

Admission, registration and examinations

Arab Open University - Saudi Arabia

How to make an appeal of a course result?

Dear student,

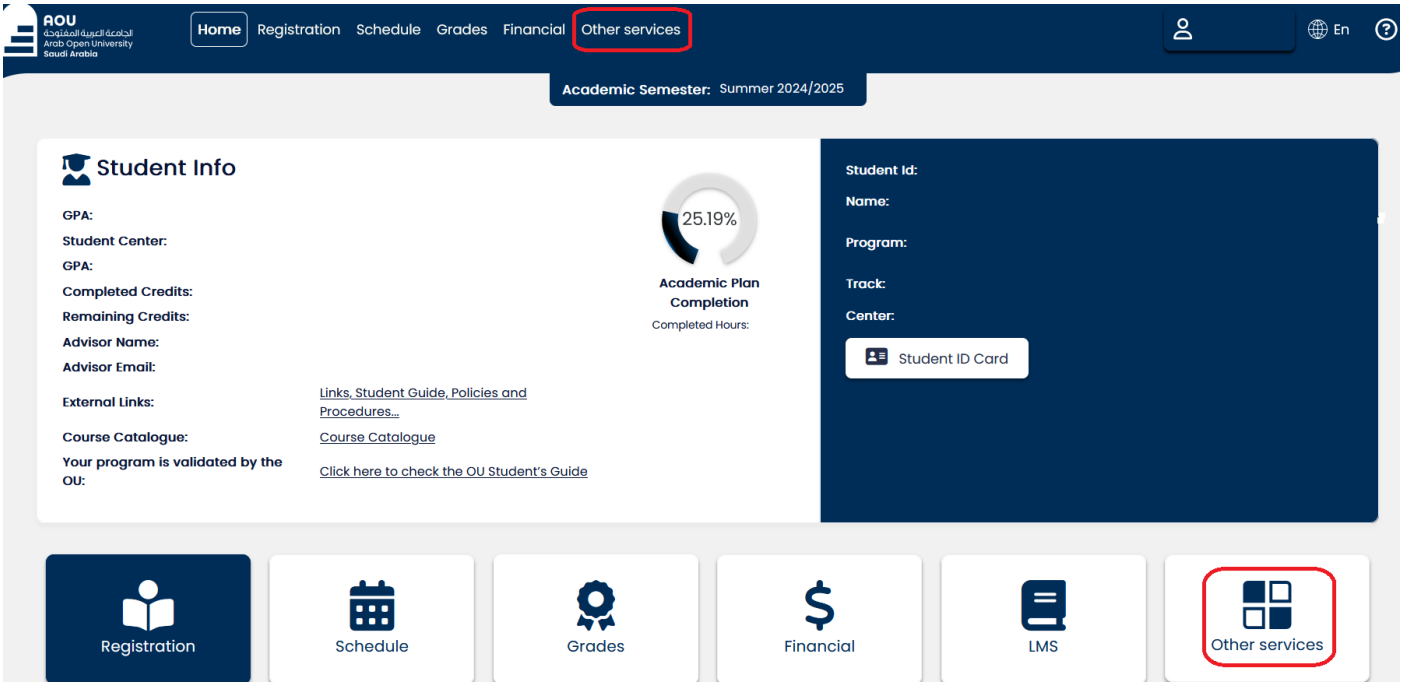
The Arab Open University offers you an (Appeal system) where the student can make an APPEAL for course assessment (Final exam) through Student Information System (SIS). A student needs to pay (**215.05 SR**) for the appeal service. You can submit your appeal following the steps below:



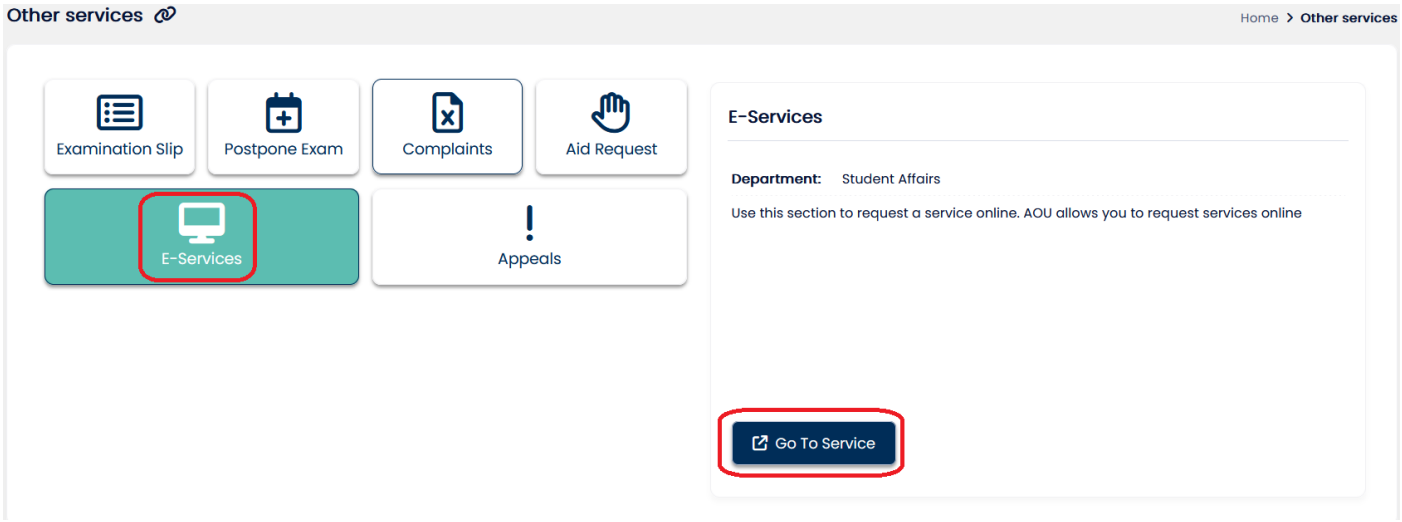
First:

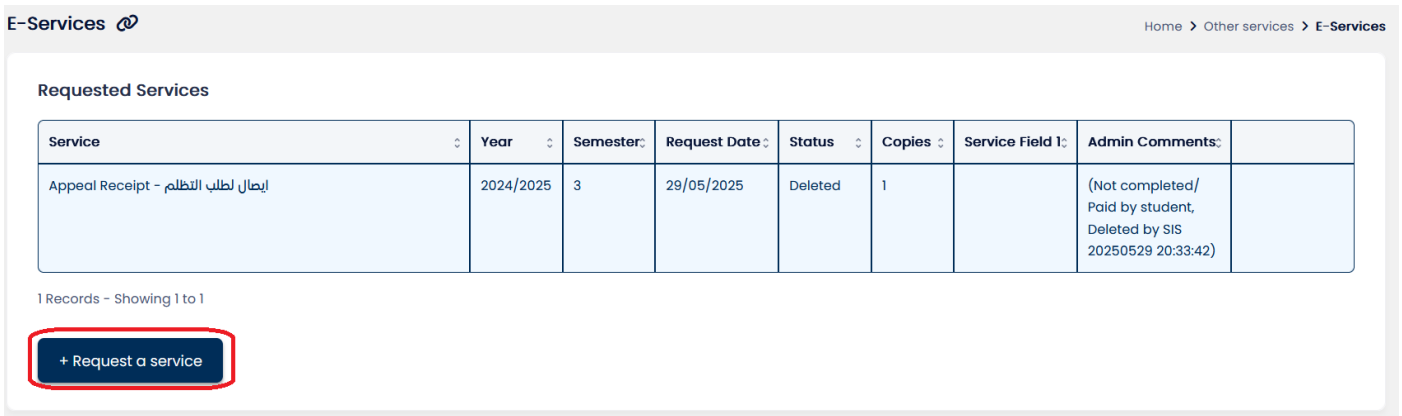
Login to SIS and request an appeal service, as shown below:

- **Step 1:** Go to E-Services via the tab “Other services”

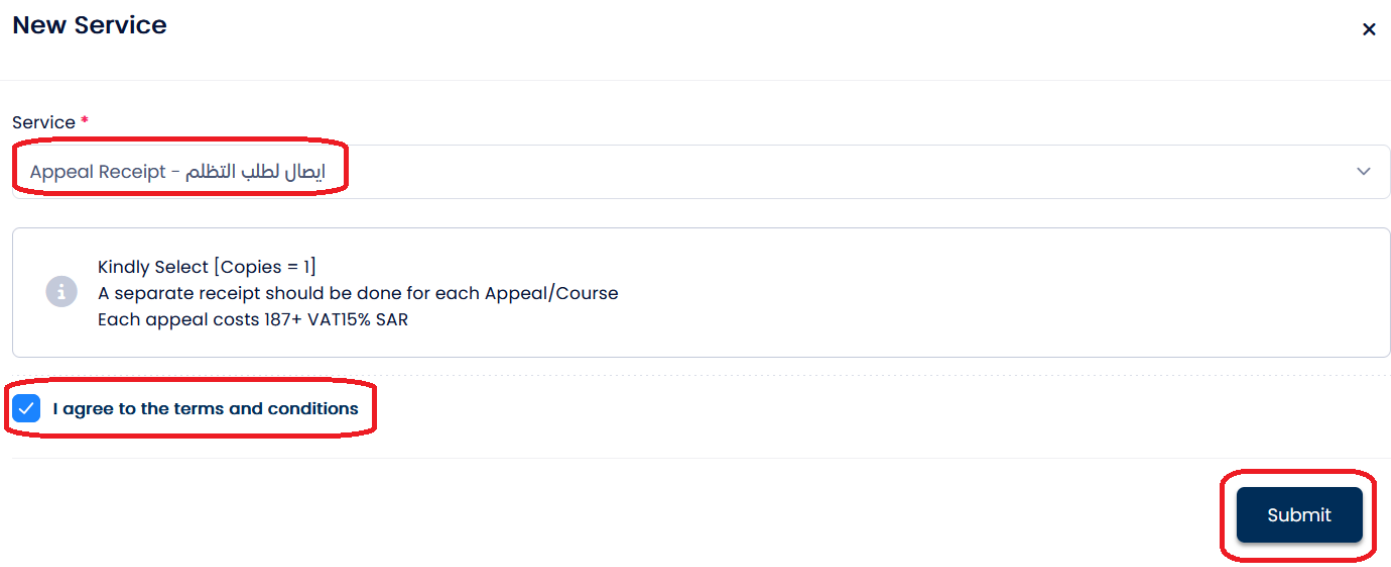


- **Step 2:** Select appeal from E-Services

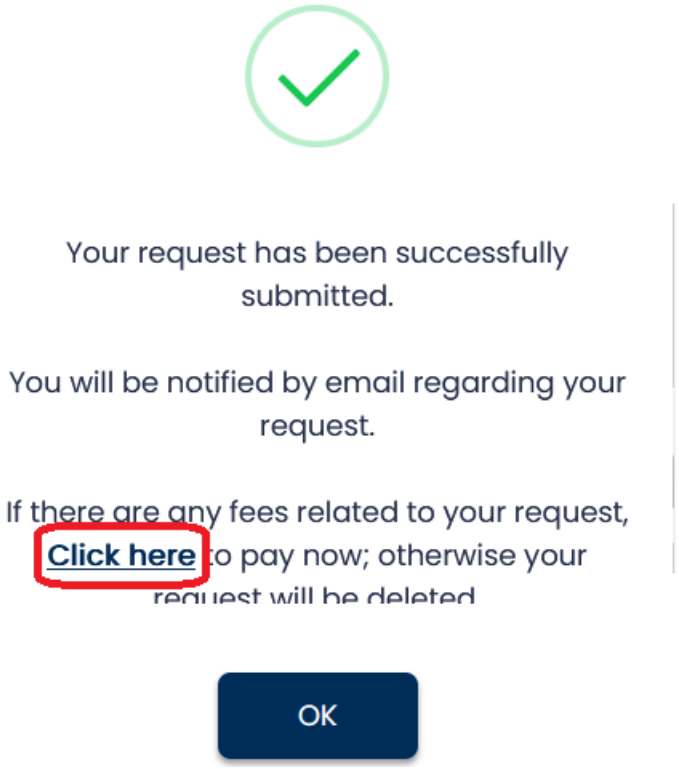




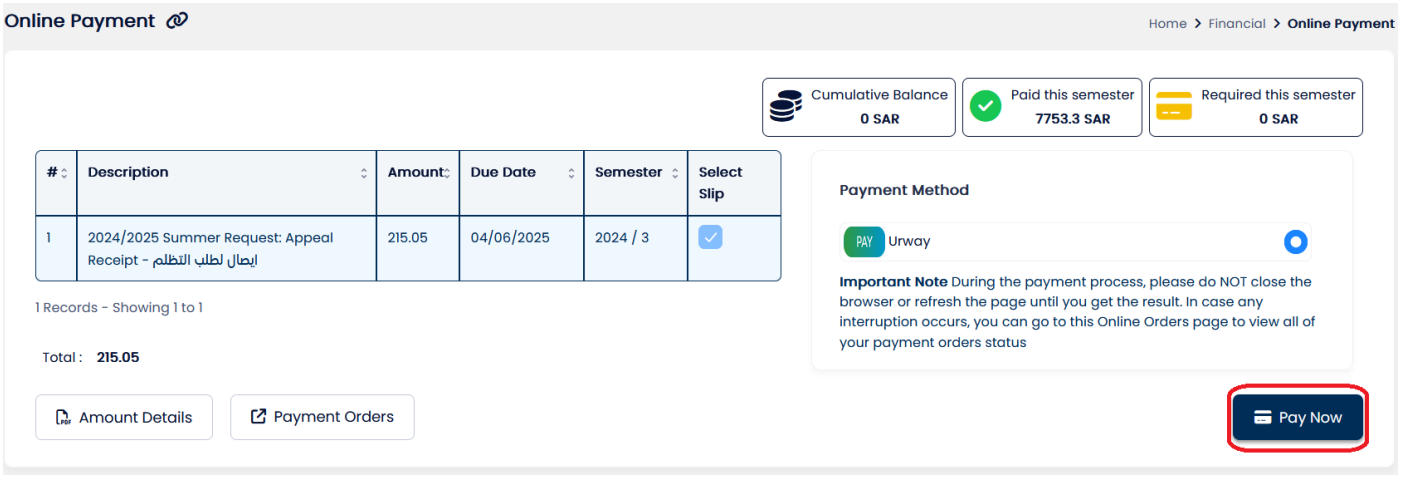
- **Step 3**: Select Appeal Receipt from the drop-down menu



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



- **Step 5**: Click on "Pay Now"



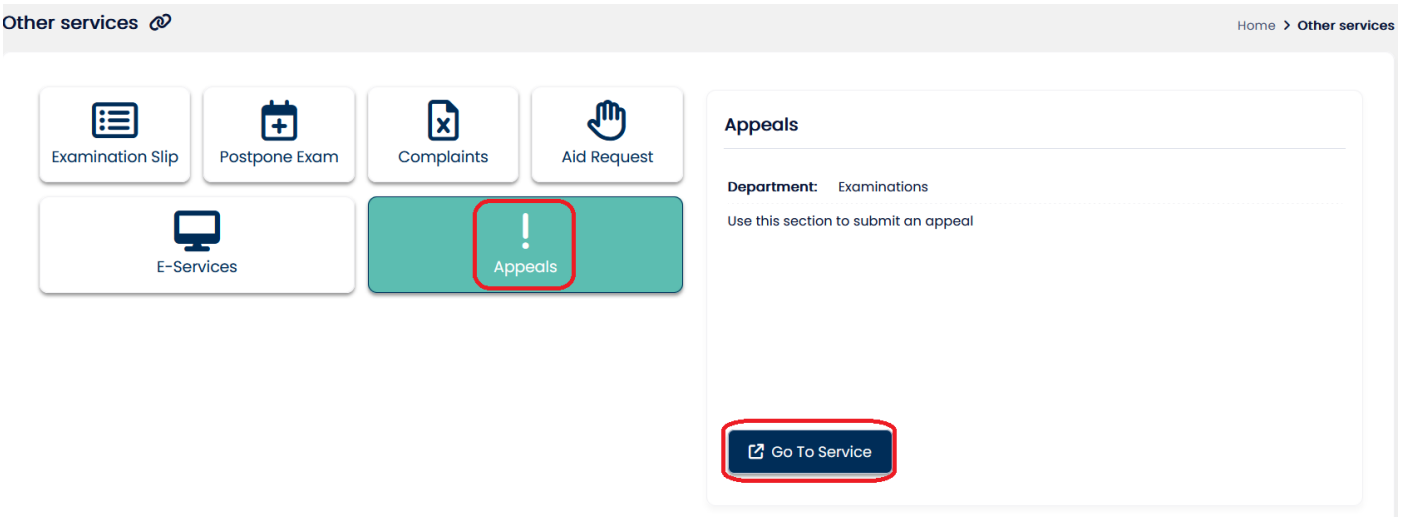
Second:

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

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

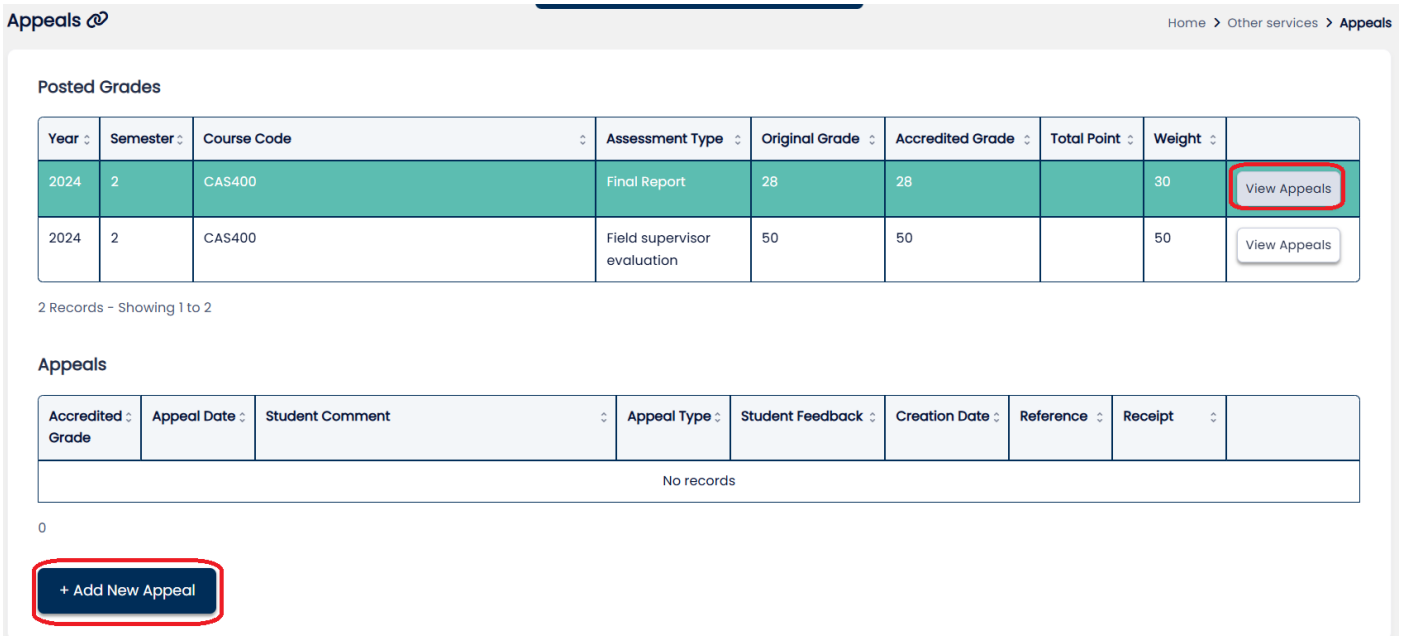
For submitting an appeal request on the final grade (Assignments – Midterms -Activities), click on **Appeals** through the tab "Other services". It is not allowed to request an appeal through **Complaints.**

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

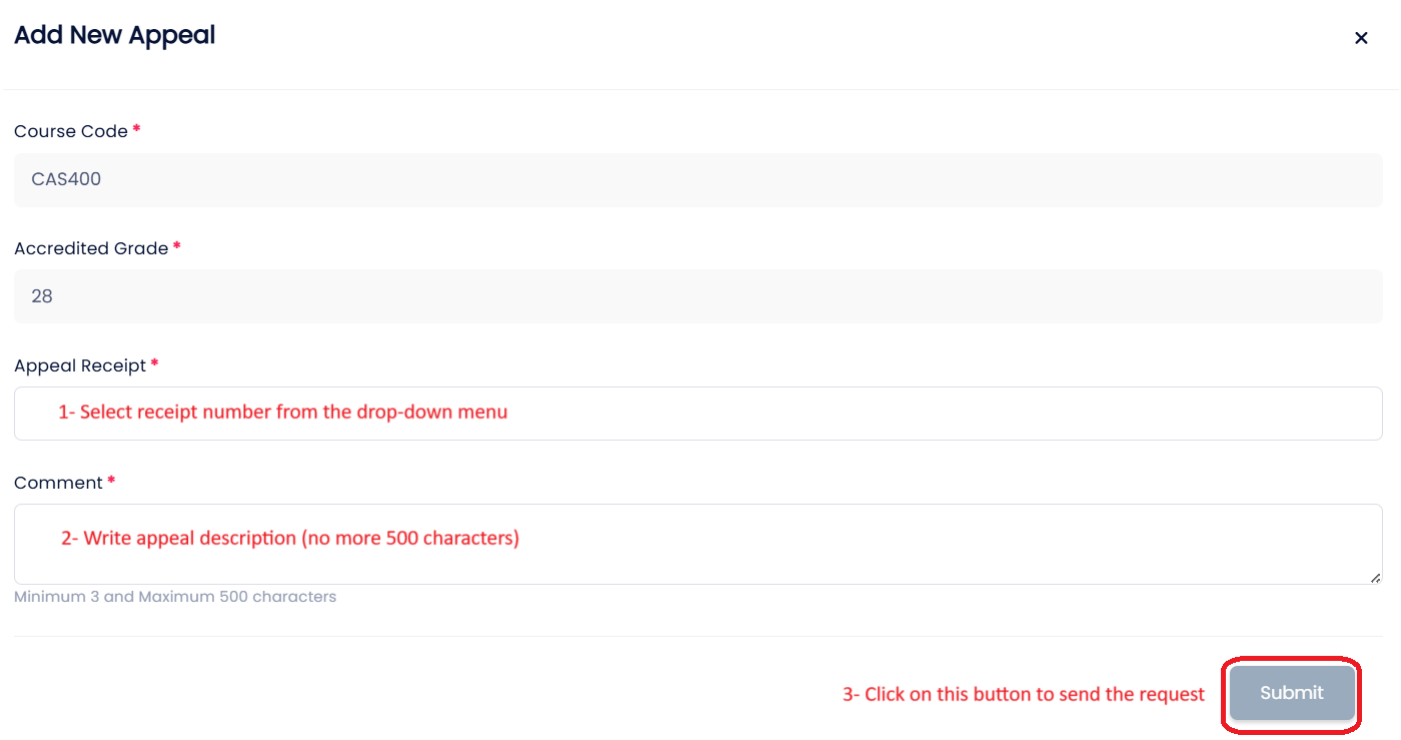


- **Step2**: Submit appeal request

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



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



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, Nov 22, 2026 until Saturday, Nov 28,2026**