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**PERCEIVED EDUCATIONAL SERVICE  
QUALITY FROM THE VIEWPOINT OF  
FEMALE STUDENTS IN  
PREPARATORY YEAR AT IMAM  
ABDUL RAHMAN BIN FAISAL  
UNIVERSITY**



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## **Abstract**

Countries and educational institutions compete to provide educational services of a high degree of quality, in order to provide a distinguished educational experience for their students and provide a study environment and educational activities supportive of creativity. This study aimed to identify the level of perceived educational service quality from the point of view of students of the scientific track at the Deanship of the Preparatory Year at Imam Abdul Rahman bin Faisal University, and the study members consist of (247) students. The

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study employed the descriptive method. The study revealed that the level of female students' satisfaction with the perceived educational services quality was high for most institutional services and services provided by (faculty members - administrative employees). The level of students' satisfaction with the perceived educational services about services provided for facilities and equipment needs more attention taking in consideration students numbers where the educational environment greatly affects the level of students' performance educational achievement.

**Keywords:** Perceived educational service, educational service, preparatory year, new students.