

Admission, registration and examinations



Arab Open University - Saudi Arabia

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:

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

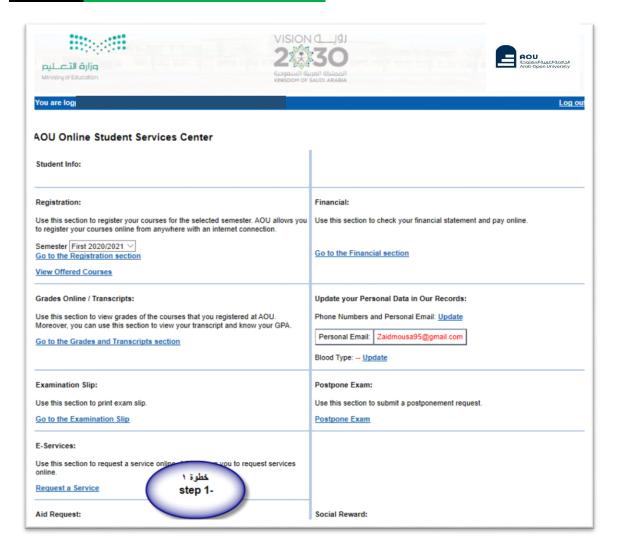
- Through SADAD service (017)
- Online payment service.

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



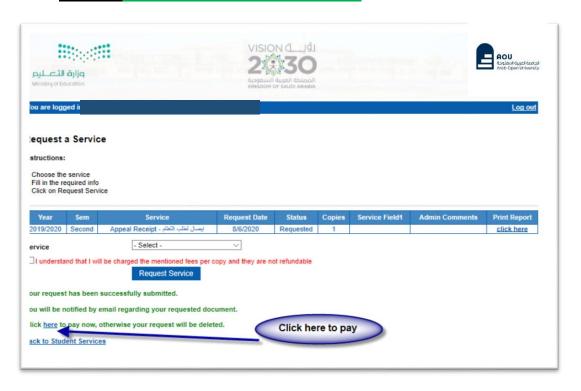
- Step3: select Appeal receipt" from the list menu"



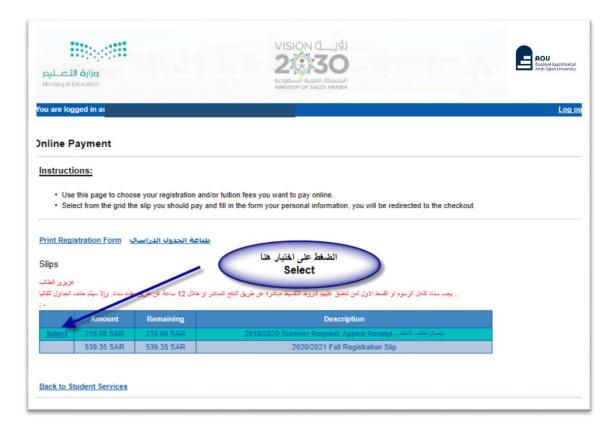
- Step4: submit Request a Service



- Step5: Click here to pay online



- Step6: Click here to pay online



- Step7: Pay online



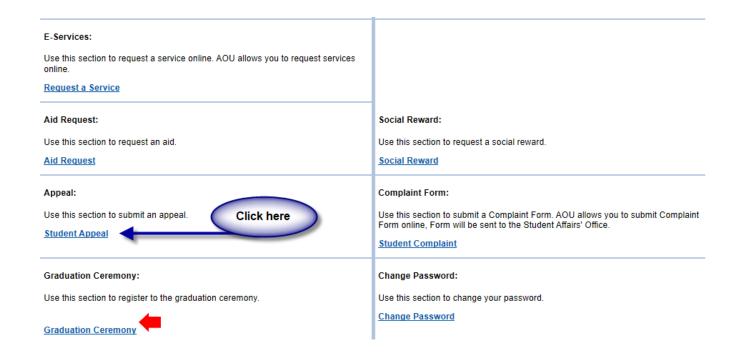
Third:

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 (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)

	Accredited Grade	Appeal Date		Student Comments	Appeal Type	Student Feedback	Add Date	Referenc	ce Receipt
elect	14	8/13/2020			Regular Appeal				1890999 (13/08 /2020)
	v Re-Appea	0.000	_						
	l Grade:	14							
ccredi otal Po	ted Grade:	14 50							
	Name:	1303							
utor:	Humo.	Arwa	Usmid						
taff Tu	tor:								
	tor:	Mr. (s	a) (admin) (Sa) a) (admin) (Sa)						
icc:	tor:	Mr. (s	a) (admin) (Sa)						
taff Tu icc: icc: c:	tor:	Mr. (s Mr. (s Mr. M	a) (admin) (Sa) a) (admin) (Sa)						
cc:	eal Dec	Mr. (s Mr. (s Mr. M	a) (admin) (Sa) a) (admin) (Sa) ohammad Alshanti	Decision Comments		Proces	ead Rv	Fwd To De	cision Notes
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cc: cc: Appe Stat	eal Decus C	Mr. (s. Mr. (s. Mr. Mr. Dr. Ba	a) (admin) (Sa) a) (admin) (Sa) ohammad Alshanti	Decision Comments		222220000	A khan	To De	cision Notes 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 (**Final Exam**). 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 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 and updated 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 Thursday 24/05/20224, until Wednesday 29/05/2024