|  |  |
| --- | --- |
| 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 |  |

|  |
| --- |
| **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 DOSU-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. |  |
| **Is the manuscript scientifically, correct? Please write****here.** | The manuscript needs extensive revision to make it in line with scientific. They are presented in theoptional/general comments. |  |
| **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 a short and simple sentences. These can be found in the abstract, introduction, methodology sections etc. |  |
| **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.
 |  |

|  |
| --- |
| **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)* |  |

 **Reviewer details:**

**Ahmad Yar Khan, Government College of Management Sciences, Malakand affiliated with University of Malakand, Pakistan**