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| Journal Name: | [**Asian Journal of Education and Social Studies**](https://journalajess.com/index.php/AJESS) |
| Manuscript Number: | **Ms\_AJESS\_141220** |
| Title of the Manuscript: | **Higher Education Support Services in the lens of Expectancy- Disconfirmation Theory** |
| Type of the Article | Original Research Article |

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| **PART 1: Comments** | | |
|  | **Reviewer’s comment**  **Artificial Intelligence (AI) generated or assisted review comments are strictly prohibited during peer review.** | **Author’s Feedback** (It is mandatory that authors should write his/her feedback here) |
| **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.** | The manuscript is quite important in the field of education and the overall performance of an academic institution. |  |
| **Is the title of the article suitable?**  **(If not please suggest an alternative title)** | The title fails to reflect the objectives and results of the manuscript. The author needs to revise and align them to the objectives of the study.  I would like to suggest “BEED Students' Analysis of DORSU-Cateel Campus Support Services Through the Lens of Expectancy Disconfirmation Theory.” |  |
| **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.** | The objectives of the study are not clearly indicated in the abstract. Add a brief background of the study. The problem of the statement is lacking in the abstract. | COMPLIED |
| **Is the manuscript scientifically, correct? Please write**  **here.** | The manuscript needs extensive revision to make it in line with scientific. They are presented in the  optional/general comments. | COMPLIED |
| **Are the references sufficient and recent? If you have suggestions of additional references, please mention**  **them in the review form.** | The number of references is too meagre. |  |
| **Is the language/English quality of the article suitable for scholarly communications?** | Some sentences in the entire manuscript are long and complex. Provide short and simple sentences. These can be found in the abstract, introduction, methodology sections etc. | COMPLIED |
| **Optional/General** comments | * The manuscript is lacking an important section, i.e. Literature Review. Provide an elaborate review of literature. * There is also an intense need of explanation of technical terms like satisfaction, expectation, performance, EDT, etc. * Not a single line is there about EDT, that what it is and why it is used in the study. * Provide both a theoretical and conceptual framework of EDT model. * There is also a need of inclusion of significance and contribution of the study to the existing body of literature. * Rationale of the study is also lacking in the manuscript. * List of survey research questions is also lacking in the manuscript. * Why this particular university and why the BEED department is selected for the study, justification needs to be provided for their selection. * The number of students to be included in the study is also not mentioned. | COMPLIED |

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| **PART 2:** | | |
|  | **Reviewer’s comment** | **Author’s Feedback** (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 detail)* |  |