clear and concise, there must multiple communication channels such as email, phone, physical meetings online meetings etc. there should also be a regular updates and feedback, transparent, open door and accessible and approachable leadership, inclusive and cultural sensitivity, technology enabled communication such portal access, availability of network, available applications and continuous evaluation and improvement. When we ensure effective communication, our universities will be able to create a collaborative and welcoming environment which lead to an acceptable impact on our students' academic performance and institutional performance success.

4. Provision of ICT Facilities: This strategy when duly provided and applied enhances teaching, learning, research through the use of technology such as: computer, laboratories and digital learning environment, classrooms with smart boards, functional internet connectivity and wifi, learning management system (LMS) and online platforms, digital libraries and online resources, cyber security and data protection, innovative technologies for example (VR, AR and AI) to enhance learning. (Adegbite, 2008) Some of the roles availability of physical facilities do in our universities and on our students among others is that it enhances students engagement and learning outcomes, supports faculty research and innovation, improves administrative efficiency and productivity, facilitate communication and collaboration, ensure access to global resources and knowledge and enhances university reputation and competitiveness. Ogbulogo, and Olukanni (2014) stated that by investing resources in ICT universities would have created a modern, flexible and conducive environment which will lead to improved students' academic performance and excellent in research.

Challenges of Administrative Processes

The four strategies as mentioned above are bedeviled by so many challenges and limitations being the reason why it seems as if they are not producing adequate results in our universities and some of those challenges are: Lack of implementation, lack of availability of material and human resources, poor maintenance and upgrade culture, lack of training and support, resistance to change and innovation, inadequate assessment and evaluation, limited instructional material, limited flexibility and adaptability, insufficient use of technology and data etc. (Isi, 2015 in Aleru, 2015)

Way forward

To win against these challenges of digitalization in the universities, we must encourage the following:

- * Digital collaboration with private sectors, Government and stakeholder engagement and other universities to access resources and funding.
- * Develop strategic plan and budgets allocation, sufficient funds for digitalization initiatives and explore alternative funding sources.
- * Provide training and support, conduct needs assessment and evaluations, take innovative and improvement strategies seriously, ensure equitable access and distribution of available scarce resources, foster a culture of innovation and experimentation and stay updated etc
- * Monitoring and Evaluation to regularly monitor and evaluate digitalization initiatives to ensure effectiveness.
- * All security concerns must be addressed in other protect against threats

Total Quality Management (TQM)

Total Quality Management (TQM) principles emphasize continuous improvement, customer focus, and stakeholder engagement. In Nigerian universities, TQM has been applied to enhance academic quality, service delivery, and organizational performance. By adopting TQM principles, administrators can implement



evidence-based practices, such as faculty development programs, curriculum reviews, and student feedback mechanisms, to improve teaching and learning processes and ultimately enhance academic performance.

Autonomy

Autonomy refers to the need for individuals to feel in control of their behaviors and goals. When students perceive that they have the freedom to make choices about their learning, they are more likely to be engaged and motivated. In Nigerian universities such as in universities in South- South, administrative strategies that support student autonomy can include flexible curriculum design, opportunities for independent study, and student-led projects. For instance, allowing students to choose elective courses that align with their interests or enabling them to participate in the creation of their learning pathways can significantly enhance their intrinsic motivation (Isi, 2015).

Administrative Competence

Competence involves the need to feel effective and capable of achieving desired outcomes. In the educational context, this means providing students with the resources, support, and feedback necessary to succeed. Effective teaching and learning experiences are crucial in fostering a sense of competence among students. In south- south universities, administrators can enhance student competence by investing in faculty development programs to improve teaching quality, incorporating regular and constructive feedback mechanisms, and providing academic support services such as tutoring and workshops (Akomolafe, 2010). These strategies help students build confidence in their abilities and encourage them to strive for academic excellence.

Relatedness

Relatedness refers to the need to feel connected and valued within a community. In higher education, fostering a sense of belongingness and connection within the university community is essential for student well-being and academic success. Administrative strategies that promote relatedness can include developing strong student support networks, encouraging collaboration through group projects and extracurricular activities, and creating a welcoming and inclusive campus environment. By fostering strong relationships between students, faculty, and staff, universities can create a supportive community where students feel valued and motivated to achieve their academic goals.

Curriculum Reviews:

Regular curriculum reviews are vital for ensuring that academic programs remain relevant and aligned with industry standards. By systematically evaluating and updating course content, learning objectives, and assessment methods, universities can ensure that their curricula are rigorous and comprehensive. This process often involves input from industry experts, alumni, and current students to align educational outcomes with real-world requirements (Ololube, 2012).

Student Feedback Mechanisms:

Implementing robust feedback mechanisms allows universities to gather valuable insights from students regarding their educational experiences. This can include surveys, suggestion boxes, and focus group discussions. Analyzing this feedback helps administrators identify areas for improvement and make informed decisions that enhance the overall quality of education. (Alma, and Thomas, 2007) Regularly acting on student feedback demonstrates a commitment to continuous improvement and fosters a culture of excellence (Oladipo, 2017).

Quality Assurance Systems:

Establishing comprehensive quality assurance systems is crucial for maintaining high standards in all aspects of university operations. (Okebukola and Shabani, 2016) These systems involve setting clear quality benchmarks, conducting regular audits, and using performance metrics to monitor progress. In Nigerian universities, quality assurance offices can play a pivotal role in overseeing these processes and ensuring adherence to TQM principles



1. Mentorship Programs:

- Mentorship programs pair students with experienced mentors who provide guidance, support, and advice. These programs can help students navigate the academic and social aspects of university life, build confidence, and achieve their personal and academic goals. In South-South universities, implementing mentorship programs that connect students with faculty, alumni, and senior peers can facilitate both academic and social integration (Okebukola and Shabani, 2016).

Impact of Administrative Processes on Academic Performance

Effective administrative strategies will be of immense:

1. Enhancing Academic Support Services:

Universities should invest in comprehensive academic support services that address the diverse needs of students. Establishing well-resourced tutoring centers, offering writing and research workshops, and providing access to study materials can significantly enhance students' academic integration.

2. Strengthening Academic Advising:

- Developing a robust academic advising system that offers personalized support and guidance to students is crucial. Training academic advisors to be proactive and approachable can help students make informed decisions about their academic paths and overcome challenges.

3. Promoting Faculty-Student Interaction:

- Encouraging faculty to engage with students beyond the classroom through office hours, mentorship programs, and research collaborations can strengthen academic integration. (Dimowo, Omokide, and Otaru, 2021). Faculty development programs can also train educators in effective mentorship and student engagement techniques.

4. Facilitating Peer Relationships and Campus Involvement:

- Universities should create opportunities for students to build positive peer relationships and actively participate in campus life. Organizing orientation programs, promoting student clubs, and supporting extracurricular activities can foster a sense of community and belonging. (Aremu, 2012)

5. Implementing Mentorship Programs:

- Establishing structured mentorship programs that connect students with experienced mentors can provide valuable support and guidance. These programs can help students navigate university life, build networks, and achieve their academic and personal goals.

6. Cultural Relevance and Indigenous Knowledge Systems

In Nigeria, the incorporation of indigenous knowledge systems and cultural relevance in education is gaining recognition. Nigerian scholars emphasize the importance of integrating indigenous knowledge into educational policies and practices to make learning more meaningful and relevant to students (Babalola, 2011). Administrators can develop culturally sensitive administrative strategies that resonate with students' cultural backgrounds and enhance their academic performance.

The integration of cultural relevance and indigenous knowledge systems into the conceptual framework is an important consideration for understanding the relationship between administrative strategies and academic performance in the Nigerian higher education context.

Nigeria is a culturally diverse nation with a rich tapestry of indigenous knowledge systems that have been passed down through generations. These knowledge systems encompass various domains, including agriculture, medicine, architecture, crafts, and environmental management (Okebukola, 2010). However, the traditional education system in Nigeria has often overlooked or undervalued these indigenous knowledge systems, leading to a disconnection between the curricula and the lived experiences of many students (Almatrooshi, Sanjay, and Farouk, 2016).

Scholars have emphasized the importance of incorporating indigenous knowledge systems and cultural relevance into educational policies and practices to make learning more meaningful, engaging, and relevant to students (Ali, 2013). By acknowledging and building upon students' cultural backgrounds and prior knowledge, educational institutions can create more inclusive and culturally responsive learning



environments, which can contribute to improved academic performance and retention rates (Asamu, 2017).

Within the conceptual framework, administrators in Nigerian higher education institutions can develop culturally sensitive administrative processes that resonate with students' cultural backgrounds and enhance their academic performance. When universities are able to handle these challenges and limitations, they will be able to enhance the effectiveness of digitalization and administrative processes and ultimately improve teaching, learning, research, and students' academic performance.

Overview of Academic Performance

Academic performance refers to how well a student is achieving success in their studies measured by grades, test scores, and overall educational performance. It encompasses various aspects such as attendance, participation in class, completion of assignments, understanding of the subject matter, critical thinking skills, meeting the expectations of their institutions. Academic performance is influenced by a combination of internal factors (such as motivation, study habits, and intelligence) and external factors (such as family support, socio-economic status, school environment, and teaching quality and teaching methods). These factors also impact academic performance positively or negatively. For instance, students who are motivated, organized, and have good study environment tend to perform better academically. On the other hand, external factors like the lack of quality teaching, the unavailability of human resources, and material resources, unable to access modern facilities, unavailability of physical facilities, family issues, financial problems, or lack of access to ICT can hinder academic performance. Additionally, the administrative strategy plays a crucial role in determining academic performance.

Factors inhibiting academic Performance of students

Numerous factors affect the academic performance of students in at any school levels they are:

1. **Prior academic achievement:** their previous academic achievement can make impact on their performance. But where their previous academic is poor it can also hinder their academic success.
2. **Self-Motivation:** The goals, the interest and the motivation they have can drive their academic effort to success. While students without self-motivation and set goals can achieve little or no success
3. **Family foundation:** if they don't have supportive parents, siblings and some moral home upbringing it can also impact the academic success.
4. **School and learning environment:** the quality of teaching they receive, the nature of their classroom, and the available resource material are also important factors
5. **Peer pressure:** the kind of friends, classmates they mixes up with can affect them negatively in academics. Many more factor like the student level of language proficiency, socio-economic factor and emotional wellbeing which when they interact with each other in a complex manner can shape the academic performance of the students.

Measures of academic performance

1. **Grades:** The scores, such as the letter grades, numerical grades indicating their level understanding in a particular subject or courses.
2. **Grade Point Average (GPA):** This provides the overall average grade of academic performance at the end of the semester or term.
3. **Standardized Test:** This is scores on examinations, specific test, evaluation of knowledge and skills.
4. **Assignments and projects:** This is done during the teaching and after the teaching to test the level of understanding applicability of concepts and teaching methodology.
5. **Class participation and engagement:** This is the level of activeness and involve in classroom activities.
6. **Progress report:** This is the process of highlighting the regular updates on student progress in the area of strength and areas of involvement.
7. **Motivation strategies:** This includes academic awards, recognition for outstanding achievements, it could come from deans office, department, individuals, organizations and the School as a whole as awards of excellence.



Measures to improve academic performance of students

For the students to meet up with their equals in their schools and perform optimally, they must:

1. Set clear goals and targets for themselves
2. Develop effective study habit, they must maintain a routine that would be of help instead of whiling away time on extra curriculum
3. They must stay organized and know how to manage their time
4. Engage actively in class during and after class
5. Practice active and good learning habit and culture
6. Stay motivated and focused would help a lot.
7. Aspire to grow, this should be our mindset
8. Always ask question where you don't understand
9. Engage in positive competition, don't give up easily but accept failures as an opportunities to do better.

Effects of digitalization on Academic Performance

Digitalization in academic performance has both negative and positive effects on academic performance of students. Positively it improves the access to resources; provides students with access to online resources materials, such as e-books, articles and educational websites, it enhances online discussion platforms, and increased student participation, it enables personalized learning experiences, it increases flexibilities in terms of time and space, provides platforms for better assessment and feedback with digital tools that facilitate efficiency and effectiveness. (Ayodele, 2020). The negative effects of digitalization in academic performance cannot be ignored: the use of digitalization has caused a lot of distractions in students; social media syndrome, over reliance on technology, students may relying too much on digital tools, they no longer use the traditional methods of teaching and learning. Technical issues is a problem; poor internet access, poor internet connectivity, soft wear and hardware issues. Students have unequal access to technologies and this can create a digital divide among the students. Cyber bullying and online harassment which has drastically lead to academic failure. We have to minimize the negative effects and maximize the positive effects in Nigerian universities, this means that we have to invest in digital infrastructure. Ensure reliable internet connectivity, develop digital literacy by providing training and support programmes for the universities to develop their students digital skills, monitor, regulate, evaluate and impact academic performance, harmonize digital and traditional methods of teaching and learning etc.

Conclusion

Administrative Strategies of Improving Students' Academic Performance in Universities in South-South, Nigeria was reviewed in this work. The researcher found that universities that implements the administrative such as: Physical facilities and its maintenance, effective communication, encourages workshops for staff and students and ICT facilities will increase higher student academic performance. The research emphasized the need for adequate funding and prioritized investment in critical areas. The provision of comprehensive academic support services, such as tutoring, counseling, and career guidance, significantly contributes to student retention and success.

The researchers' review underscores the importance of various administrative strategies in enhancing academic performance and institutional effectiveness in Nigerian higher education. Key strategies include effective resource allocation, comprehensive academic support services, continuous faculty development, dynamic curriculum design, structured mentorship programmes.

Recommendations

1. University management should ensure that the administrators implements the recommended strategies.
2. Agencies sponsoring and funding university education should make available, adequate resources for the running of the universities in order to achieve maximum set goals of the universities
3. School management should organize workshops regularly to keep the staff and students updated.
4. Availability of funds to the universities to enable them acquire needed facilities



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