



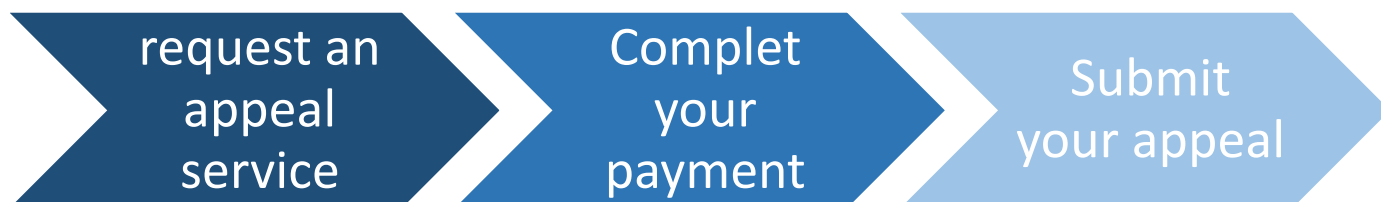
How to make an appeal of a course result?

Dear student,

The Arab Open University offers you an (Appeal system) where the student can make an **APPEAL** for course assessment

(**Final exam**) through [Student Information System \(SIS\)](#). A student needs to pay (**215.05 SR**) for the appeal service. You

can submit your appeal following the steps below:



First:

Login to SIS and request an appeal service, as shown below:

- Step 1: Go to E-Services via the tab "Other services"

AOU
الجامعة المفتوحة
Arab Open University
Saudi Arabia

Home Registration Schedule Grades Financial **Other services**

Academic Semester: Summer 2024/2025

Student Info

GPA:
Student Center:
GPA:
Completed Credits:
Remaining Credits:
Advisor Name:
Advisor Email:
External Links: [Links, Student Guide, Policies and Procedures...](#)
Course Catalogue: [Course Catalogue](#)
Your program is validated by the OU: [Click here to check the OU Student's Guide](#)

25.19%
Academic Plan Completion
Completed Hours:

Student Id:
Name:
Program:
Track:
Center:
Student ID Card

Registration Schedule Grades Financial LMS **Other services**

- Step 2: Select appeal from E-Services

Other services @ Home > Other services

Examination Slip Postpone Exam Complaints Aid Request

E-Services

Department: Student Affairs

Use this section to request a service online. AOU allows you to request services online

Go To Service

E-Services @ Home > Other services > E-Services

Requested Services

Service	Year	Semester	Request Date	Status	Copies	Service Field 1	Admin Comments
Appeal Receipt - إيصال لطلب التنظيم	2024/2025	3	29/05/2025	Deleted	1		(Not completed/ Paid by student. Deleted by SIS 20250529 20:33:42)

1 Records - Showing 1 to 1

+ Request a service

- **Step 3: Select Appeal Receipt from the drop-down menu**

New Service x

Service *

Appeal Receipt - إيصال لطلب التظلم



Kindly Select [Copies = 1]
A separate receipt should be done for each Appeal/Course
Each appeal costs 187+ VAT15% SAR

I agree to the terms and conditions

Submit

- **Step 4: Click on "Click here" to go to the payment screen**




Your request has been successfully submitted.

You will be notified by email regarding your request.

If there are any fees related to your request, [Click here](#) to pay now; otherwise your request will be deleted

OK



- Step 5: Click on "Pay Now"


Online Payment  Home > Financial > Online Payment


#	Description	Amount	Due Date	Semester	Select Slip
1	2024/2025 Summer Request: Appeal Receipt - إيصال لطلب التظلم	215.05	04/06/2025	2024 / 3	<input checked="" type="checkbox"/>


1 Records - Showing 1 to 1

Total: 215.05

 Amount Details Payment Orders

 Cumulative Balance
0 SAR

 Paid this semester
7753.3 SAR

 Required this semester
0 SAR

Payment Method

PAY Urway ⓘ

Important Note During the payment process, please do NOT close the browser or refresh the page until you get the result. In case any interruption occurs, you can go to this Online Orders page to view all of your payment orders status

Pay Now


Second:


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


<https://sis.arabou.edu.sa/spksa/auth/>


For submitting an appeal request on the final grade (Assignments – Midterms -Activities), click on **Appeals** through the tab "Other services". It is not allowed to request an appeal through **Complaints**.

- Step1: Go to Appeals via the tab "Other services"


Other services  Home > Other services



Examination Slip


Postpone Exam


Complaints


Aid Request


E-Services


Appeals

Appeals


Department: Examinations

Use this section to submit an appeal

Go To Service

- Step2: Submit appeal request

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

Appeals  Home > Other services > Appeals

Posted Grades

Year	Semester	Course Code	Assessment Type	Original Grade	Accredited Grade	Total Point	Weight	
2024	2	CAS400	Final Report	28	28		30	View Appeals
2024	2	CAS400	Field supervisor evaluation	50	50		50	View Appeals

2 Records - Showing 1 to 2

Appeals

Accredited Grade	Appeal Date	Student Comment	Appeal Type	Student Feedback	Creation Date	Reference	Receipt	
No records								

0

[+ Add New Appeal](#)

Select the course and the assessment type, then fill in the needed details:

Add New Appeal ×

Course Code *

CAS400

Accredited Grade *

28

Appeal Receipt *

1- Select receipt number from the drop-down menu

Comment *

2- Write appeal description (no more 500 characters)

Minimum 3 and Maximum 500 characters

3- Click on this button to send the request

[Submit](#)

On your screen, all the data will be displayed (Assignments – Midterms -Activities) grades.

Please fill in the slots as follows:

1. Choose the receipt number, note that each type of appeal has a separate financial fee and receipt number.
2. Please mention the reason for the appeal on the grade to be taken into consideration when reviewing your answer sheet.
3. Click on Submit to submit the appeal request and send it to the academic department.

Important Notes:

- The appeals will be handled according to the AOU regulations.
- After submitting the appeal request, the results will be received through the appeal system in SIS.
- Please ensure that your data and mobile phone number are correct in the SIS in case the university needs 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.
- **Applications will be received from Sunday, April 26, 2026, , until Thursday, April 30, 2026**