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**CSE-K**

Case Study: Feedback Submission and Management System

Title: **Design and Implementation of a Feedback Submission and Management System for a Website**

Introduction: **In modern web applications, collecting user feedback is essential for improvement and engagement. This project aims to develop a Feedback Submission and Management System where users can submit their opinions, and admins can manage the feedback effectively. The system includes feedback collection, storage, retrieval, updating, and deletion features.**

Problem Statement:  
**Many websites lack a proper way to collect and manage feedback from users. Without a system in place, valuable insights are lost. This project addresses the need for a user-friendly feedback system that allows for real-time management and record-keeping.**

### Objectives:

* **To develop a web-based feedback submission form.**
* **To store the feedback securely in a database.**
* **To allow the admin to view, update, or delete feedback entries.**
* **To design a clean and responsive user interface.**

### Technologies Used:

* **Frontend: HTML, CSS**
* **Backend: PHP**
* **Database: MySQL**
* **Server: XAMPP**

Feedback submission and management system for a website

# Db.php:

**db.php – Database Connection File**

**Function:**  
This file contains the code to connect to the MySQL database.  
It is included in other PHP files to avoid repeating the connection code.

<?php

$servername = "localhost";

$username = "root";

$password = "poorna116";

$dbname = "feedback\_db";

$conn = new mysqli($servername, $username, $password, $dbname);

if ($conn->connect\_error) {

    die("Connection failed: " . $conn->connect\_error);

}

?>

## Index.php:

**index.php – Feedback Submission Form**

**Function:**  
This is the **main user interface** where users can submit their feedback.  
It includes a stylish form with fields:

* Name
* Email
* Message

On submission, the data is sent to insert.php using the POST method.

<!DOCTYPE html>

<html>

<head>

    <title>Submit Feedback</title>

    <style>

        body {

            font-family: 'Segoe UI', sans-serif;

            background: linear-gradient(135deg, #e0f7fa, #80deea);

            display: flex;

            justify-content: center;

            align-items: center;

            height: 100vh;

            margin: 0;

        }

        .feedback-container {

            background-color: white;

            padding: 40px;

            border-radius: 20px;

            box-shadow: 0 4px 20px rgba(0, 0, 0, 0.1);

            width: 400px;

        }

        h2 {

            text-align: center;

            color: #00796b;

        }

        input, textarea {

            width: 100%;

            padding: 12px;

            margin-bottom: 20px;

            border-radius: 10px;

            border: 1px solid #ccc;

        }

        button {

            width: 100%;

            padding: 12px;

            background-color: #00796b;

            color: white;

            font-size: 16px;

            border: none;

            border-radius: 10px;

            cursor: pointer;

        }

        button:hover {

            background-color: #004d40;

        }

    </style>

</head>

<body>

    <div class="feedback-container">

        <h2>💬 We Value Your Feedback</h2>

        <form action="insert.php" method="POST">

            <input type="text" name="name" placeholder="Your Name" required>

            <input type="email" name="email" placeholder="Your Email" required>

            <textarea name="message" rows="5" placeholder="Your Message..." required></textarea>

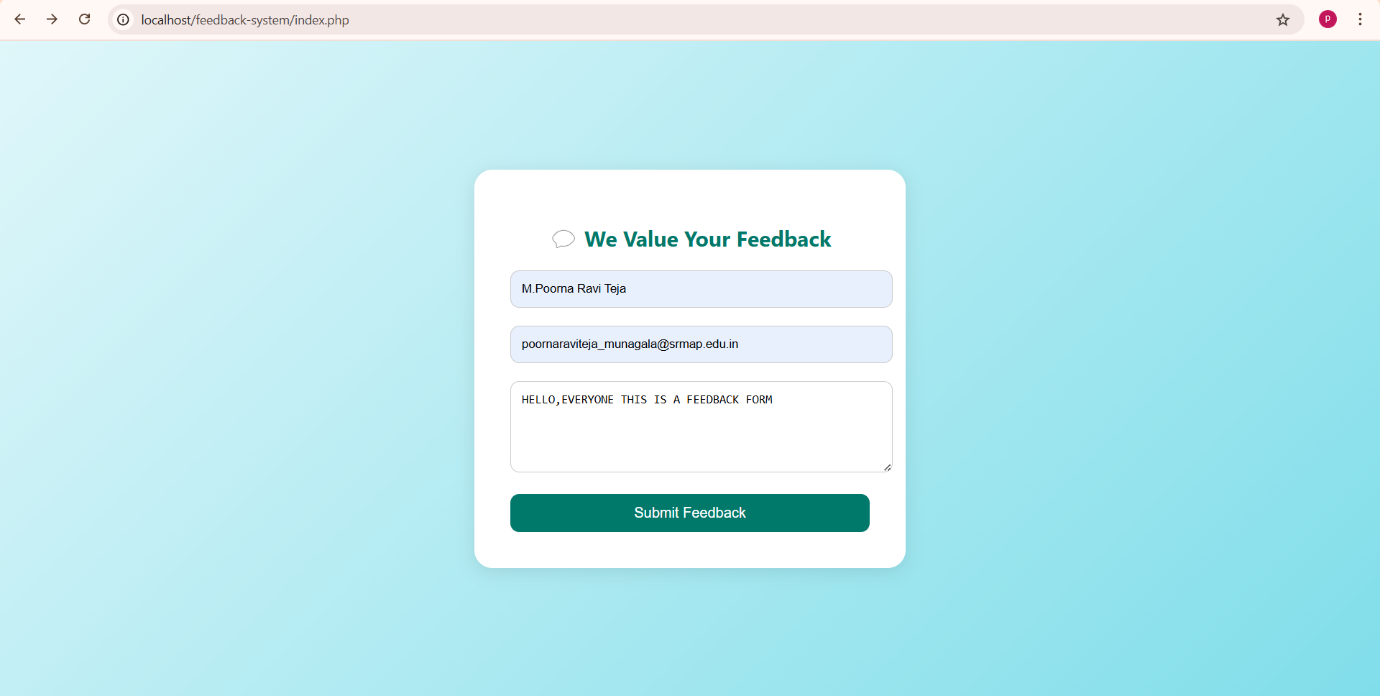
            <button type="submit">Submit Feedback</button>

        </form>

    </div>

</body>

</html>



# Insert.php:

**insert.php – Insert Feedback into Database**

**Function:**  
This file receives the form data from index.php.  
It performs the following operations:

* Connects to the MySQL database
* Uses a **prepared statement** for security
* Inserts the user’s feedback into the feedback table

<?php

include 'db.php';

$name = $\_POST['name'];

$email = $\_POST['email'];

$message = $\_POST['message'];

$stmt = $conn->prepare("INSERT INTO feedback (name, email, message) VALUES (?, ?, ?)");

$stmt->bind\_param("sss", $name, $email, $message);

if ($stmt->execute()) {

    echo "✅ Feedback submitted successfully.<br><a href='index.php'>Back</a>";

} else {

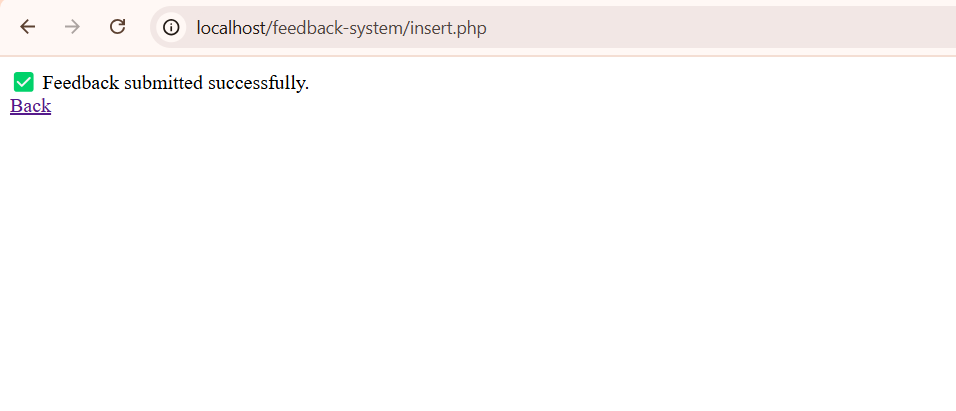
    echo "❌ Error: " . $stmt->error;

}

$stmt->close();

$conn->close();

?>



## Retrieve.php:

**retrieve.php – Display All Feedback**

**Function:**  
This page is used by the admin to view all submitted feedback entries.  
It performs the following:

* Connects to the database
* Retrieves all feedback records from the feedback table
* Displays them in a **styled HTML table**
* Provides **Edit** and **Delete** links next to each record

<?php include 'db.php'; ?>

<!DOCTYPE html>

<html>

<head>

    <title>All Feedback</title>

    <style>

        body {

            font-family: 'Segoe UI', sans-serif;

            background: #f1f1f1;

            padding: 20px;

        }

        h2 {

            text-align: center;

            color: #00796b;

        }

        table {

            width: 90%;

            margin: 0 auto;

            border-collapse: collapse;

            box-shadow: 0 4px 12px rgba(0,0,0,0.1);

            background: white;

        }

        th, td {

            border: 1px solid #ddd;

            padding: 12px;

            text-align: center;

        }

        th {

            background-color: #004d40;

            color: white;

        }

        a {

            text-decoration: none;

            color: #00796b;

            font-weight: bold;

        }

        a:hover {

            color: #004d40;

        }

    </style>

</head>

<body>

    <h2>📋 All Feedback</h2>

    <table>

        <tr>

            <th>ID</th><th>Name</th><th>Email</th><th>Message</th><th>Date</th><th>Actions</th>

        </tr>

        <?php

        $result = $conn->query("SELECT \* FROM feedback");

        while ($row = $result->fetch\_assoc()) {

            echo "<tr>

                    <td>{$row['id']}</td>

                    <td>{$row['name']}</td>

                    <td>{$row['email']}</td>

                    <td>{$row['message']}</td>

                    <td>{$row['submitted\_at']}</td>

                    <td>

                        <a href='update.php?id={$row['id']}'>Edit</a> |

                        <a href='delete.php?id={$row['id']}'>Delete</a>

                    </td>

                  </tr>";

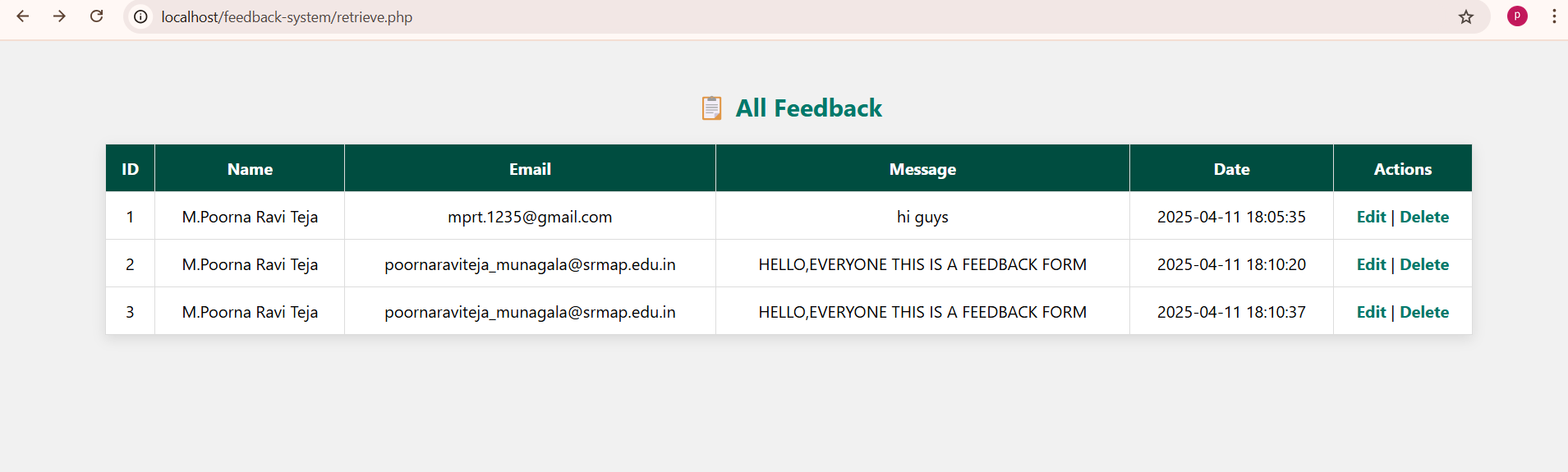
        }

        ?>

    </table>

</body>

</html>



## Update.php:

**update.php – Edit Feedback Form**

**Function:**  
This file allows the admin to **update existing feedback**.  
It works in two steps:

* Takes the feedback id from the URL
* Retrieves the current details from the database
* Displays the editable form with pre-filled values
* On submission, it sends updated data to update\_save.php

<?php

include 'db.php';

$id = $\_GET['id'];

$result = $conn->query("SELECT \* FROM feedback WHERE id=$id");

$row = $result->fetch\_assoc();

?>

<!DOCTYPE html>

<html>

<head>

    <title>Edit Feedback</title>

    <style>

        body {

            font-family: 'Segoe UI', sans-serif;

            background: #e0f2f1;

            display: flex;

            justify-content: center;

            align-items: center;

            height: 100vh;

        }

        .edit-container {

            background: white;

            padding: 40px;

            border-radius: 20px;

            box-shadow: 0 4px 12px rgba(0,0,0,0.1);

            width: 400px;

        }

        h2 {

            text-align: center;

            color: #00796b;

        }

        input, textarea {

            width: 100%;

            padding: 12px;

            margin-bottom: 20px;

            border-radius: 10px;

            border: 1px solid #ccc;

        }

        button {

            width: 100%;

            padding: 12px;

            background-color: #00796b;

            color: white;

            font-size: 16px;

            border: none;

            border-radius: 10px;

            cursor: pointer;

        }

        button:hover {

            background-color: #004d40;

        }

    </style>

</head>

<body>

    <div class="edit-container">

        <h2>✏️ Edit Feedback</h2>

        <form action="update\_save.php" method="POST">

            <input type="hidden" name="id" value="<?= $row['id'] ?>">

            <input type="text" name="name" value="<?= $row['name'] ?>" required>

            <input type="email" name="email" value="<?= $row['email'] ?>" required>

            <textarea name="message" rows="5" required><?= $row['message'] ?></textarea>

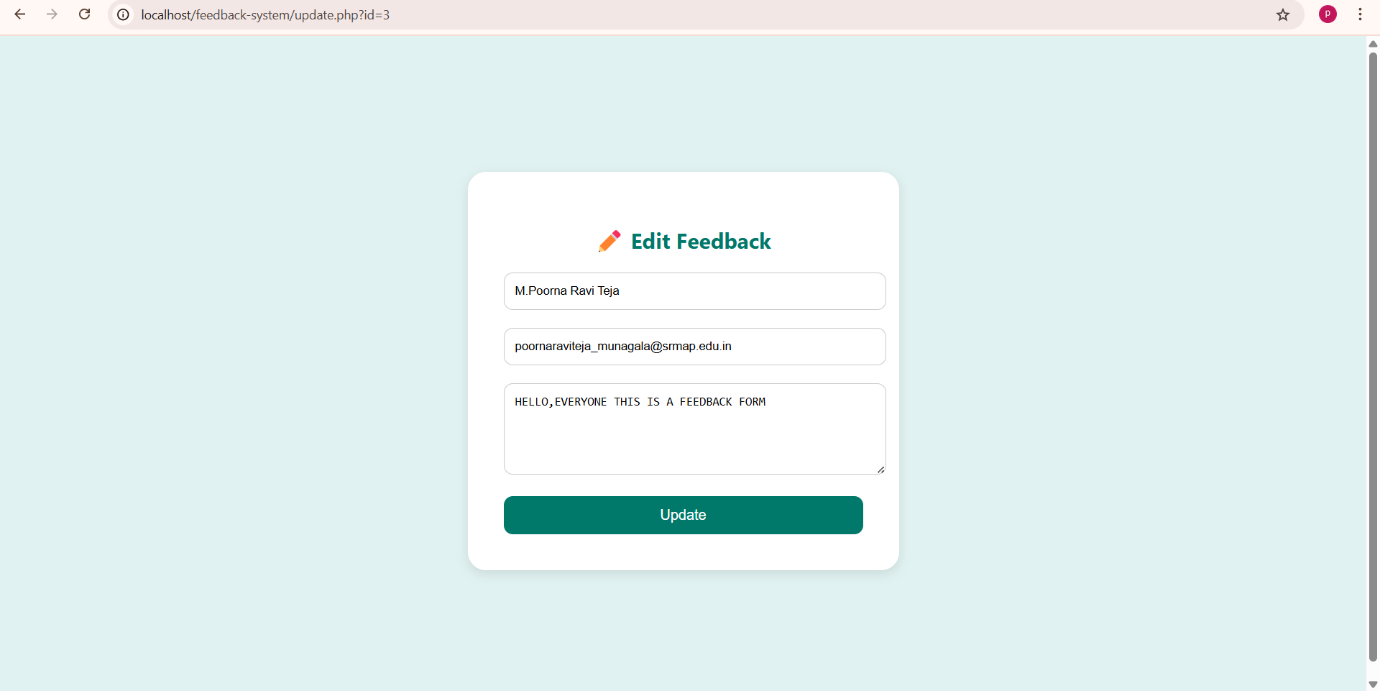
            <button type="submit">Update</button>

        </form>

    </div>

</body>

</html>



## Update\_save.php:

**update\_save.php – Save Updated Feedback**

**Function:**  
Receives updated data from update.php.  
Performs the following:

* Updates the feedback record in the database using a **prepared statement**
* Shows a confirmation message

<?php

include 'db.php';

$id = $\_POST['id'];

$name = $\_POST['name'];

$email = $\_POST['email'];

$message = $\_POST['message'];

$stmt = $conn->prepare("UPDATE feedback SET name=?, email=?, message=? WHERE id=?");

$stmt->bind\_param("sssi", $name, $email, $message, $id);

if ($stmt->execute()) {

    echo "✅ Feedback updated successfully.<br><a href='retrieve.php'>Back</a>";

} else {

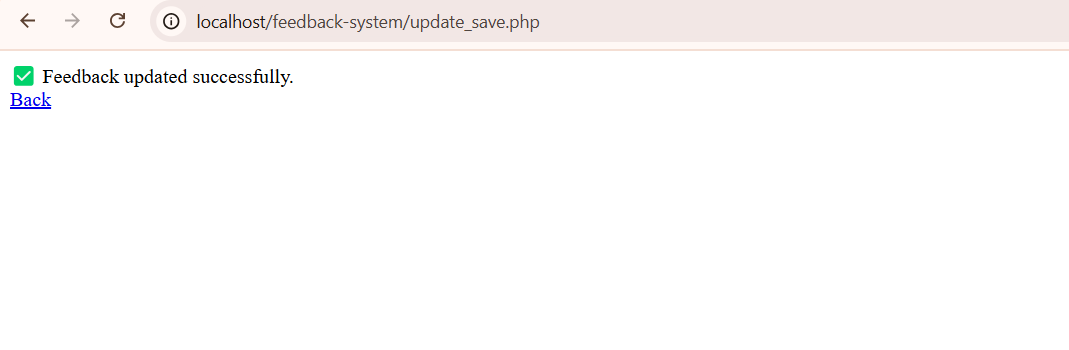
    echo "❌ Error: " . $stmt->error;

}

$stmt->close();

$conn->close();

?>



## Delete.php:

**delete.php – Delete Feedback**

**Function:**  
Used to delete a specific feedback entry.  
Steps:

* Takes the id from the URL
* Connects to the database
* Deletes the feedback record using a **prepared statement**
* Confirms the deletion to the admin

<?php

include 'db.php';

$id = $\_GET['id'];

$stmt = $conn->prepare("DELETE FROM feedback WHERE id=?");

$stmt->bind\_param("i", $id);

if ($stmt->execute()) {

    echo "🗑️ Feedback deleted successfully.<br><a href='retrieve.php'>Back</a>";

} else {

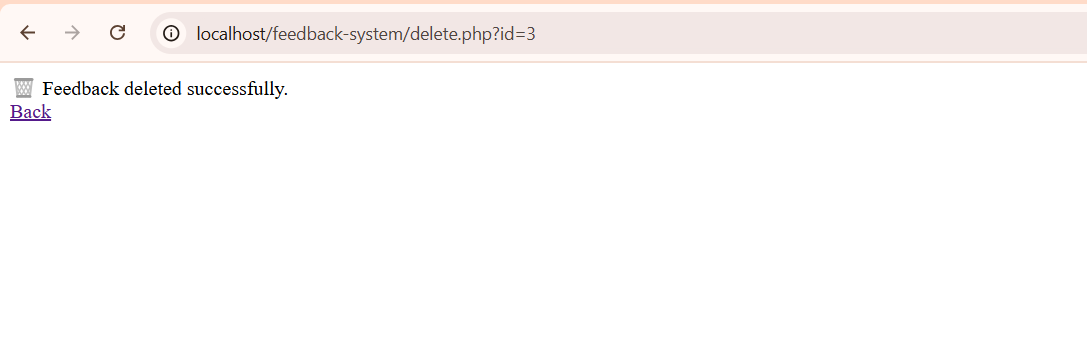
    echo "❌ Error: " . $stmt->error;

}

$stmt->close();

$conn->close();

?>



Conclusion:  
The feedback management system provides a simple way to gather and manage user feedback. It is suitable for integration into any basic web application.

### Future Scope:

* Add login for admin access.
* Use AJAX for smoother experience