

Central Examination Unit



Arab Open University - Saudi Arabia

How to make a Re-appeal about Academic Department Decision

Dear student,

After you the decision of the academic department for the appeal request that you have submitted and you are <u>not</u> satisfied with the result, you may submit a re-appeal request again by following these steps:

First:

You need to pay the re-appeal fee which is (215.05 SR) in one of the following ways:

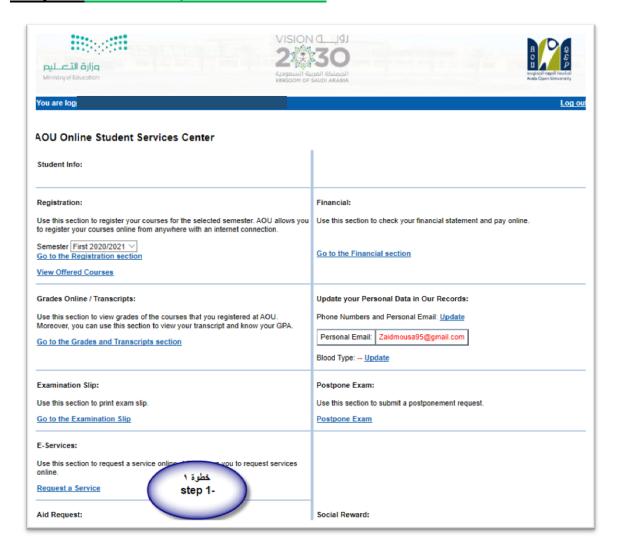
- Through SADAD service (017)
- Online payment service.

Second:

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

Request a services Re-appeal receipt

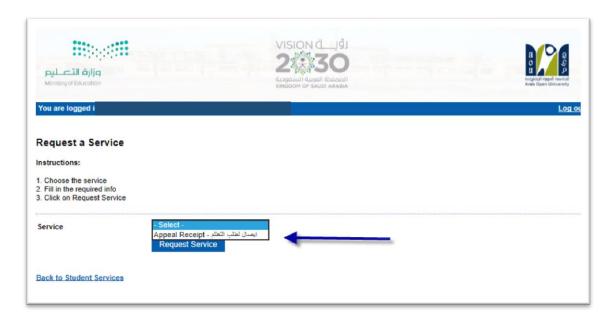
- Step 1: select Request a services



- Step 2 : click on select



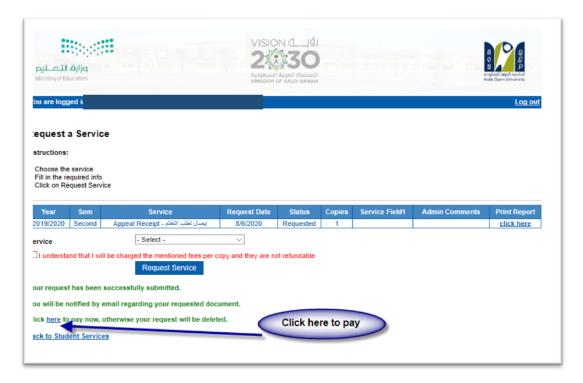
- Step3: select Appeal receipt" from the list menu"



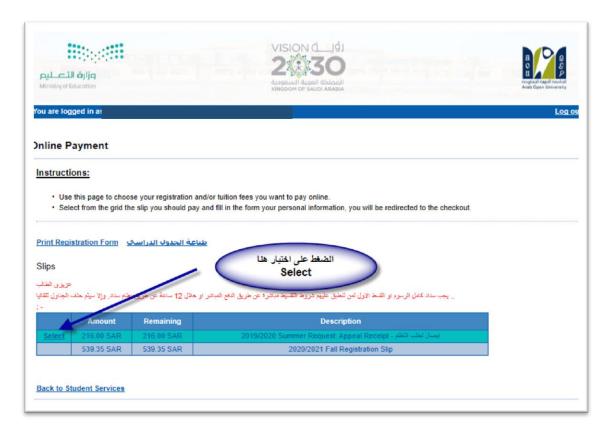
- Step4: submit Request a Service



- Step5: Click here to pay online



- Step6: Click here to pay online



- Step7: Pay online



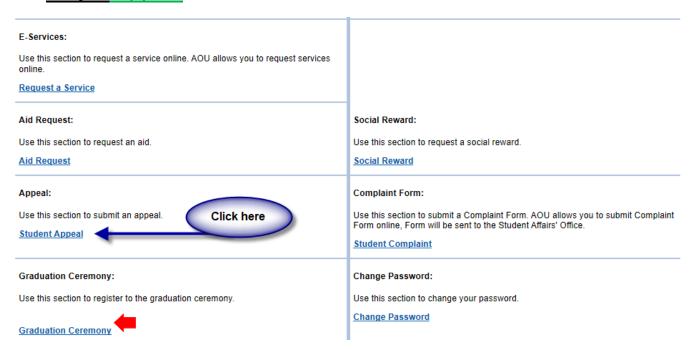
Third:

Applying the re-appeal request is by logging into your account in SIS which is by inserting the username and password in the SIS via the following link:

https://sisksa.aou.edu.kw/OnlineServices/

For submitting a re-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

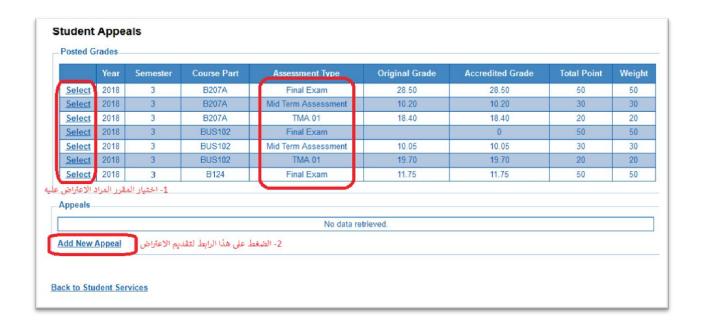


- Step2: Student Appeal

Student Appeals \rightarrow select \rightarrow Add New Re-Appeal \rightarrow Assessment Type (The type of the appeal you want to request)

| | Accredite Grade | | | Student Comments | Appeal Type | Student Feedback | Add Date | Referen | ce Receipt |
|---------------------------------------|--------------------|-----------------------------|---|-------------------|-------------------|---|-------------|--------------|-----------------------------|
| Select | 14 | 8/13/20 | | | Regular Appeal | | | | 1890999 (13/08 /2020) |
| | w Re-App | And the second | — | | | | | | |
| ::5::2 | al Grade: | 14 | | | | | | | |
| | dited Grad | | | | | | | | |
| Total F | oint: n Name: | 50 13 | 12 | | | | | | |
| Secuo Tutor: | | | va Hamid - | | | | | | |
| Staff T | | | | | | | | | |
| | utor. | | (ca) (admin) (Sa) | | | | | | |
| Lacc. | | | (sa) (admin) (Sa) | | | | | | |
| Gcc: Bcc: | | Mr | (sa) (admin) (Sa) (sa) (admin) (Sa) Mohammad Alshanti | | | | | | |
| Gcc: Bcc: Pc: | | Mr. Mr. | (sa) (admin) (Sa) | | | | | | |
| Bcc: Pc: Ap _l | peal I | Mr. Mr. | (sa) (admin) (Sa) Mohammad Alshanti | Decision Comments | | Process | sed By | Fwd To De | ecision Notes |
| Bcc: Pc: App Sta | | Mr Mr Dr. Decision | (sa) (admin) (Sa) Mohammad Alshanti | Decision Comments | | Proces: | sed By | | ecision Notes |
| Bcc: Pc: App Sta Initiali | zed by dent | Mr Mr Dr. Decision | (sa) (admin) (Sa) Mohammad Alshanti | Decision Comments | | 550000000000000000000000000000000000000 | A khan | To De | appeal case rejected. |





Select the name of the course whose results are to be re-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 re-appeal for the final grades (Assignments (TMA) - Midterms - Final Exams). Please fill in the options shown in the image above:

- 1. Insert the code of the course that you desire to re-appeal from the mentioned courses in the schedule.
- 2. Insert the grade that you want to re-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 re-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 re-appeals will be handled according to the AOU regulations.
- After submitting the re-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 and updated in the SIS in case the university needed to contact you.
- Re-appeals will not be accepted after the period specified in the announcement.
- Re-appeal will not be accepted if it is not submitted through SIS.
- Applications will be received from Thursday, June 3, 2021 until Wednesday, June 9, 2021.