Frequently Asked Questions

I'm having trouble logging into my Survey Monkey account. What should I do?

First and foremost, please avoid creating a new account! We're here to help you regain access to your existing one, even if you've forgotten your password or the email associated with it. To reset your password, simply click the 'Forgot your password' button on the login screen. If you can't remember the email you used, please reach out to us for assistance.

What military ranks are eligible?

All children of officers are eligible. Children of active duty or retired enlisted personnel are eligible as well. However, children of former enlisted personnel are unfortunately not eligible for our program. "Former enlisted" refers to individuals who have been discharged or separated from the military and are no longer serving.

Are other family members like spouses or grandchildren eligible?

No, spouses and grandchildren are not eligible for this program.

I'm interested in one of your grants, can I just apply for a grant and not a loan?

Because we only have one application, you are applying for all available funding we offer and cannot apply for one type of funding. However, you will have the opportunity to only accept grant funds and not take any loans once you receive your award package.

Can you send my funds directly to my school?

No, we disburse the funds directly to the student's or parent's bank account. It is your responsibility to use the funds to pay any expenses billed by your school.

What should I do if my tuition is due before I receive my funds?

Please contact your school and let them know you have funds coming from our program. You can share a copy of your award letter with your financial aid office if they need verification from us. We are unable to disburse funds early or adjust our disbursement timeline, so please plan accordingly. We aim to have all funds disbursed by August 31.

What can I use the funds for?

You can use the funds for anything related to your education! This includes, but isn't limited to, tuition, room and board, meal plans, textbooks, school supplies, and activity fees. While we don't require you to submit proof of how you use the funds, it's important that they are spent within the school year for which they were awarded.

How can I tell if I'm a renewing student, and which application should I complete?

If you've signed and submitted a Promissory Note and received funds from us, you are considered a renewing student. This means you should submit a renewal application rather than a new student application.

How can I find out my student number?

You can find your student number under the 'My Account' tab on your Survey Monkey account, labeled as "Applicant ID#." This number is 5 or 6 digits long. If you're still having trouble locating it, please email us at edassist@moaa.org.

Can I defer my loan payments while attending graduate school?

Yes, you can submit a deferment request to postpone repayment until you complete school. Contact ZuntaFi to submit the paperwork.

What documentation will I need to complete my application?

You will need a copy of your transcript, which can be official or unofficial. If you have a military parent who is deceased or receiving TSGLI-payments, you'll need to submit a copy of their death certificate, DD1300, or TSGLI paperwork from the VA. New students are also required to submit a copy of their parent's tax return. We will supply you with any additional forms that need to be submitted.