

## CKA Mentor AI - User Journey

### Purpose

Define the end-to-end experience for a CKA candidate (trainee) and the human reviewer (trainer), from onboarding to exam readiness and post-exam feedback.

### Personas

- Trainee: CKA candidate focused on hands-on Kubernetes proficiency and a strong exam result.
- Trainer: Human reviewer responsible for plan approval (two-phase: consolidated AI gatepass via diffed model outputs, then final human approval), per-module review, live demos, and readiness sign-off.

### Journey At a Glance

1. Onboarding and goal setup
2. Baseline assessment (self-declaration, scenario spot-checks, hands-on diagnostic)
3. Plan generation and trainer approval
4. Sprint cycle with module execution and Hint Bot
5. Per-module review (AI pre-check + trainer review)
6. Sprint review and plan adaptation
7. Mock exams and capstone
8. Trainer readiness sign-off
9. Exam scheduling and post-exam report

### Detailed Journey - Trainee

1. Onboarding
  - Creates profile, sets target date, and declares weekly time budget.
  - Selects proficiency band: beginner, intermediate, or advanced.
  - Uploads any helper file/script intended for practice.
  - System validates file and command compatibility with exam constraints; unsupported patterns are flagged.
2. Baseline Assessment
  - Self-declaration across CKA domains.
  - Scenario spot-checks for any domain rated hands-on or above.
  - Short hands-on diagnostic tasks on a sandbox cluster.
  - Receives competency radar chart (no raw scores shown).
3. Training Plan
  - Receives sprint-based plan tailored to baseline and time budget.
  - Sees objectives, resources, hands-on tasks, and deliverables per module.
4. Module Execution (Repeats)
  - Reviews theory resources (short and focused).
  - Completes hands-on tasks and submits deliverables.
  - Uses Hint Bot in Socratic mode (no solutions given).

## 5. Per-Module Review

- AI performs completeness check and flags obvious issues.
- Trainer reviews every module and requests revisions if needed.

## 6. Sprint Review

- Receives summary of strengths, gaps, and progress deltas.
- Next sprint is adapted based on performance and struggle areas.

## 7. Readiness Gates

- Completes two full-length timed mocks that meet the internal quality threshold.
- Passes capstone challenge (multi-domain scenario).
- Completes live demo with trainer using rubric.

## 8. Exam Scheduling

- Exam scheduling is unlocked only after readiness gates are met.

## 9. Post-Exam

- Receives final report and competency delta summary.
- Trainer provides final feedback and next-step recommendations.

## Detailed Journey - Trainer

### 1. Intake and Baseline Review

- Reviews baseline assessment and raw responses.
- Adjusts competency profile with justification if needed.

### 2. Plan Approval (Two-Phase)

- Consolidated AI gatepass via diffed model outputs.
- Final human approval with edits if needed.

### 3. Per-Module Review

- Reviews every module deliverable and approves or requests revisions.
- Monitors alerts for stuck trainees or excessive hint usage.

### 4. Sprint Review Verification

- Confirms sprint summary and approves plan adjustments.

### 5. Final Evaluation

- Reviews capstone deliverable and live demo performance.
- Signs off readiness once all gates are met.

## Key Moments of Truth

- Baseline accuracy: self-rating vs spot-check performance.
- Deliverable quality: production readiness, structure, and correctness.
- Hint usage: healthy guidance vs over-reliance.
- Mock scores: consistency under timed conditions.

- Trainer rubric: real-world execution and communication.

#### Feedback Style

- Direct and blunt feedback is allowed and encouraged.
- Feedback must be actionable and tied to evidence from deliverables and rubrics.

#### Guardrails (Anti-Shortcut)

- Hint Bot never provides full solutions or step-by-step exam answers.
- Readiness gates must be met before exam scheduling is allowed.
- Trainer review required on every module.

#### Artifacts Produced

- Competency profile and radar chart
- Sprint plans and module deliverables
- Module evaluation notes and revision history
- Sprint review summaries
- Mock exam scores and capstone evaluation
- Final readiness report and trainer sign-off