

# **Student Guide for Using the Student Support System for Appeals and Complaints**

**(You can find the link through The LMS)**

### Main menu



- Video Lecture Treasure
- Video Course
- Aggregator
- AOU E-library
- AOU students
- Activities group
- Free online Journal
- Site news
- Student Online Services

### Navigation



#### Home

- My home
- Egypt : LMS
- My profile
- Courses

### Settings



# Welcome

## Site news

click on the icon SIS

Unsubscribe from this forum

Add a new topic



### Guide in uploading Turnitin Assignment

by Hind Saeed - Monday, 2 April 2012, 01:09 PM

Dear Students, Kindly find the attached Student Guide for Uploading Turnitin Assignment.



Student Guide In Uploading TMA 2.pdf

Discuss this topic (0 replies so far) Edit | Delete



### جدول امتحانات نصف الفصل الدراسي الثاني

by Hind Saeed - Monday, 2 April 2012, 09:17 AM

جدول امتحانات نصف الفصل الدراسي الثاني



MIDtermtableSP2011.pdf

Discuss this topic (0 replies so far) Edit | Delete



### مقترح جدول المحاضرات التعويضية لبرنامج إدارة الأعمال

by Hind Saeed - Saturday, 31 March 2012, 02:08 PM

مقترح جدول المحاضرات التعويضية لبرنامج إدارة الأعمال خلال فترة امتحانات منتصف



مقترح إدارة الأعمال.docx

### SIS Login



### AOU SIS Control Panel



AOU SIS Control Panel

### Recent activity



Activity since Saturday, 31 March 2012, 01:26 PM

To help speeding up the procedures for student's academic appeals and administrative complaints, AOU has developed an online system for automation of the **appeals** and **complaints** processes. This guide will help you in using the system. To post any complaints and appeals for further processing you should follow the following steps.



Home Page

Registration

Student Fees

Student Plan

Semester Time Table

Examination Result

Student PDP

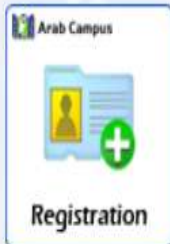
Student Adviser

Student Support

Password

Edit Profile

Click on the Student Support  
Icon to activate the  
Appeals/ Complaints  
System.



## Systems for Student Support Services

**Student's Guide : Appeals and Complaints**

[Click Here](#)

**Questions and answers**

[Click Here](#)

**Appeal System**

[Click Here](#)

**Complaint System**

[Click Here](#)

**Inquiries System**

[Click Here](#)

**Disability and Dyslexia Support System(DDSS)**

[Click Here](#)

If you want to appeal,  
click on this button



## Appeal Options

- To check how your appeal will be processed, [Click Here](#)
- To submit a new appeal for your final grade [Click Here](#)
- To submit a new appeal for your continuous assessment [Click Here](#)
- To view your appeal processing status and history, [Click Here](#)

If you want to submit an appeal, click on this button



## Appeal Options

### Academic Appeals Form

AOU assures the students that lodging Appeal/Complaint will not adversely affect your current or future grades or disadvantage you in any way that all appeals and complaints will be processed fairly and transparently according to the rules and regulations of AOU. Please note that this ap will not entail remarking. The committee will study the appeal to clarify absence of error in adding or entering the grade.

#### Student Information:

Branch	<input type="text" value="Kuwait"/>
Student Name	<input type="text" value="Fadi Samir Yousef"/>
Student ID	<input type="text" value="002775"/>
Telephone No.	<input type="text" value="00405400"/>
E-mail address	<input type="text" value="fadi1991@hotmail.com"/>
Academic Year	<input type="text" value="2011"/>
Academic Programme	<input type="text" value="Computing with Business"/>
Academic Semester	<input type="text" value="1"/>

#### Programme / Course Information:

Fill in the following form, and submit it. To submit a new appeal you should select the course related to the to appeal and the assessment component (TMA, MTA, Final)

**Programme / Course Information:**

Course Code

Course Name

Course Part

Tutor Name

Section Number

Appeal Subject

Grade

Receipt No.

**Reason(s) for Appeal :**

Documents Attached:

No  Yes

**Note : Only doc,pdf,zip,txt or docx files are supported**

I declare that to the best of my knowledge all the information I have supplied or consent for this information to be circulated to relevant members of the AOU staff

Agree  Dis-agree

Then you should write the appeal reason and select the receipt no which you have previously used for payment through the (SIS System) and upload any necessary document file and select agree and press Submit.



## Appeal Options

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# Appeal Options

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To submit a new appeal for your continuous assessment [Click Here](#)

To view your appeal processing status and history, [Click Here](#)

## Appeals History

Appeal ID	Course Code	Date	Processed By	Send To	Appeal Status	Decision	Notes	Student Feedback
87	T471B	7/7/2015 4:51:10 PM		EXAM	Processed			
87	T471B	7/13/2015 9:40:14 AM	EXAM	DEPT_COMP	Submitted			
87	T471B	7/13/2015 7:31:41 PM	DEPT_COMP	BEC	Processed			
87	T471B	7/13/2015 7:44:03 PM	BEC	CEC	Processed			

### Acronyms Used:

BEC: Branch Examination Committee	FEC: Faculty Examination Committee
CEC: Central Examination Committee	BRO: Branch Registration Office

# Appeal Options


To check how your appeal will be processed, [Click Here](#)

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## Appeals History

Appeal ID	Course Code	Date	Processed By	Send To	Appeal Status	Decision	Notes	Student Feedback
83	MS101	7/4/2015 2:41:55 PM		EXAM	Processed			
83	MS101	7/12/2015 11:30:35 AM	EXAM	DEPT_COMP	Submitted			
83	MS101	8/1/2015 9:33:46 AM	DEPT_COMP	BEC	Processed			
83	MS101	8/1/2015 10:18:15 AM	BEC	BDO	Closed	Not Upheld		

### Note:

If you feel inadequate action has been taken against your appeal, you may re-appeal to the FEC. through the office of your branch director within 7 days of the decision date Otherwise this appeal cas

### Acronyms Used:

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## Systems for Student Support Services

**Student's Guide : Appeals and Complaints**

[Click Here](#)

**Questions and answers**

[Click Here](#)

**Appeal System**

[Click Here](#)

**Complaint System**

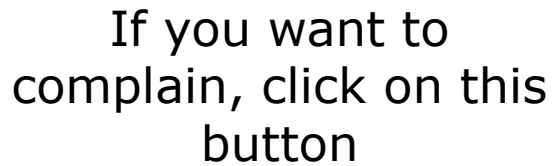
[Click Here](#)

**Inquiries System**

[Click Here](#)

**Disability and Dyslexia Support System(DDSS)**

[Click Here](#)



If you want to complain, click on this button



## Complaint Options

To check how your complaint will be processed, [Click Here](#)

To submit a new complaint [Click Here](#)

To view your complaint processing status and history

If you want to submit a new complain, click on this button

AOU assures the students that lodging Appeal/Complaint will not adversely affect your current or future grades or disadvantage you in any way and that all appeals and complaints will be processed fairly and transparently according to the rules and regulations of AOU. Please note that this appeal will not entail remarking. The committee will study the appeal to clarify absence of error in adding or entering the grade.

### Student Information:

Branch	<input type="text" value="Eygpt"/>
Student Name	<input type="text" value="Hind Mohamed Said Ahmed"/>
Student ID	<input type="text" value="0600040422576"/>
Telephone No.	<input type="text" value="-"/>
E-mail address	<input type="text" value="-"/>
Academic Year	<input type="text" value="2011"/>
Academic Programme	<input type="text" value="Information Technology &amp; Comput"/>
Academic Semester	<input type="text" value="2"/>

### Subject of Complaint:

The subject

### Reason(s) for Complaint :

Documents Attached:

No  Yes

**Note : Only doc,pdf,zip,txt or docx files are supported**

fill in the following form and submit it after checking in On agree

I declare that to the best of my knowledge all the information I have supplied or attached with this form is true, accurate and complete. I give my



## Complaint Options

To check how your complaint will be processed, [Click Here](#)

To submit a new complaint [Click Here](#)

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**Your Complaint has been sent successfully**