

# Journey map summary from Muraly

#research at Code for SF

Larry, Jacob, John-Michael, Carla,  
Jaoyi, James

## Apprentice Persona

"I want to improve my coding skills."



Name: Jack  
Age: 30  
Occupation: hydraulic engineer

About Jack

- Just graduated from coding school
- Wants to practice coding with others
- Busy schedule
- Wants to work on an easier project

Gains/ Goals

- Opportunities to work on real coding tasks
- Opportunities to advance in career
- Networking
- Feedback on their work

Pains

- Unable to jump into a project and start coding
- Need coding assistance
- Not sure if they can be useful
- A lack of confidence to approach a team

Needs

- Mentorship & guidance
- A list of tasks/ goals with clear descriptions
- Easy way to approach a project team
- Knowledge of relevant stacks

## Apprentice Journey Map

Stages	Before Finding out	Arrival At the door	Walk-in	Finding room	Introduction	New-member Orientation	Post-orientation	Team-assembly/ Talk to team	After Project communication	Feedback
Steps	<ul style="list-style-type: none"> <li>• Search for meetup</li> <li>• RSVP</li> </ul>	<ul style="list-style-type: none"> <li>• Look for sign</li> <li>• Ring the bell</li> </ul>	<ul style="list-style-type: none"> <li>• Choose a sticker</li> <li>• Wait for someone to talk to me</li> </ul>	<ul style="list-style-type: none"> <li>• Walk to where most people are</li> </ul>	<ul style="list-style-type: none"> <li>• Listen for projects that provide learning opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Listen for how the process works</li> <li>• Learn about how to get involved</li> </ul>	<ul style="list-style-type: none"> <li>• Search for teams that would accept inexperienced</li> </ul>	<ul style="list-style-type: none"> <li>• Try to approach a team if welcomed</li> </ul>	<ul style="list-style-type: none"> <li>• Check if there is a clear way of communication</li> </ul>	<ul style="list-style-type: none"> <li>• Learn about project-related tech.</li> </ul>
Feelings	<ul style="list-style-type: none"> <li>• Uncertain</li> <li>• Excited</li> <li>• Inspired</li> </ul>	<ul style="list-style-type: none"> <li>• Lost</li> </ul>	<ul style="list-style-type: none"> <li>• Awkward</li> </ul>	<ul style="list-style-type: none"> <li>• Confused</li> </ul>	<ul style="list-style-type: none"> <li>• Interested</li> </ul>	<ul style="list-style-type: none"> <li>• Hopeful</li> <li>• Curious</li> <li>• Uncertain</li> </ul>	<ul style="list-style-type: none"> <li>• Worried: not being accepted by teams</li> </ul>	<ul style="list-style-type: none"> <li>• Anxious about being inexperienced</li> <li>• Feeling like a disruption</li> </ul>	<ul style="list-style-type: none"> <li>• Uncertain</li> </ul>	<ul style="list-style-type: none"> <li>• Disengaged</li> </ul>
Pain points	<ul style="list-style-type: none"> <li>• Unclear info about teams</li> <li>• Unclear opportunities to learn</li> </ul>	<ul style="list-style-type: none"> <li>• Sign &amp; bell hard to see at night</li> </ul>	<ul style="list-style-type: none"> <li>• Unclear instructions for what to do</li> </ul>	<ul style="list-style-type: none"> <li>• Unclear direction, Not sure what is going on</li> </ul>	<ul style="list-style-type: none"> <li>• Unclear where &amp; how to improve skills</li> </ul>	<ul style="list-style-type: none"> <li>• Not enough info about learning</li> </ul>	<ul style="list-style-type: none"> <li>• Unclear details about teams</li> <li>• Not sure where teams are</li> <li>• Not sure who to talk to</li> </ul>	<ul style="list-style-type: none"> <li>• Challenging to approach a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of consistent communication approach</li> </ul>	<ul style="list-style-type: none"> <li>• Not getting traction on learning or participation</li> </ul>
Opportunities	<ul style="list-style-type: none"> <li>• Make it clear about learning opportunities on the web</li> </ul>	<ul style="list-style-type: none"> <li>• Clear sign</li> </ul>	<ul style="list-style-type: none"> <li>• Clear instructions</li> <li>• Clear directions</li> </ul>	<ul style="list-style-type: none"> <li>• Clear sign of the room</li> <li>• Personal contact</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly indicate active projects</li> <li>• Clearly describe learning process</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly show where &amp; how to learn</li> </ul>	<ul style="list-style-type: none"> <li>• Display team info &amp; needs</li> <li>• Better assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Make it easier to approach a team</li> <li>• Teams be welcoming</li> </ul>	<ul style="list-style-type: none"> <li>• A way to talk to teams</li> </ul>	<ul style="list-style-type: none"> <li>• Better engagement</li> </ul>