

Service quality influencing online education service satisfaction of Shandong Foreign Affairs Vocational University students

1. Appropriateness of Title and Objectives

The title clearly indicates the research focus on service quality and satisfaction in online education at a specific institution.

Minor issues:

- The title has a grammatical issue: "influencing" should be "and its influence on" or restructured to "Service Quality Factors Influencing Online Education Satisfaction..."

2. Comprehensiveness and Clarity of Abstract

The abstract provides basic information but lacks several essential elements:

- **No specific findings reported:** The abstract does not mention which factors were significant or their relative importance
- **Missing methodology details:** No mention of stratified random sampling, regression analysis, or statistical tests used
- **Too brief:** Only approximately 100 words; typical abstracts should be 200-250 words

3. Consistency of Problem Statement, Significance, and Objectives

The introduction provides relevant context but lacks depth in problem articulation:

- **Problem statement too brief:** "Faces challenges like limited interaction and delayed feedback" needs elaboration. What specific problems exist at this university?
- **Missing local context:** No data on online education adoption rates or satisfaction levels in Shandong or at vocational colleges specifically
- **Research gap unclear:** The gap is mentioned but not fully developed. What specifically is unknown about vocational college students' online education satisfaction?
- **Limited discussion of "application-oriented universities" context:** How are vocational students' needs different from traditional university students?

4. Integration of Concepts, Theories, Related Research, and Conceptual Framework

The literature review is extremely brief and lacks critical depth:

- **No theoretical explanation:** Does not explain what the five SERVQUAL dimensions mean or how they were conceptualized
- **Missing definition of satisfaction:** What is service satisfaction? How is it theoretically defined and measured?
- **No critical analysis of the six studies:** Simply states they exist with "common findings" and "differences" but provides no specifics
- **Gaps in specific context:** No review of online education satisfaction research in:
 - Chinese vocational colleges
 - Post-COVID online learning contexts

5. Credibility of Research Methodology and Procedures

Good

6. Accuracy and Reliability of Data Analysis and Presentation

The data analysis is generally sound but has some presentation and interpretation issues:

1. Report complete reliability and validity statistics
2. Provide descriptive statistics for all variables
3. Discuss the meaning of moderate R^2 and implications
4. Provide more nuanced discussion of relative factor importance

7. Use of Credible Supporting Data in Conclusions and Discussion

Comments: The discussion section integrates findings with the SERVQUAL framework but lacks depth and critical analysis. **should be included:**

1. Theoretical explanation for why responsiveness dominates
2. Discussion of contextual factors (COVID-19, vocational college, Chinese education system)
3. Acknowledgment of unexplained variance and potential missing factors

4. Discussion of study limitations and their implications

8. Generation of New Knowledge and Practical Value

The study makes moderate contributions to both theory and practice.

9. Clarity and Appropriateness of Language

Comments: The English is generally understandable but has numerous grammatical errors and inconsistencies.

10. Currency and Credibility of References

OK