



## How to make an appeal about a course result?

Dear student,

You may submit an appeal about the result any course Via Student Information System (SIS), 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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### AOU Online Student Services Center

<b>Student Info:</b>	
<b>Registration:</b> 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: <input type="text" value="First 2020/2021"/> <a href="#">Go to the Registration section</a> <a href="#">View Offered Courses</a>	<b>Financial:</b> Use this section to check your financial statement and pay online. <a href="#">Go to the Financial section</a>
<b>Grades Online / Transcripts:</b> 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. <a href="#">Go to the Grades and Transcripts section</a>	<b>Update your Personal Data in Our Records:</b> Phone Numbers and Personal Email: <a href="#">Update</a> Personal Email: <input type="text" value="Zaidmoua95@gmail.com"/> Blood Type: -- <a href="#">Update</a>
<b>Examination Slip:</b> Use this section to print exam slip. <a href="#">Go to the Examination Slip</a>	<b>Postpone Exam:</b> Use this section to submit a postponement request. <a href="#">Postpone Exam</a>
<b>E-Services:</b> Use this section to request a service online. You can also request services online. <a href="#">Request a Service</a>	
<b>Aid Request:</b>	<b>Social Reward:</b>

### - 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](#)

[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 - إيصال 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 has a blue arrow pointing to it. Below the dropdown, there is a text box containing 'Appeal Receipt - إيصال لطلب التظلم' and a red warning message: 'Kindly Select [Copies = 1] A separate receipt should be done for each Appeal/Course Each appeal costs 187+ VAT15% SAR'. Below this, 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 التظلم - Appeal Receipt	8/6/2020	Requested	1			<a href="#">click here</a>

Service:

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

[Request Service](#)

our 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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### 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 أو القسط الأول لمن تطبق عليهم شروط التسجيل مباشرة عن طريق الدفع المباشر أو خلال 12 ساعة عن طريق برنامج سداد. وإلا سيتم حذف الجدول تلقائياً  
:-

Select	Amount	Remaining	Description
<input type="button" value="Select"/>	216.00 SAR	216.00 SAR	2019/2020 Summer Request: Appeal Receipt - إيصال لطلب التظلم
<input type="button" value="Select"/>	539.35 SAR	539.35 SAR	2020/2021 Fall Registration Slip

**الضغط على الاختيار هنا  
Select**

[Back to Student Services](#)

- **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><b>E-Services:</b></p> <p>Use this section to request a service online. AOU allows you to request services online.</p> <p><a href="#">Request a Service</a></p>	
<p><b>Aid Request:</b></p> <p>Use this section to request an aid.</p> <p><a href="#">Aid Request</a></p>	<p><b>Social Reward:</b></p> <p>Use this section to request a social reward.</p> <p><a href="#">Social Reward</a></p>
<p><b>Appeal:</b></p> <p>Use this section to submit an appeal.</p> <p><a href="#">Student Appeal</a></p>	<p><b>Complaint Form:</b></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><a href="#">Student Complaint</a></p>
<p><b>Graduation Ceremony:</b></p> <p>Use this section to register to the graduation ceremony.</p> <p><a href="#">Graduation Ceremony</a></p>	<p><b>Change Password:</b></p> <p>Use this section to change your password.</p> <p><a href="#">Change Password</a></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
<a href="#">Select</a>	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
<a href="#">Select</a>	2018	3	B207A	Final Exam	28.50	28.50	50	50
<a href="#">Select</a>	2018	3	B207A	Mid Term Assessment	10.20	10.20	30	30
<a href="#">Select</a>	2018	3	B207A	TMA 01	18.40	18.40	20	20
<a href="#">Select</a>	2018	3	BUS102	Final Exam		0	50	50
<a href="#">Select</a>	2018	3	BUS102	Mid Term Assessment	10.05	10.05	30	30
<a href="#">Select</a>	2018	3	BUS102	TMA 01	19.70	19.70	20	20
<a href="#">Select</a>	2018	3	B124	Final Exam	11.75	11.75	50	50

1- اختيار المقرر المراد الاعتراض عليه

Appeals

No data retrieved.

[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  Select 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.
- Appeal will not be accepted Failure due to high similarity.
- Applications will be received from **Thursday May 20, 2021**, and until **Thursday May 27, 2021**