Admission, registration and examinations

Arab Open University - Saudi Arabia

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:

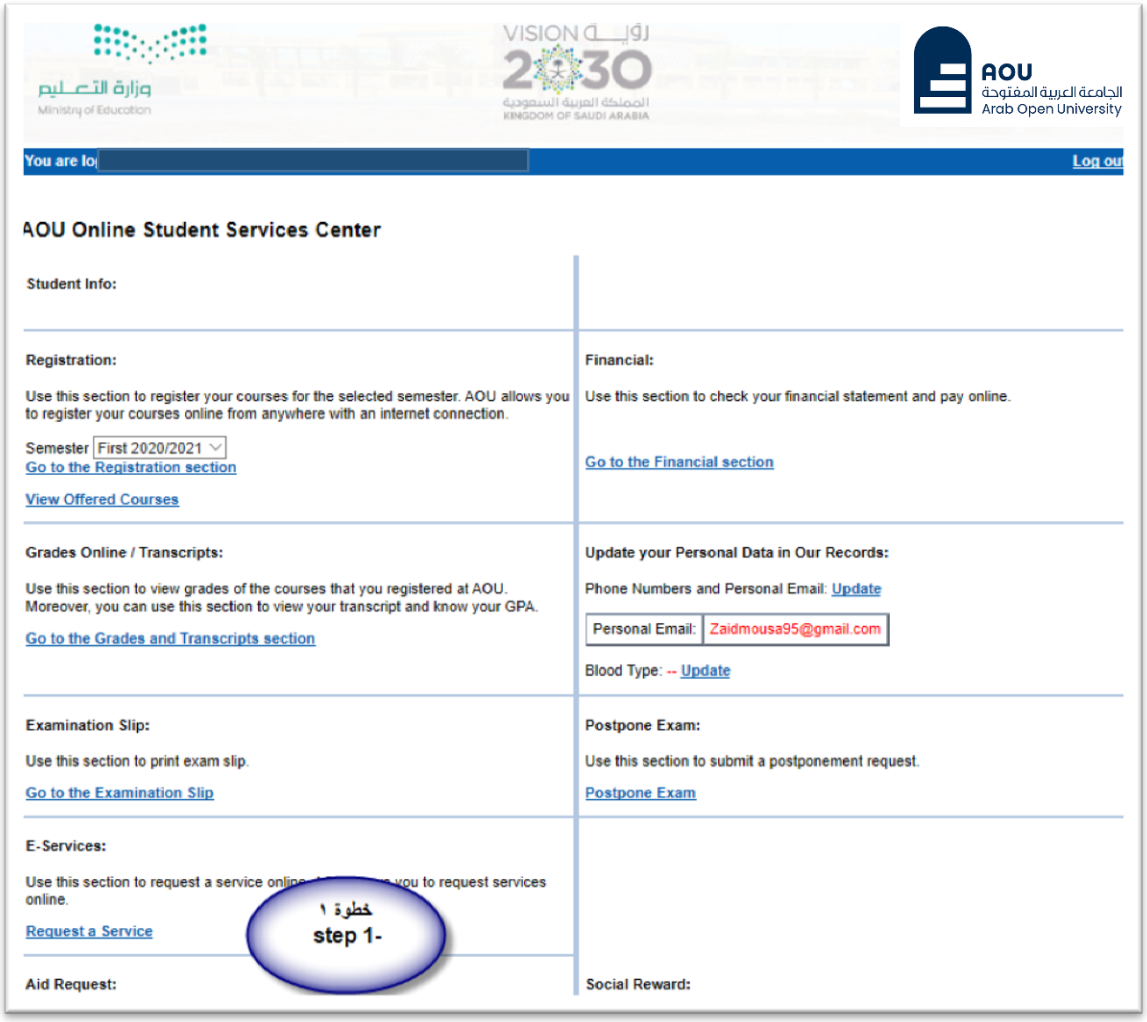
- Through SADAD service (017)
- Online payment service.

Second:

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

Request a services Appeal receipt

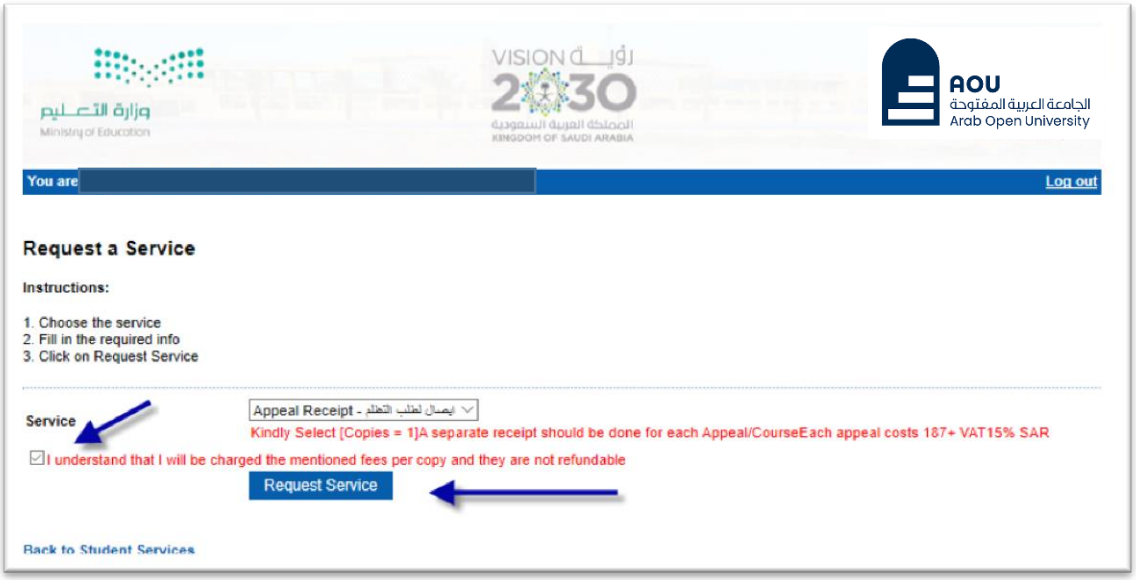
- **Step 1:** select Request a services



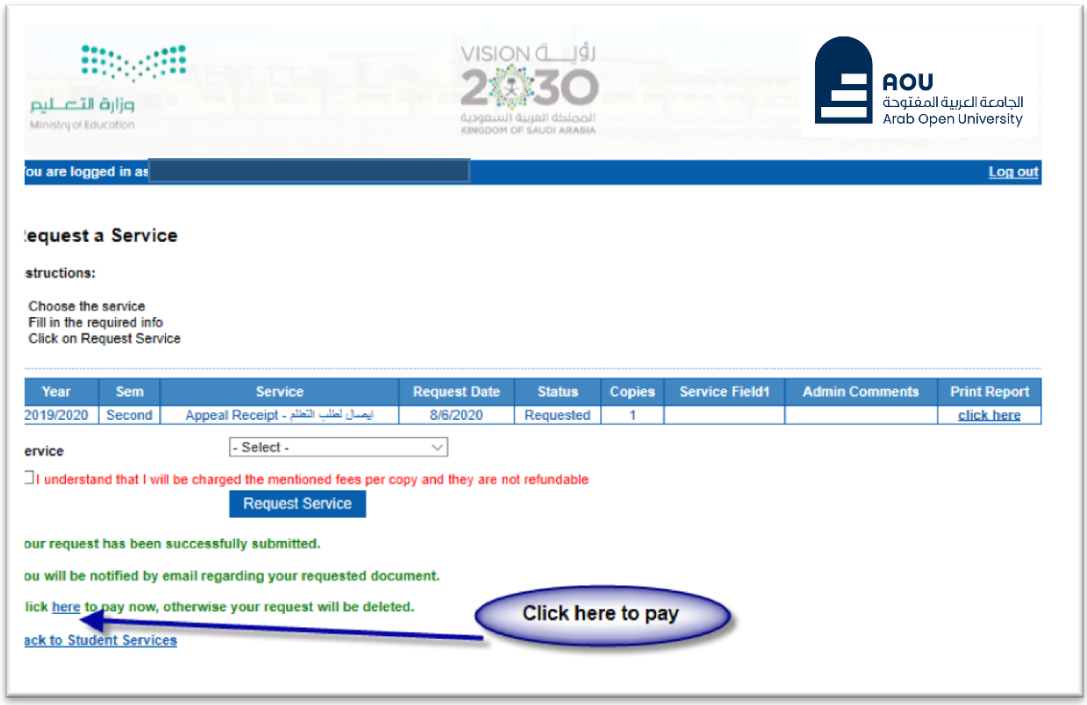
- **Step 2 :** click on select

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

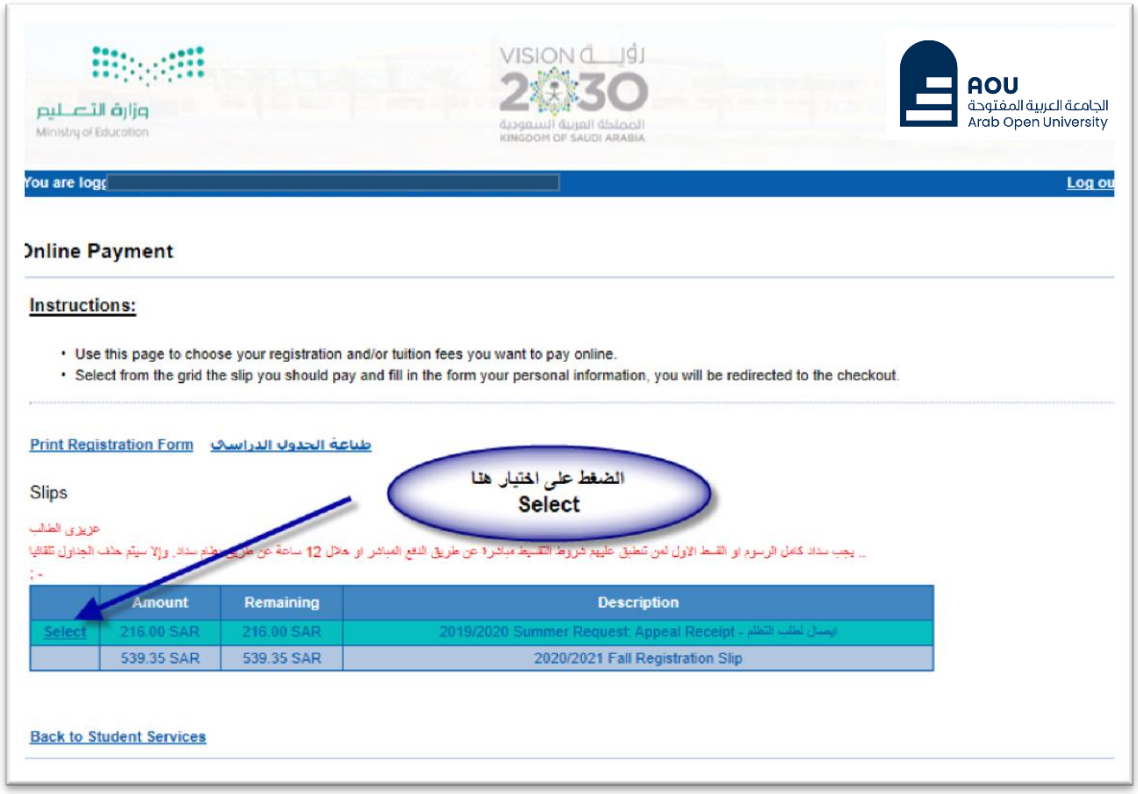
- **Step4**: submit Request a Service



- **Step5**: Click here to pay online



- **Step6**: Click here to pay online



- **Step7**: Pay online

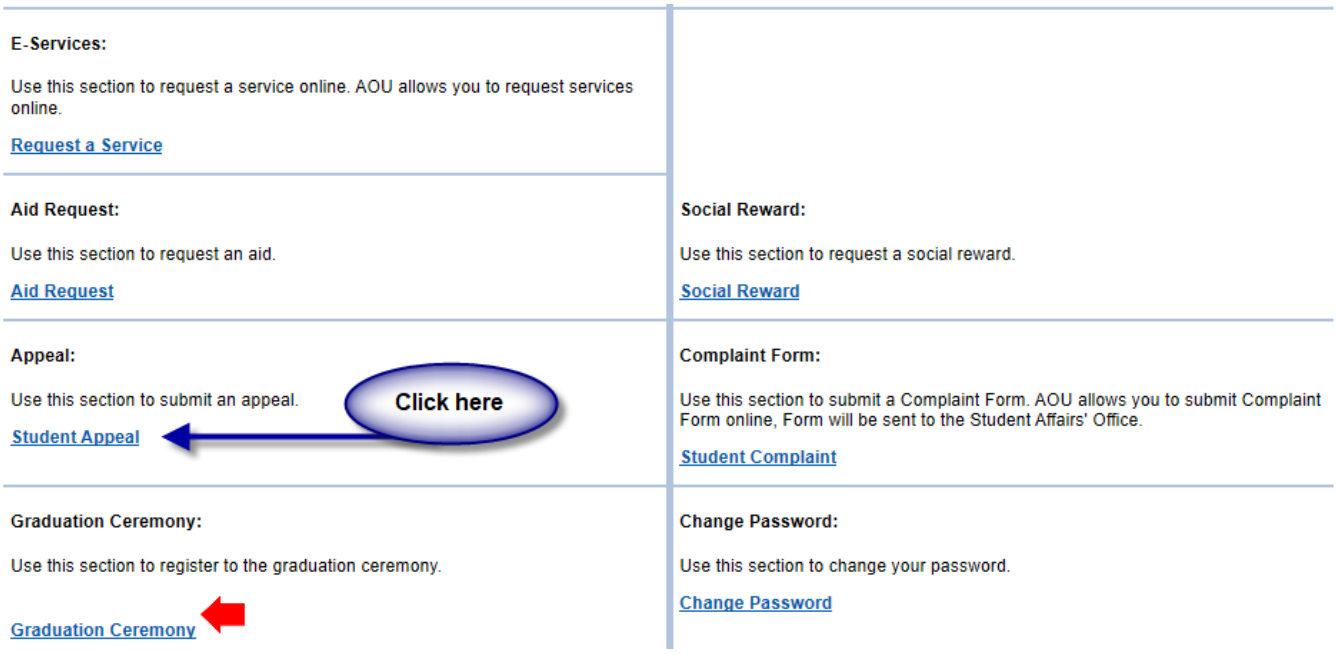
Third:

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**.

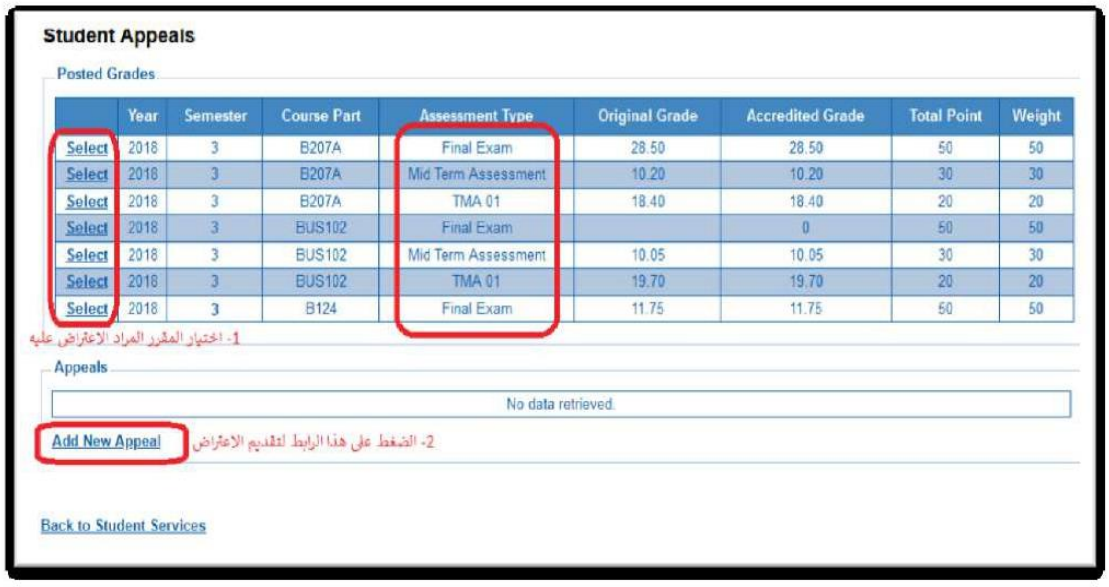
- **Step1**: Appeal



- **Step2**: Student Appeal

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

وزارة التعليم
Ministry of Education
VISION 2030
رؤية
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA
AOU
الجامعة العربية المفتوحة
Arab Open University
You are l
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
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.

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 Sunday15/1/2023, until Thursday 19/1/2023**