SERVICES QUALITY IN THE FACULTY OF SCIENCE KENITRA (MOROCCO) EVALUATED BY STUDENTS OF THE SPINNERET "PROFESSIONAL LICENSE"

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ABSTRACT
We assessed the quality of many internal services and other external services of the Faculty of Kenitra (Morocco). This evaluation was carried out, according to the opinion of students studying in the "Professional License" and its goal is to educate policy makers develop a national system of quality assurance in universities. The opinion of the students obtained based on a questionnaire distributed to students.

The results have showed that many administrative and educational services need an improved such as the low signage in the city indicating access to faculty, the low signage indicating the access to the faculty departments, the quality of the means of transport leading to faculty, the quality of the services and the organization of libraries and the cafeteria, and the low capacity of the campus of the Ministry of Education.

The quality of the organization, the catering and the library of the university campus, the friendliness of the administrative staff, and the providing practical courses taught are acceptable, but for a better performance of the facility, their quality must be improved.

Thus, from these results relative to the studied faculty and probably most other property of the same type of business, we therefore conclude that the Moroccan university requires the establishment of a national quality assurance system which will be a guarantee of quality of all institutions of the university system.

KEY WORDS: Services quality; Professional License students; Superior Education; Faculty of Science; Kenitra, Morocco.