

Review Form 3

Journal Name:	Archives of Current Research International
Manuscript Number:	Ms_ACRI_130946
Title of the Manuscript:	Exploring the nexus Between Customer Service Quality and Student Satisfaction and Loyalty in Ghana’s Upper East Region: Insights from Undergraduate Students at Regentropfen University College (RUC)
Type of the Article	Article

PART 1: Comments

	Reviewer’s comment	Author’s Feedback <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i>
<b>Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.</b>	This article is important because it teaches about: 1. This study explores undergraduate students' expectations and satisfaction levels towards customer service quality. 2. This study reveals the level of satisfaction that high among students regarding various aspects of customer service 3. This study also revealed various aspects of customer service I like this manuscript because learning about the Relationship Between Customer Service Quality and Students' Satisfaction and Loyalty	No suggested revision of the authors
<b>Is the title of the article suitable? (If not please suggest an alternative title)</b>	The article's title is good (26 words)	The title is good <b>No suggested revision of the authors</b>
<b>Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.</b>	Abstract is good (254 words). Key words is good (4 words)	The abstract is good. <b>No suggested revision of the authors</b>
<b>Is the manuscript scientifically, correct? Please write here.</b>	The article's structure is reasonable.	Yes the article is structured well.
<b>Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.</b>	References are good. Sufficient and up-to-date references and recommended that reference citations use Mendeley IEEE or APA and a maximum of 20 years of reference.  It is suggested to add references, as an example:  Gazi, M. A. I., Masud, A. A., Sobhani, F. A., Islam, M. A., Rita, T., Chaity, N. S., ... & Senathirajah, A. R. B. S. (2025). Exploring the mediating effect of customer satisfaction on the relationships between service quality, efficiency, and reliability and customer retention, loyalty in E-banking performance in emerging markets. <i>Cogent Business &amp; Management</i> , 12(1), 2433707.  Ghozi, S., Kusumawati, A., Yulianto, E., & Utami, H. N. (2025). Pursuing student satisfaction in polytechnics: the roles of perceived service quality, perceived employability and perceived value. <i>Quality Assurance in Education</i> .	Yes the reference is sufficient and they are all in APA 7 <sup>th</sup> edition

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Is the language/English quality of the article suitable for scholarly communications?	The quality of the article's English is suitable for scientific communication, but it is recommended to use grammarly.com	Duly noted grammar has been used to correct the errors in the work
Optional/General comments	The paper is Accepted	

PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	(If yes, Kindly please write down the ethical issues here in details)	