



When designers code

UX Paper Cuts at GitLab



Sascha Eggenberger
Staff Product Designer at GitLab



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Staff Product Designer

at GitLab

Best known as the creator of the Gin Admin Theme in the Drupal world.



**But before we start
we need to first
answer a specific
question!**



Should designers
actually code?



Hell yeah!



Hell yeah!
It depends.



**We can't expect
designers to learn
how to code**





Brad Frost
@brad_frost · [Follow](#)

Telling web designers they don't need to worry about code is like telling architects they don't need to worry about steel, wood or physics.

3:42 PM · Aug 15, 2011

 232  Reply  Copy link

[Read 19 replies](#)



That doesn't mean
designers *should* code



**But we can expect
them to understand
the basics**



Do all designers at
GitLab code? 🤔



**No! But we encourage
designers to do so**



GitLab

UX Paper Cuts team

What is a Paper Cut?

Lessions learned

How to adapt

Q&A / AMA



GitLab ←

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**We're an all-remote
company**



**We have 15000+ team
members across
60+ countries**



Ability to work from anywhere



We do **asynchronous** **communication**



Collaborative,
employee written
handbook
handbook.gitlab.com



GitLab is an open-core product



We do
monthly releases



Fully transparent what we're working on



GitLab's mission is Everyone can contribute

<https://handbook.gitlab.com/handbook/company/mission/#mission>



GitLab

UX Paper Cuts team ←

What is a Paper Cut?

Lessions learned

How to adapt this

Q&A / AMA





UX Paper Cuts **is an** **extension** of the **Design Systems** **team**



We look at **high-traffic areas** of the product and try to improve it



We usually start with a Merge Request



**We work mostly in
code**



Our work can be short-term and destined to be overwritten



**We collaborate with
a lot of other teams**



**We temporarily own
features when we
don't have a
designer available**



Each milestone has a theme



**We also have long
term initiatives**



**We have a meta issue
where people can post
issues and ideas**



**We plan 3 milestones
in advance**



Open issues, Research and customer feedback



**We also monitor Slack
channels like the
#is-this-known
channel**



GitLab

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vimeo.com/189919038

Try Pitch



**We all know how
painful a tiny cut on
your fingertip can be**



Painful enough to
always remind you
but not worth a
doctor's visit



A «UX Paper Cut» is a
minor problem that
can frustrate users



**These problems can
reduce the overall
satisfaction of the
product**



**The goal is to improve
user satisfaction**



Cosmetic issues & frustrating patterns



Improvements to boost convenience & ease of use



Readability & Accessibility issues




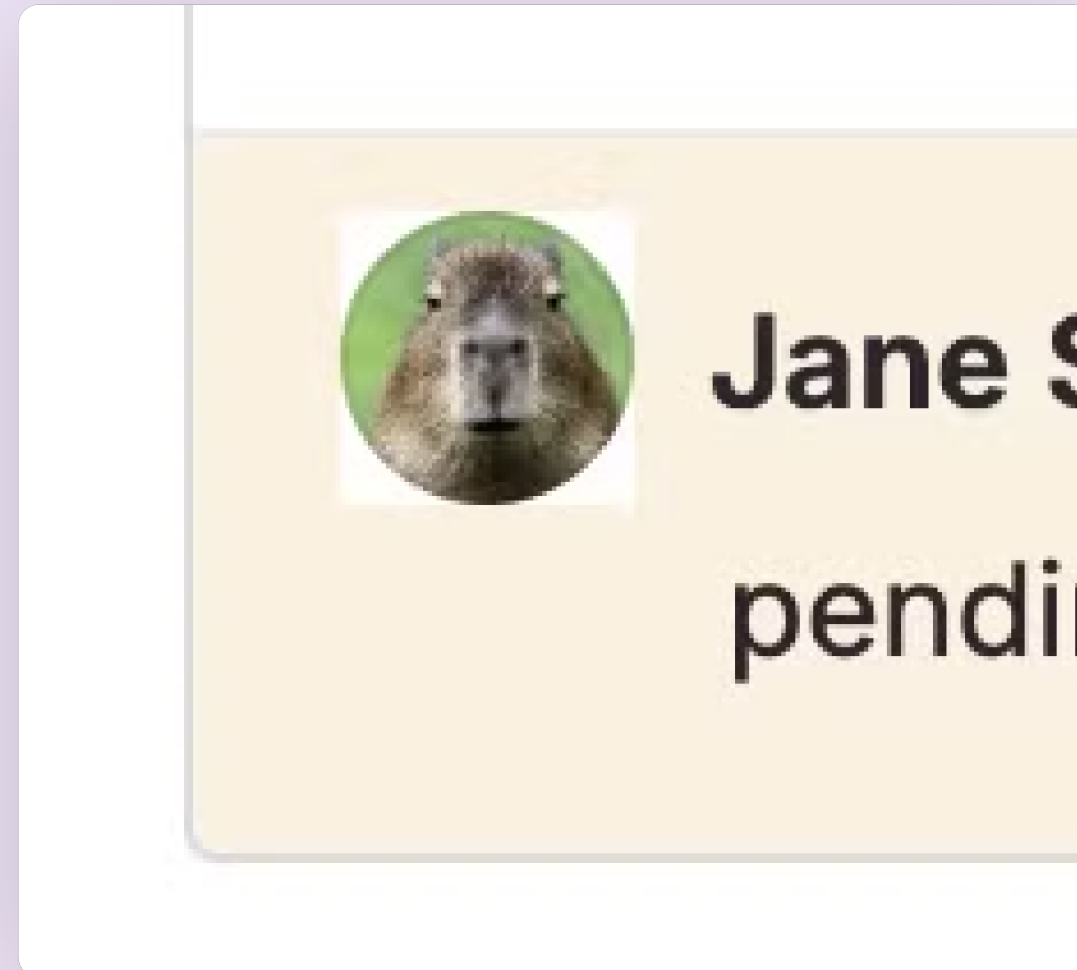
Broken features

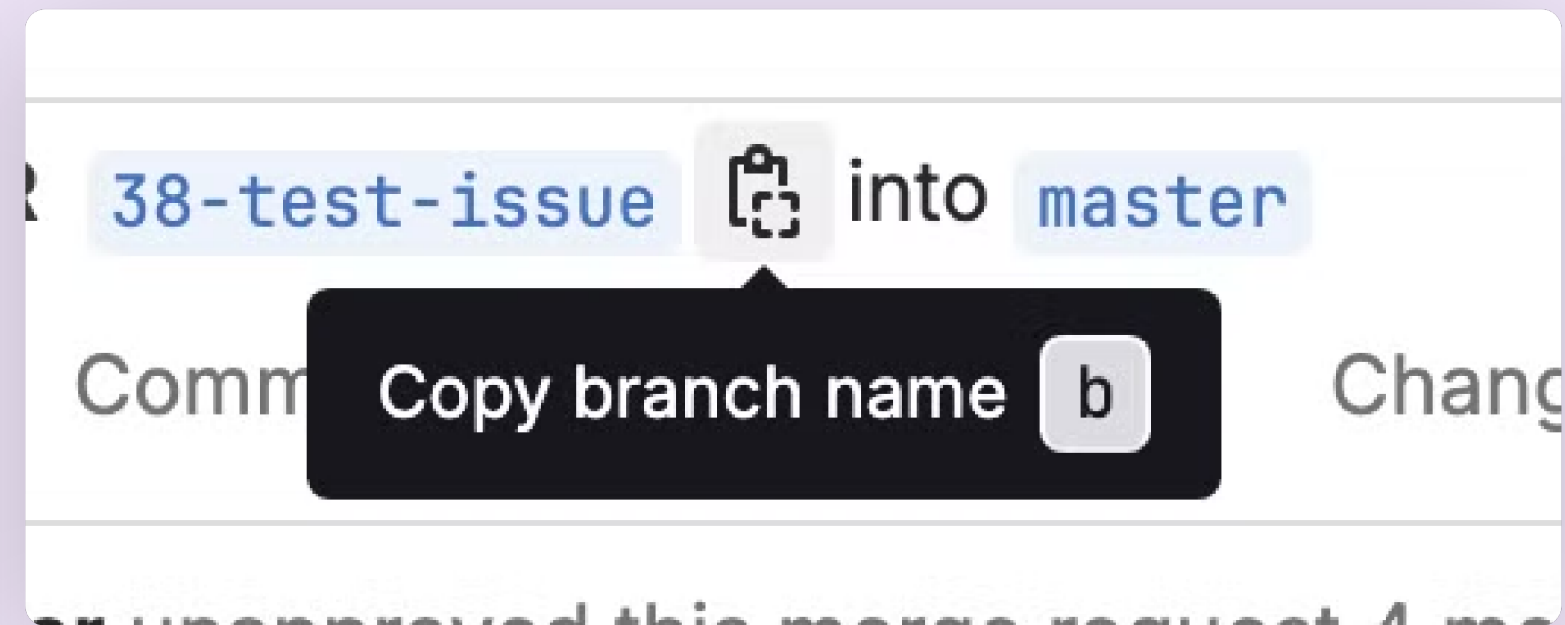
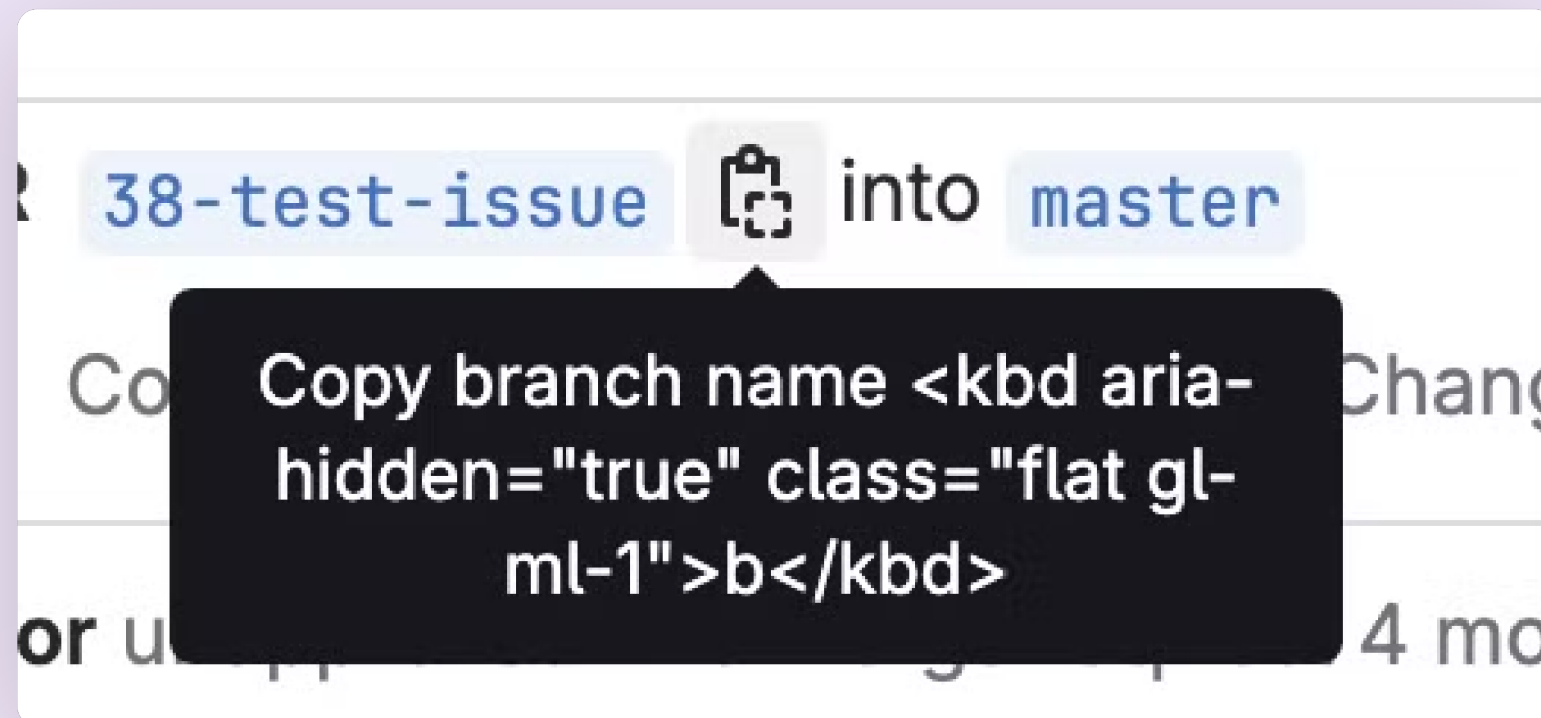


```
will go a long way tow  
guage for audiences of all ages.
```



8 ✓ Approval is optional 







The screenshot shows the GitLab interface for a project named 'Flight'. At the top, there are navigation icons and a search bar. A notification banner at the top right states: 'GitLab may not work properly, because you are using an outdated web browser. Please install a supported web browser for a better experience.' Below this, a blue notification box says: 'Your instance is approaching its licensed user count. Your instance has 77 users remaining of the 100 included in your subscription. You can add more users than the number included in your license, and we will include the overage in your next bill.' A yellow notification box below that reads: 'Due to inactivity, this project is scheduled to be deleted on 2024-09-22. Why is this scheduled?' A purple notification box states: 'GitLab now enforces expiry dates on tokens that originally had no set expiration date. Those tokens were given an expiration date of one year later. Please review your personal access tokens, project access tokens, and group access tokens to ensure you are aware of upcoming expirations. Administrators of GitLab can find more information on how to identify and mitigate interruption in our documentation.' A green notification box at the bottom of the notification area says: 'The 17.0 major release is coming on May 16, 2024! This version brings many exciting improvements to GitLab, but also removes some deprecated features. We are introducing three breaking change windows during which we expect breaking changes to be deployed to GitLab.com. You can read more about it on our blogpost. The first breaking change window begins 2024-04-22 09:00UTC and ends 2024-04-24 22:00UTC.'

Below the notifications, a yellow box says: 'Your group has reached its billable member limit. Pending users must be reviewed and approved by a group owner. Learn more about user caps and users pending approval.' Another yellow box below that says: 'Your instance has reached its user cap. Additional users must be reviewed and approved by a system administrator. Learn more about usage caps.'

The main content area shows the project 'Flight' with a 'CI/CD Catalog project' badge. It includes a commit history table and project information.

Name	Last commit	Last update
doc	Update doc	8 years ago
includes	Update 5 files	10 months ago
lib	Ensure multiple call to component.teard...	8 years ago
public	Update 2 files	3 months ago
test	Fix debug API with standalone build an...	8 years ago
.gitignore	Update '.gitignore'	11 years ago
.gitlab-ci.yml	Update .gitlab-ci.yml file	3 months ago

Project information: Exercitation sit commodo esse cupidatat reprehenderit fugiat aliqua irure labore exercitation aliquip ullamco. Dolor veniam ea nulla aute eiusmod id. Commoda ad consectetur velit do culpa laborum anim est esse occaecat velit non ipsum incididunt. Nisi velit cupidatat elit in quis labore dolore. Sunt veniam dolor irure amet nisi aliqua ipsum. Magna nostrud nisi est quis est excepteur qui ullamco magna fugiat nulla. Pariatur ipsum cillum id quis minim pariatur Lorem incididunt irure veniam fugiat veniam deserunt. Laboris

pipeline: passed Project badge

525 Commits
18 Branches



The screenshot shows the GitLab interface for a merge request in the 'Flight' project. The top navigation bar includes a search bar and notification icons. The sidebar on the left lists project navigation options like 'Pinned', 'Branches', 'Issues', 'Merge requests', 'Pipelines', 'Jobs', 'Milestones', 'Releases', 'Wiki', 'Pages', 'Manage', 'Plan', 'Code', 'Build', 'Secure', 'Deploy', 'Operate', 'Monitor', 'Analyze', and 'Settings'. The main content area features a commit history table and project information.

Name	Last commit	Last update
doc	Update doc	8 years ago
includes	Update 5 files	10 months ago
lib	Ensure multiple call to component.teard...	8 years ago
public	Update 2 files	3 months ago
test	Fix debug API with standalone build an...	8 years ago
.gitignore	Update '.gitignore'	11 years ago
gitlab-ci.yml	Update .gitlab-ci.yml file	3 months ago



Flightjs > Flight > Pipelines > #12

Add development activity notice

warning
created pipeline for commit [83c6aa31](#) finished 4 months ago
For [master](#)
17 Jobs 0

[Retry](#) [Delete](#)

[Pipeline](#) Needs [Jobs 17](#) [Failed Jobs 1](#)

Tests [0](#)

Upstream **build**

< **Underscore #3**
[Multi-project](#)

[build:](#)
[build:](#)

Flightjs > Flight > Pipelines > #12

Add development activity notice

warning
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Tests [0](#)

Upstream

< **Underscore #3**
[Multi-project](#)

build









[build:linux](#) [refresh](#)
[build:osx](#) [refresh](#)

test









[rspec:linux](#) 3
[rspec:osx](#) [refresh](#)



test

-  rspec:linux 3
-  rspec:osx 
-  rspec:windows 4
-  spinach:linux 
-  spinach:osx 

test

-  rspec:linux 3
-  rspec:osx 
-  rspec:windows 4
-  spinach:linux 
-  spinach:osx 



- **Administrator** requested review from `@chelsea_olson`, `@root`, `@arie.wyman`, and `@reported_user_9` 23 hours ago
- **Administrator** removed review request for `@chelsea_olson`, `@root`, `@arie.wyman`, and `@reported_user_9` 23 hours ago
- **Administrator** requested review from `@root`, `@chelsea_olson`, and `@arie.wyman` 23 hours ago
- **Administrator** removed review request for `@root`, `@chelsea_olson`, and `@arie.wyman` 23 hours ago
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- **Administrator** requested review from `@root`, `@chelsea_olson`, and `@arie.wyman` 23 hours ago



The screenshot shows the GitLab CI/CD pipeline interface for version v1.5.2. The pipeline is blocked and was created for commit f15b3227. It consists of four stages: build, test, deploy, and notify. The build stage has two jobs (build:linux and build:osx) that succeeded. The test stage has five jobs (rspec:linux, rspec:osx, rspec:windows, spinach:linux, spinach:osx) with mixed results. The deploy stage has three jobs (production, staging, stop staging) with mixed results. The notify stage has one job (slack) that succeeded.

Stage	Job Name	Status	Count
build	build:linux	Success	1
	build:osx	Success	1
test	rspec:linux	Success	3
	rspec:osx	Success	1
	rspec:windows	Failure	4
	spinach:linux	Failure	1
	spinach:osx	Warning	1
deploy	production	Failure	1
	staging	Success	1
	stop staging	Warning	1
notify	slack	Success	1



Labels

Select label ▼

Select label ×

Search labels

- Avenger
- BBQ
- Cavalier
- Cobalt

Create project label

Manage project labels

elines for this project.

A screenshot of the GitLab interface showing the 'Labels' dropdown menu. The menu is open, displaying a search bar and a list of labels: Avenger, BBQ, Cavalier, and Cobalt. A mouse cursor is hovering over the 'BBQ' label. Below the list are two options: 'Create project label' and 'Manage project labels'. The background shows a blurred view of a merge request page with the text 'elines for this project.'



Assignees
Unassigned

Epic
Select epic

Milestone
Select milestone

Labels
Select label

Weight
Enter a number

Due date
Select due date

Iteration
Select iteration

Select label **elines** for this project.

Create project label
Manage project labels





H

For example, what is a fork?

Send




1

 **Administrator** @root 19 minutes ago 

Look at him @root @augustine

1

 **Administrator** @root 19 minutes ago 


Look at him @root @augustine




Assign reviewers ✕

Approval is optional

2 Reviewers +

 Deena Reichel ○

 Denny Hilpert ○


Approval Rules	Approvals
> 1 optional approval rules.	




Assign reviewers ✕

Approval is optional

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 Denny Hilpert ⊖ ✕

Approval Rules	Approvals
> 1 optional approval rules.	



Bigger initiatives



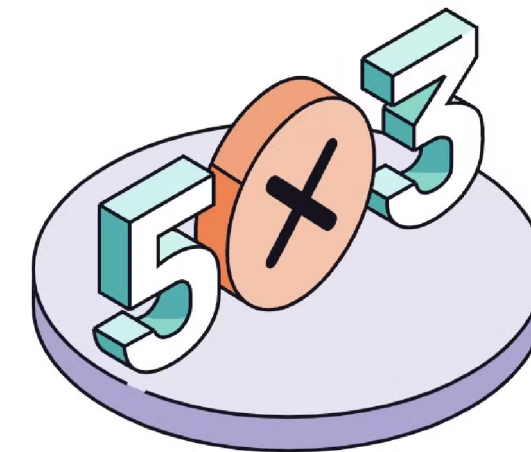
503

We're sorry. GitLab is currently unavailable.

Try refreshing the page, or going back and attempting the action again.

Please contact your GitLab administrator if this problem persists.

[Go back](#)



503: We're sorry, GitLab is currently unavailable

Try refreshing the page, or going back and attempting the action again.

Please contact your GitLab administrator if this problem persists.

[Go back](#)



This screenshot shows the GitLab Admin Area for user Ardell Kassulke. The breadcrumb trail is "Admin Area / Users / Ardell Kassulke". The "SSH keys" tab is selected, showing a message: "There are no SSH keys associated with this account." The left sidebar lists various admin areas, with "Users" highlighted. At the top right, there are buttons for "Impersonate", "New identity", and "Edit".

This screenshot is similar to the previous one, showing the GitLab Admin Area for user Ardell Kassulke. The breadcrumb trail is "Admin area / Users / Ardell Kassulke". The "SSH keys" tab is selected. In the center of the page, there is a large key icon with a plus sign inside a circle. Below the icon, the text reads: "There are no SSH keys associated with this account". The left sidebar lists various admin areas, with "Users" highlighted. At the top right, there are buttons for "Impersonate", "New identity", and "Edit".



The screenshot displays the GitLab interface for the 'Orange' project. The main content area shows a commit history table with columns for 'Name', 'Last commit', and 'Last update'. The project information sidebar on the right includes details such as 'Project information', 'Issues', 'Merge requests', 'Storage', and 'Languages'. A sidebar menu on the left lists various project management actions like 'Pinned', 'Manage', 'Plan', 'Code', 'Build', 'Secure', 'Deploy', 'Operate', 'Monitor', 'Analyze', and 'Settings'.

Name	Last commit	Last update
dist	0.11.1	8 years ago
doc	Update docs	8 years ago
src	Prevent reference errors after destroy	8 years ago
test	Merge pull request #1186 from jharding/...	8 years ago
.gitignore	Add commonjs and amd support.	9 years ago
.jshintrc	Run components in strict mode. Closes ...	9 years ago
.travis.yml	Merge remote-tracking branch 'upstrea...	8 years ago
CHANGELOG.md	Update CHANGELOG for v0.11.1	8 years ago
CONTRIBUTING.md	Steal flight's contributing guidelines.	9 years ago
Gruntfile.js	Fix umd loading	8 years ago
LICENSE	update copyright year to range	9 years ago
README.md	Merge pull request #1096 from Soubkia...	8 years ago
bower.json	0.11.1	8 years ago
composer.json	Add composer.json	10 years ago
karma.conf.js	Update to karma v0.12.	9 years ago



The screenshot displays the GitLab web interface for the 'gitlab' project. The main content area shows a commit history table with columns for Name, Last commit, and Last update. A sidebar on the left contains a navigation menu with options like Project, Pinned, Issues, Merge requests, Manage, Plan, Code, Build, Secure, Deploy, Operate, Monitor, Analyze, and Settings. The top navigation bar includes the GitLab logo, search bar, and various utility icons.

Name	Last commit	Last update
.github	Rename GitLab CE to FOSS in ...	4 years ago
.gitlab	Merge branch 'pl-danger-revie...	2 hours ago
.lefthook/pre-push	Add security harness to Lefthook	1 year ago
.rubocop_todo	Merge branch '239356-Lint/A...	14 minutes ago
.vscode	Adding EditorConfig vscode pl...	4 days ago
app	Merge branch '461326-remove...	1 minute ago
bin	Merge branch '461326-remove...	1 minute ago
builds	Merge branch '461326-remove...	1 minute ago
.browserlistrc	Update browserslistrc file	1 month ago
.dockerignore	Support fast-quarantine for E2...	9 months ago
.gitignore	Support fast-quarantine for E2...	9 months ago
.gitlab-ci.yml	Revert 'Merge rbranch 'sh-omni...	5 days ago
Gemfile	Merge branch 'sh-upgrade-net...	3 years ago
Guardfile	Improved Milestones and add a...	25 minutes ago
MAINTENANCE.md	Change location of the mainten...	3 months ago



Flightjs / Flight / Wiki / Home

Search or go to...

39 13 3

Project

- Flight
- Pinned
- Branches
- Issues 48
- Merge requests 6
- Pipelines
- Jobs
- Milestones
- Releases
- Wiki
- Pages

Manage >

- Plan
- Issues 48
- Issue boards
- Milestones
- Iterations
- Wiki
- Requirements

Home

Last edited by Administrator 18 hours ago

Eiusmod excepteur ad consequat duis consequat proident reprehenderit commodo amet eu eu mollit ut voluptate. Laboris dolor dolore minim culpa nostrud laboris. Deserunt proident duis proident nisi aliqua adipiscing. Cillum ad cillum proident nulla id adipiscing nostrud eiusmod in Lorem do nisi commodo nulla. Fugiat ipsum elit nulla laborum aliquip officia proident id ipsum in voluptate incididunt exercitation. Est pariatur magna amet elit ullamco consectetur Lorem fugiat exercitation laboris elit deserunt elit consectetur. Duis velit nulla dolore.

Edit

Pages · View all

- Test
- dasda
- sub dasdasdas
- Home



**Since the start in
2023 we merged
more than 1400
MRs**



Want to see more?

papercuts.gitlab.com

A screenshot of the GitLab Papercuts website. The page title is "GitLab Papercuts" with a milestone dropdown set to "17.5". The main content area contains a text box explaining that merge requests with labels like "UI polish", "Beautifying our UI", or "UX Paper Cuts" will be displayed here. Below this, a specific merge request is shown: "User dropdown: Use design system compliant size of 32" by "@seggenberger", labeled "UX Paper Cuts". The comparison shows two versions of a user dropdown menu. The "Before" version shows a dropdown with a search icon and a list of users including "Administrator @root" and "Curt Stiedemann @chelsea_olson". The "After" version shows the same dropdown but with a more compact design, where the user names are truncated to fit better within the menu's height.



GitLab

UX Paper Cuts team

What is a Paper Cut?

Lessions learned ←

How to adapt

Q&A / AMA



It was **wild west** in the
early days



Setting a theme per milestone gives guidance



(Over)- Communication is key



Raise awareness of changes



Plan in advance



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Plan a one week «Bug Smash» sprint



Pair up designers with engineers



Day 1

Use your product and
find bugs



Day 2-5

Create MRs to fix them



Repeat that
every quarter



Thank you



Sascha Eggenberger
Staff Product Designer at GitLab