

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	Research 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>
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.	<ul style="list-style-type: none">The researcher(s) particularised the article with the study of Regentropfen University College (RUC).Amazingly researcher(s) co-relate the students as customer to University.At first researcher(S) has to clear the concept of student taking education from university or customers buying certain thing from a seller.Important as far as the region and its educational questions are concerned.	, it has been clearly stated that the students are customers of the school, because they are taking education courses
Is the title of the article suitable? (If not please suggest an alternative title)	<ul style="list-style-type: none">Title is suitable....but only customer word is concern..Whether it should be use or remove from the article.	The word customer has been removed from the topic as suggested
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.	<ul style="list-style-type: none">The abstract of the article is comprehensive.	No suggested revision of the authors
Is the manuscript scientifically, correct? Please write here.	<ul style="list-style-type: none">The manuscript is scientifically correct.	No suggested revision of the authors
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.	<ul style="list-style-type: none">References are valuable and good in numbers.A mixed selection of references by the researcher(s).Appreciation for study of the hard copy references.	Yes the references
Is the language/English quality of the article suitable for scholarly communications?	<ul style="list-style-type: none">The language/English quality of the article is suitable for scholarly communications.	No suggested revision of the authors
Optional/General comments	<ul style="list-style-type: none">A valuable article as far as the region and university is concern.Almost all areas for writing of the article are covered by the researcher(s).Apperception for search objectives, hypothesis, review of literature, empirical review and the collection of data.Research methodology, result with discussion and research questions is valuable.Many manuscript/articles were reviewed but first time saw researcher do justice with a separate write up for hypothesis. And few researcher(s) go through with key findings.Recommendations and conclusion is more valuable than the technically good article.A comparative study of another university for same region or universities with another region could add more readable points to this good article.	No suggested revision of the authors

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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?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	No there are not, the researchers have addressed all ethical issues