



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

The screenshot shows the AOU Online Student Services Center interface. At the top, there are logos for the Ministry of Education, the 2030 Vision of the Kingdom of Saudi Arabia, and the Arab Open University (AOU). Below the logos, there is a navigation bar with "You are lo:" and "Log out". The main content area is titled "AOU Online Student Services Center" and is divided into a grid of service categories:

- Student Info:** (Empty)
- 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: First 2020/2021. Links: [Go to the Registration section](#), [View Offered Courses](#).
- Financial:** Use this section to check your financial statement and pay online. Link: [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. Link: [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. Link: [Go to the Examination Slip](#).
- Postpone Exam:** Use this section to submit a postponement request. Link: [Postpone Exam](#).
- E-Services:** Use this section to request a service online. Link: [Request a Service](#). A blue oval highlights this link with the text "خطوة 1 step 1-".
- Aid Request:** (Empty)
- Social Reward:** (Empty)

- **Step 2 :** click on select

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Arab Open University

You are logged in [Log out](#)

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"**

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Request a Service

Instructions:

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

Service:
Appeal Receipt - إيصال لعطب التعلم
[Request Service](#)

[Back to Student Services](#)

- **Step4: submit Request a Service**





You are [Log out](#)

Request a Service

Instructions:

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

Service

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

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

[Request Service](#)

[Back to Student Services](#)

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





ou are logged in as [Log out](#)

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	Appeal Receipt - إيصال لطلب التعلم	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](#)

our request has been successfully submitted.
 ou will be notified by email regarding your requested document.
 lick [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 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 أو القسط الأول لمن تطبق عليهم شروط التسجيل مباشرة عن طريق الدفع المباشر أو خلال 12 ساعة عن طريق نظام سداد. وإلا سيتم حذف الجدول تلقائياً :-

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

[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://siksa.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](#)

E-Services:

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

[Request a Service](#)

Aid Request:

Use this section to request an aid.

[Aid Request](#)

Appeal:

Use this section to submit an appeal.

[Student Appeal](#)

Click here



Graduation Ceremony:

Use this section to register to the graduation ceremony.

[Graduation Ceremony](#)



Social Reward:

Use this section to request a social reward.

[Social Reward](#)

Complaint Form:

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.

[Student Complaint](#)

Change Password:

Use this section to change your password.

[Change Password](#)

- **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

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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

No data retrieved.

[Add New Appeal](#)

2- الضغط على هذا الرابط لتقديم الاعتراض

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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

Select	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	8	8	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

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On your screen, it shall appear to you the application form for the final grades (Assignments (TMA) - Midterms -).

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.
- **Applications will be received from Sunday 15/1/2023, until Thursday 19/1/2023**