



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

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VISION 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA
Arab Open University

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AOU Online Student Services Center

Student Info:	
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: <input type="text" value="First 2020/2021"/> Go to the Registration section View Offered Courses	Financial: Use this section to check your financial statement and pay online. 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. Go to the Grades and Transcripts section	Update your Personal Data in Our Records: Phone Numbers and Personal Email: Update Personal Email: <input type="text" value="Zaidmoua95@gmail.com"/> Blood Type: -- Update
Examination Slip: Use this section to print exam slip. Go to the Examination Slip	Postpone Exam: Use this section to submit a postponement request. Postpone Exam
E-Services: Use this section to request a service online. Request a Service	
Aid Request:	Social Reward:

- Step 2 : click on select

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Request a Service

Instructions:

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

Service: [Request Service](#)

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

Logo of Ministry of Education (وزارة التعليم) and VISION 2030 (رؤية 2030) are visible at the top. The page title is "Request a Service".

Request a Service

Instructions:

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

Service: **- Select -**
Appeal Receipt - إيصال لعطب التعلم (Selected)
Request Service

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- **Step4:** submit Request a Service

Logo of Ministry of Education (وزارة التعليم) and VISION 2030 (رؤية 2030) are visible at the top. The page title is "Request a Service".

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**

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

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

Request Service

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

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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	إيصاف لطلب التعلفم - Appeal Receipt	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.
You will be notified by email regarding your requested document.
Click [here](#) to pay now, otherwise your request will be deleted.

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Click here to pay

- **Step6:** [Click here to pay online](#)

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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 او القسط الاول لمن تنطبق عليهم شروط التسجيل مباشرة عن طريق الدفع المباشر او خلال 12 ساعة عن طريق نظام سداد. والا سيتم حذف الجداول تلقائيا
:-

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

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**الضغط على اختيار هنا
Select**

- **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**

<p>E-Services:</p> <p>Use this section to request a service online. AOU allows you to request services online.</p> <p>Request a Service</p>	
<p>Aid Request:</p> <p>Use this section to request an aid.</p> <p>Aid Request</p>	<p>Social Reward:</p> <p>Use this section to request a social reward.</p> <p>Social Reward</p>
<p>Appeal:</p> <p>Use this section to submit an appeal.</p> <p>Student Appeal</p>	<p>Complaint Form:</p> <p>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.</p> <p>Student Complaint</p>
<p>Graduation Ceremony:</p> <p>Use this section to register to the graduation ceremony.</p> <p>Graduation Ceremony</p>	<p>Change Password:</p> <p>Use this section to change your password.</p> <p>Change Password</p>

Note: In the original image, a blue oval with 'Click here' and an arrow points to 'Student Appeal', and a red arrow points to 'Graduation Ceremony'.

- **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

[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

	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	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	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 - Final Exams**). 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 **Wednesday August 11, 2021**, and until **Wednesday August 18, 2021**