



How to make an appeal about a course result?

Dear student,

If you are **NOT** satisfied with your score and believe that you deserve more than the mentioned score in Student Information System (SIS), you may submit an appeal about the result by following these steps:

First:

You need to pay the appeal fee which is (**215.05 SR**) in one of the following ways:

- Through SADAD service (017)
- Online payment service.

Second:

Active the receipt of the appeal fee, as shown below:

Request a services Appeal receipt

- Step 1: select Request a services

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VISION رؤية 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA
Arab Open University

You are logged in as [Name] Log out

AOU Online Student Services Center

Student Info:

Registration:
Use this section to register your courses for the selected semester. AOU allows you to register your courses online from anywhere with an internet connection.
Semester:
[Go to the Registration section](#)
[View Offered Courses](#)

Financial:
Use this section to check your financial statement and pay online.
[Go to the Financial section](#)

Grades Online / Transcripts:
Use this section to view grades of the courses that you registered at AOU. Moreover, you can use this section to view your transcript and know your GPA.
[Go to the Grades and Transcripts section](#)

Update your Personal Data in Our Records:
Phone Numbers and Personal Email: [Update](#)
Personal Email:
Blood Type: -- [Update](#)

Examination Slip:
Use this section to print exam slip.
[Go to the Examination Slip](#)

Postpone Exam:
Use this section to submit a postponement request.
[Postpone Exam](#)

E-Services:
Use this section to request a service online. You can also request services online.
[Request a Service](#)

Aid Request:

Social Reward:

خطوة 1
step 1-

- Step 2 : click on select

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Request a Service

Instructions:

1. Choose the service
2. Fill in the required info
3. Click on Request Service

Service:

[Request Service](#)

خطوة 2
Step 2

[Back to Student Services](#)

- **Step3:** select Appeal receipt" from the list menu"



The screenshot shows the 'Request a Service' page. At the top, there are logos for the Ministry of Education, VISION 2030, and Arab Open University. Below the logos is a navigation bar with 'You are lo' and 'Log out'. The main heading is 'Request a Service'. Underneath, there are instructions: '1. Choose the service', '2. Fill in the required info', and '3. Click on Request Service'. A dropdown menu is open under the 'Service' label, showing three options: '- Select -', 'Appeal Receipt - ايمان لطلب التظلم', and 'Request Service'. A blue arrow points to the 'Appeal Receipt' option. At the bottom left, there is a link 'Back to Student Services'.

- **Step4:** submit Request a Service



The screenshot shows the 'Request a Service' page with the dropdown menu closed. The 'Service' label now shows 'Appeal Receipt - ايمان لطلب التظلم'. Below the dropdown, there is a red warning message: 'Kindly Select [Copies = 1]A separate receipt should be done for each Appeal/CourseEach appeal costs 187+ VAT15% SAR'. There is a checkbox with the text 'I understand that I will be charged the mentioned fees per copy and they are not refundable'. A blue arrow points to the 'Request Service' button. At the bottom left, there is a link 'Back to Student Services'.

- **Step5:** [Click here to pay online](#)

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Request a Service

Instructions:
Choose the service
Fill in the required info
Click on Request Service

| Year | Sem | Service | Request Date | Status | Copies | Service Field1 | Admin Comments | Print Report |
|-----------|--------|------------------------------------|--------------|-----------|--------|----------------|----------------|----------------------------|
| 2019/2020 | Second | إيصال لطلب التعلم - Appeal Receipt | 8/6/2020 | Requested | 1 | | | click here |

Service:

I understand that I will be charged the mentioned fees per copy and they are not refundable

[Request Service](#)

Your request has been successfully submitted.
You will be notified by email regarding your requested document.
[Click here to pay now, otherwise your request will be deleted.](#)
[Back to Student Services](#)

Click here to pay

- **Step6:** [Click here to pay online](#)

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You are logged in as [Name] [Log out](#)

Online Payment

Instructions:
• Use this page to choose your registration and/or tuition fees you want to pay online.
• Select from the grid the slip you should pay and fill in the form your personal information, you will be redirected to the checkout.

[Print Registration Form](#) [طباعة الجدول الدراسي](#)

Slips

عزيزي الطالب .. يجب سداد كامل الرسوم او القسط الاول لمن تطبق عليهم شروط التسجيل ببرنامجنا عن طريق الدفع المباشر او خلال 12 ساعة عن طريق نظام سداد. ولا سيتم حذف الجداول تلقائيا :-

| | Amount | Remaining | Description |
|------------------------|------------|------------|--|
| Select | 216.00 SAR | 216.00 SAR | 2019/2020 Summer Request: Appeal Receipt - إيصال لطلب التعلم |
| | 539.35 SAR | 539.35 SAR | 2020/2021 Fall Registration Slip |

[Back to Student Services](#)

**الضغط على الاختيار هنا
Select**

- **Step7: Pay online**



Third:

Applying the appeal request is by logging into your account in SIS via the following link:

<https://sisksa.aou.edu.kw/OnlineServices/>

For submitting an appeal application on the final grade (Assignments – Midterms - Final Exam), click on **Student Appeal**. It is not allowed to request an appeal through the electronic **Complaint System**.

- **Step1: Appeal**

| | |
|--|--|
| <p>E-Services:</p> <p>Use this section to request a service online. AOU allows you to request services online.</p> <p>Request a Service</p> | |
| <p>Aid Request:</p> <p>Use this section to request an aid.</p> <p>Aid Request</p> | <p>Social Reward:</p> <p>Use this section to request a social reward.</p> <p>Social Reward</p> |
| <p>Appeal:</p> <p>Use this section to submit an appeal.</p> <p>Student Appeal</p> | <p>Complaint Form:</p> <p>Use this section to submit a Complaint Form. AOU allows you to submit Complaint Form online, Form will be sent to the Student Affairs' Office.</p> <p>Student Complaint</p> |
| <p>Graduation Ceremony:</p> <p>Use this section to register to the graduation ceremony.</p> <p>Graduation Ceremony</p> | <p>Change Password:</p> <p>Use this section to change your password.</p> <p>Change Password</p> |



- **Step2: Student Appeal**

Student Appeals → select → Add New Appeal → Assessment Type (The type of the appeal you want to request)





You are [Log out](#)

Student Appeals

Posted Grades

| | Year | Semester | Course Part | Assessment Type | Original Grade | Accredited Grade | Total Point | Weight |
|------------------------|------|----------|-------------|-----------------|----------------|------------------|-------------|--------|
| Select | 2019 | 3 | AR112 | TMA | 48 | 48 | 50 | 50 |

[Click here](#)

[Back to Student Services](#)

Student Appeals

Posted Grades

| | Year | Semester | Course Part | Assessment Type | Original Grade | Accredited Grade | Total Point | Weight |
|------------------------|------|----------|-------------|---------------------|----------------|------------------|-------------|--------|
| Select | 2018 | 3 | B207A | Final Exam | 28.50 | 28.50 | 50 | 50 |
| Select | 2018 | 3 | B207A | Mid Term Assessment | 10.20 | 10.20 | 30 | 30 |
| Select | 2018 | 3 | B207A | TMA 01 | 18.40 | 18.40 | 20 | 20 |
| Select | 2018 | 3 | BUS102 | Final Exam | | 0 | 50 | 50 |
| Select | 2018 | 3 | BUS102 | Mid Term Assessment | 10.05 | 10.05 | 30 | 30 |
| Select | 2018 | 3 | BUS102 | TMA 01 | 19.70 | 19.70 | 20 | 20 |
| Select | 2018 | 3 | B124 | Final Exam | 11.75 | 11.75 | 50 | 50 |

1- اختيار المقرر المراد الاعتراض عليه

Appeals

[Add New Appeal](#) 2- الضغط على هذا الرابط لتقديم الاعتراض

[Back to Student Services](#)

Select the name of the course whose results are to be appealed from the courses listed, which are the courses enrolled to the student in the semester.

Student Appeals

Posted Grades

| | Year | Semester | Course Part | Assessment Type | Original Grade | Accredited Grade | Total Point | Weight |
|--------|------|----------|-------------|---------------------|----------------|------------------|-------------|--------|
| Select | 2018 | 3 | B207A | Final Exam | 28.50 | 28.50 | 50 | 50 |
| Select | 2018 | 3 | B207A | Mid Term Assessment | 10.20 | 10.20 | 30 | 30 |
| Select | 2018 | 3 | B207A | TMA 01 | 18.40 | 18.40 | 20 | 20 |
| Select | 2018 | 3 | BUS102 | Final Exam | 0 | 0 | 50 | 50 |
| Select | 2018 | 3 | BUS102 | Mid Term Assessment | 10.05 | 10.05 | 30 | 30 |
| Select | 2018 | 3 | BUS102 | TMA 01 | 19.70 | 19.70 | 20 | 20 |
| Select | 2018 | 2 | B124 | Final Exam | 11.75 | 11.75 | 50 | 50 |

Appeals

No data retrieved.

[Add New Appeal](#)

Course Part 1- تقوم بإدخال رمز المقرر كما هو موضح بالجدول أعلاه

Accredited Grade 2- تقوم بإدخال قيمة الدرجة كما هو موضح بالجدول أعلاه

Appeal Receipt 3- تقوم باختيار رقم إيصال الدفع

Student Comments 4- تقوم بإدخال تفاصيل الاعتراض

[Submit](#) 5- اضغط على زر إرسال الطلب

[Back to Student Services](#)

On your screen, it shall appear to you the application form for the final grades (**Assignments (TMA) - Midterms - Final Exams**). Please fill in the options shown in the image above:

1. Insert the code of the course that you desire to appeal from the mentioned courses in the schedule.
2. Insert the grade that you want to appeal.
3. Choose the receipt number, note that each type of appeal has a separate financial fee and receipt number.
4. Please indicate the reason for the appeal on the grade to be taken into consideration when reviewing your answer sheet.
5. Click the Submit icon to submit the application and send it to the academic department.

Very Important Notes:

- The appeals will be handled according to the AOU regulations.
- After submitting the appeal request, the results will be received through the system of appeal in SIS.
- Please ensure that your data and mobile phone number are correct in the SIS in case the university needed to contact you.
- Appeals will not be accepted after the period specified in the announcement.
- Appeal will not be accepted if it is not submitted through SIS.
- In case that your final exam was postponed from a previous semester, you may submit the appeal application by filling out the form and sending it by e-mail to your branch examination department.
- Applications will be received from **Sunday January 16, 2021**, and until **Saturday, January 16, 2021**