

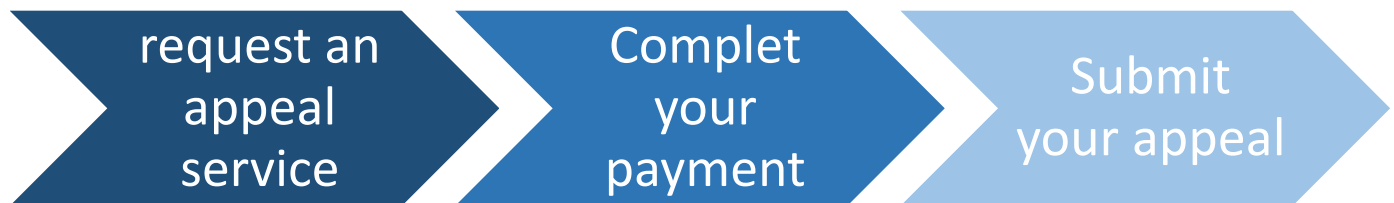


How to make an appeal of a course result?

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"

The screenshot shows the AOU Student Portal. The top navigation bar includes links for Home, Registration, Schedule, Grades, Financial, and **Other services** (highlighted with a red box). The Academic Semester is Summer 2024/2025. The Student Info section displays GPA, Student Center, Completed Credits, Remaining Credits, Advisor Name, Advisor Email, External Links, and Course Catalogue. A circular progress indicator shows 25.19% Academic Plan Completion. The right sidebar contains fields for Student Id, Name, Program, Track, and Center, along with a Student ID Card button. The bottom navigation bar includes icons for Registration, Schedule, Grades, Financial, LMS, and **Other services** (highlighted with a red box).

- Step 2: Select appeal from E-Services

The screenshot shows the 'Other services' page. The left sidebar contains buttons for Examination Slip, Postpone Exam, Complaints, Aid Request, **E-Services** (highlighted with a red box), and Appeals. The main content area is titled 'E-Services' and includes a Department dropdown set to 'Student Affairs'. Below this, it states: 'Use this section to request a service online. AOU allows you to request services online'. At the bottom, there is a **Go To Service** button (highlighted with a red box).

The screenshot shows the 'E-Services' page. The 'Requested Services' table is displayed with the following data:

Service	Year	Semester	Request Date	Status	Copies	Service Field 1	Admin Comments
Appeal Receipt - إيصال لطلب التظلم	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

At the bottom, there is a **+ Request a service** button (highlighted with a red box).

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

New Service



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

Cumulative Balance
0 SAR

Paid this semester
7753.3 SAR

Required this semester
0 SAR

#	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

Pay Now

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

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 - Final Exam), 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	<div>View Appeals</div>
2024	2	CAS400	Field supervisor evaluation	50	50		50	<div>View Appeals</div>

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 ((Final exam) 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 Monday, January 12, 2026, until Sunday, January 18, 2026**