**1. Introduction**

Providing transportation is one of the facilities that the University of Bahrain (UoB) provides to its students. The university’s bus service is provided free of charge. If a student wishes to benefit from the service, he or she needs to go to the Students’ Affair Directorate and register for a bus pass. The UoB has been running a total of X buses in the 2012-2013 academic year, serving X provinces and X students in total. Especially since this service mainly operates off campus, it is important to constantly evaluate it and collect users’ feedback and recommendations.

This research aims to evaluate the transportation service that the UoB offers to its students and define its strengths and weaknesses. The findings of this reach should help improve the service and accordingly increase students’ satisfaction.

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In Chapter Two, data gathered from multiple sources are used to construct a description of the transportation service provided by the university, including how it is conducted and run. Chapter Three describes the design of the two surveys used, one surveying students’ opinion and the other the collected bus drivers’ feedback, and both surveys aimed to record feedback, complaints and suggestions from students and drivers. Chapter Four presents the data collected in the two surveys and analyses them. It provides a detailed account of the current issues as described by students and drivers, and how they have tried to communicate issues to the university (if they have). This chapter also presents the students’ and drivers’ expectations and demands, and concludes with recommendations for improving the transportation service at the UoB. The last chapter, Chapter Five, summarises the research steps and findings, and then presents research limitations, followed by recommendations for further studies.

**Colour code**

Red: introduction to the topic

Green: background information

Blue: justification for choosing the topic – or the problem or research gap addressed

Orange: purpose (or thesis statement), and also objectives.

Dark green: significance of this research.

\*\*\* If you have technical words, introduce them here. Use the Lesson called Definitions in your textbook.

Black: outline