

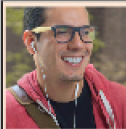
Journey map summary from Muraly

#research at Code for SF

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