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 currently 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.

What can I use the funds for?

Program funds may be used for expenses directly related to undergraduate education, including tuition, room and board, meal plans, textbooks, school supplies, and activity fees. Funds must be used during the academic year for which they are awarded. Proof of how funds are spent is not required.

Funding cannot be used for summer terms, graduate-level coursework, postgraduate programs, or gap year programs. Internship and study abroad expenses are eligible only if participation is required to complete the student's undergraduate degree or meet graduation requirements.

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.

Are other family members like spouses or grandchildren eligible?

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

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 if I take a gap year or miss a year of funding, am I still eligible for the program?

You can receive up to 5 disbursements during your undergraduate education. However, all disbursements must occur within a 7-year period, even if you take time off. After seven years in the program, you will not be eligible for any additional funds.

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.

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.

How can I find out my student number?

Your student number is listed on your Promissory Note/Financial Aid Agreement on the first page of the document. If you need additional help locating your student number, please contact us via email.

What is Tipalti?

Tipalti is the financial management system we use to send funds to awardees. This is the only method we use for disbursements. Emails from Tipalti will come from finance@moaa.org. Please contact us if you need help accessing your account.

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.