

Communication Channels with Parents

American Diploma – Kindergarten Department

Academic Year 2026 – 2027

1 Dedicated Contact Numbers

Each grade level has been assigned a dedicated mobile number to ensure direct and efficient communication.

- Calls are reserved for **urgent and emergency situations only**.
- **WhatsApp messages** may be sent for non-urgent inquiries.
- The assigned supervisor will respond to all requests **within 24 hours**.

2 Official Email Addresses

Each grade level has a dedicated email address to handle private student matters, including absences, permissions, and day-to-day follow-up, ensuring personalised and confidential communication.

Grade	Mobile Number	Email Address
KG 1	0550 742 237	KG.Admin1@ess.edu.sa
KG 2	0558 413 646	KG.Admin2@ess.edu.sa
KG 3	0552 207 031	KG.Admin3@ess.edu.sa

3 Learning Management Platform – Natej (ESS LMS)

Natej (ESS LMS) is the **official and primary communication channel** for all formal correspondence within the school.

- **Daily Teacher–Parent Communication:** Teachers use the platform to share notes and updates regarding your child's classroom performance and behaviour.
- **Communication with Administration:** Reach the Principal, Academic Director, Deputy, Counselors, and Supervisors directly through the platform.
- **Response Commitment:** All administrative responses to messages, suggestions, or complaints will be addressed **within 24 hours**.

4 Official Telegram Channels

The school administration has created official Telegram channels for each class, allowing parents to receive photos and highlights of their child's day at school. Channel invitation links will be sent directly to your registered mobile number.

5 Official WhatsApp Broadcast Notifications

Official notices, circulars, and announcements will be sent by the school administration directly to your registered WhatsApp number as individual notifications. Kindly ensure you read and act upon these messages promptly.

6 School Landlines

Our reception team is available to receive your calls **Saturday through Wednesday, from 7:00 AM to 2:00 PM**.

Landline 1	Landline 2
011 489 6410	011 489 6420

7 Direct Administration Contact

Name & Title	Role	Email Address
Ms. Wijdan Al Ghamdi	KG Principal	W.alghamdi@ess.edu.sa
Ms. Shireen Faqeeh	Academic Director	Sh.fakih@ess.edu.sa

8 Parent–Teacher Meetings & Appointments

- **Parents' Orientation Meeting:** Scheduled for Wednesday, 27th August. Please refer to the attached letter for details.
- **Parent–Teacher Conference:** Held once per academic year in accordance with the official school calendar.
- **Portfolio Review Day:** Parents are invited to review their child's portfolio following the schedule outlined in the school calendar.

Early / On-Request Appointments:

Appointment Type	Required Notice
Meeting with Class Teacher	Minimum 36 hours in advance
Meeting with an Administrator	Minimum 24 hours in advance