



## Frequently Asked Questions

It is always helpful to touch on some reminders and provide our community with guidance through some frequently asked questions.

**Q: What are the school timings?**

Mon-Wed: 7:30 am – 2:30 pm. Buses leave at 2:45pm  
Thursday: 7:30 am – 1:30 pm. Buses leave at 1:45pm

**Q. Do you have a cafeteria in school?**

A: Separate cafeterias for boys and girls are available and students are able to purchase food from the cafeteria or bring their own packed lunch.

**Q: Do you offer bus transportation?**

A: The school transportation is outsourced to Bright Bus Transport, a branch of STS, the leading school transport providers in UAE. They operate fully equipped vehicles supported by cutting edge technology that enhance safety standards. The staff are well trained and highly qualified.

BBT takes responsibility for complete planning and management of daily transport operations, including route management, and identifying the most feasible and ideal routing systems for buses. The facilities in the bus include satellite tracking & GPS system along with internal and external bus monitoring and surveillance cameras. Ensuring that your children get to and from school safely and comfortably is the priority of BBT. Transport Form and information are available with the BBT office in school.

**Q: Can I purchase my child's uniform and books on campus?**

A: After completing the Registration or Re-registration process including the payment for uniform and books, the parents can collect the uniforms and books from the school store throughout the year as per the availability of the stock. At the beginning of the academic year, the parents will be informed by e-mail/SMS regarding the date of distribution of both uniforms and books.

**Q: How do I update my information with the school?**

A: It is essential that the school has up to date information including your mobile number and email. School prefers to communicate by email and hence all parents must update their email address with the school and request you to check your mail box once a day. New Parents will receive a registration Packet which includes a Parent Contact Details Form to complete. Please ensure that you complete this and submit it to our registration department. It is also best to share your updated contact details with the Section Supervisor.

**Q: Who do I contact when my child is sick and will be absent from school:**

A: Section Supervisor. Please call the reception and they will direct you to the concerned Supervisor.

KG Supervisor: Ms. Ghada Hamad - [ghadahamed@easuae.com](mailto:ghadahamed@easuae.com)

Supervisor (Junior Girls): Ms. Diana Odeh - [diana@easuae.com](mailto:diana@easuae.com)

Supervisor (Junior Boys): Mr. Hammoud Wardi  
[hammoud@easuae.com](mailto:hammoud@easuae.com)

Supervisor (high school - Girls): Ms. Yasmin Shehada-  
[yasmin@easuae.com](mailto:yasmin@easuae.com)

Supervisor (high school - Boys): Mr. Ali Kashef - [ali@easuae.com](mailto:ali@easuae.com)

Q: Who do I contact when I have a question about or an issue with a teacher:

A: Section supervisor

Q: Who do I contact when I have a question about food services?

A: Section Supervisor

Q: Who do I contact when I have a general complaint/feedback or praise?

A: You can send us your complaint/feedback on [info@easuae.com](mailto:info@easuae.com).

Q: How do I set up a meeting with my child's Principal?

A: Contact the Principal's Secretary: Ms. Rima Said-  
[secretary@easuae.com](mailto:secretary@easuae.com)

Q: How can I check my child's grades?

A: parents can check their child's grades during PTM (Parent - Teacher Meetings. While we encourage all parents to meet the concerned teachers during PTM, you may also take an appointment with any of the teachers by informing the respective Supervisor, if there is a special need)

**Q. How does the school communicate with parents?**

(Please ensure that your contact details are updated)

PTM (Parent Teacher Meetings)

Parent orientations

Formal and informal meetings

Emails – official mode of communication of school

SMS

Parent's portal

Circulars (school discourages printed hard copies in support of environmental sustainability)

EAS Facebook

EAS Instagram

**Q: Do you offer After-School Activities?**

A: Currently we do not offer any afterschool activities.

If you have a question not addressed above, please direct it to [info@easuae.com](mailto:info@easuae.com) and we will be more than pleased to assist you.