



**CHRIST**  
(DEEMED TO BE UNIVERSITY)  
B A N G A L O R E • I N D I A

**DEPARTMENT OF  
COMPUTER SCIENCE AND ENGINEERING**

## **Customer Feedback Form**

UI/UX Design Fundamental

B. Tech Degree – 3 BTCS Section C

**School of Engineering and Technology,**

**CHRIST (Deemed to be University),**

**Kumbalagodu, Bengaluru-560 074**

September 2025



# CHRIST

(DEEMED TO BE UNIVERSITY)

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## *Certificate*

*This is to certify that Kashish A(2460389), Prisha S(2460424), Ramya R(2460427) has successfully completed the Project work for UI/UX Design Fundamental in partial fulfillment for the award of Bachelor of Technology during the academic year 2024-2025.*

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# 1. Abstract

In today's digital world, collecting customer feedback is essential for improving products and services. This project implements a **Customer Feedback Form Website** that allows users to provide ratings, comments, and optionally their contact information. The website includes a **Welcome Page** to greet users, a **Feedback Form Page** with a star rating system and comment section, and a **Thank You Page** to acknowledge submissions.

The project emphasizes **modern UI design, responsive layouts, and form validation**. By leveraging **HTML, CSS, Bootstrap, JavaScript, and jQuery**, the project delivers an intuitive and interactive interface that enhances user experience while collecting actionable data efficiently.

## 2. Objective

The key objectives of this project are:

- To provide a **user-friendly platform** for collecting customer feedback.
- To implement a **star-based rating system** and comment section for detailed feedback.
- To enforce **form validation** ensuring users submit meaningful information.
- To design **responsive pages** compatible with desktops, tablets, and mobile devices.
- To create a **professional, reusable template** that can be adapted for various businesses and services.

### 3. Scope of Project

The project is versatile and can be applied in multiple contexts:

- **Business Feedback:** Companies can use it to gather feedback about services or products.
- **Educational Feedback:** Schools or training institutes can collect student or participant reviews.
- **Personal Websites:** Freelancers or service providers can collect client testimonials.
- **Data Analytics:** Collected feedback can later be stored in a database and analyzed to improve quality.

The project can be further extended to include:

- Database integration to save feedback.
- Email notifications upon submission.
- Analytics dashboard to visualize ratings and comments.

### 4. Tools and Technologies Used

1. **HTML5:** Defines page structure including forms, headings, and links.
2. **CSS3:** Provides styling, layout, and animations (e.g., hover effects, gradients).
3. **Bootstrap 4.5:** Ensures responsive grid layout and form styling.
4. **JavaScript (ES6):** Adds dynamic validation and interactive functionality.
5. **jQuery:** Simplifies DOM manipulation, event handling, and form validation.
6. **VS Code:** Development environment for writing and testing code.
7. **Web Browser (Chrome/Edge/Firefox):** For testing responsiveness and functionality.

## 5. HTML Structure Overview

The website is divided into three main pages:

### Welcome Page (**welcome.html**)

- **Purpose:** Greets the user and encourages them to provide feedback.
- **Structure:**
  - Background image with gradient overlay.
  - Centered div container with heading, description, and **call-to-action button**.
  - Button links to the feedback form page.

### Feedback Form Page (**main.html**)

- **Purpose:** Collects ratings, comments, and optionally user details.
- **Structure:**
  - Back button to return to the welcome page.
  - Centralized container (feedback-container) with rounded corners and shadow.
  - **Form Fields:**
    - Name and Email (optional).
    - Star rating system (1–5 stars).
    - Comments text area (required).
  - Submit button with hover effect.
  - Form validation implemented using JavaScript/jQuery.

### Thank You Page (**exit.html**)

- **Purpose:** Confirms successful submission of feedback.
- **Structure:**
  - Centered exit-box container with message and button to return to Welcome Page.
  - Styled with gradients, shadows, and modern typography.

## 6. CSS Styling Strategy

- **Welcome Page:**
  - Full-page background image with semi-transparent overlay and blur effect.
  - Glassmorphism design with backdrop-filter: blur(10px) for the central box.
  - Large, bold, shadowed heading for emphasis.
  - Call-to-action button with gold gradient and hover scale animation.
- **Feedback Form Page:**
  - Gradient background with subtle transparency overlay.
  - Rounded and shadowed container for form.
  - **Star Rating System:** Right-to-left flex layout with hover and selected effects.
  - Submit button with gradient hover effect.
  - Error messages styled in red (#dc3545) and hidden/shown dynamically.
- **Thank You Page:**
  - Gradient overlay on background image.
  - Semi-transparent exit-box with shadow and rounded corners.
  - Bold heading and centered button for navigation.

## 7. Key Features

1. **Welcome Page:** Friendly introduction and navigation to feedback form.
2. **Responsive Feedback Form:** Works seamlessly across devices.
3. **Star Rating System:** Interactive visual rating for users to provide service/product rating.
4. **Form Validation:** Ensures rating is selected and comments are provided before submission.
5. **Optional User Info:** Name and Email fields to optionally collect user identity.
6. **Thank You Page:** Confirms submission and encourages user satisfaction.

## 8. Challenges Faced & Solutions

1. **Challenge 1:** Star rating system not interactive.  
**Solution:** Implemented CSS :hover and input:checked selectors along with jQuery to highlight selected stars.
2. **Challenge 2:** Validation errors not displayed properly.  
**Solution:** Added dynamic classes (is-invalid, d-none) via jQuery based on form inputs.
3. **Challenge 3:** Responsive layout for mobile devices.  
**Solution:** Used Bootstrap grid and media queries to adjust container width, padding, and font sizes.
4. **Challenge 4:** Navigation between multiple pages.  
**Solution:** Added clearly labeled buttons with links to ensure intuitive user flow.

## 9. Outcome

- Fully functional **Customer Feedback Form Website**.
- User-friendly star rating system with interactive highlights.
- Required fields validated before submission.
- Clear confirmation message on **Thank You Page**.
- Responsive layout works across **desktop, tablet, and mobile devices**.
- Provides a professional and visually appealing interface.

## 10. Future Enhancement

- **Database Integration:** Store feedback entries for analysis.
- **Email Notifications:** Alert admin or customer after submission.
- **Dashboard:** Display analytics for ratings and comments.
- **Captcha Verification:** Prevent spam submissions.
- **Additional Feedback Options:** Multiple-choice questions, image uploads, or service-specific ratings.



## 11. Sample Code

### welcome.html

```
<!DOCTYPE html>

<html lang="en">

<head>

  <meta charset="UTF-8" />

  <meta name="viewport" content="width=device-width, initial-scale=1" />

  <title>Welcome</title>

  <link

    href="https://maxcdn.bootstrapcdn.com/bootstrap/4.5.2/css/bootstrap.min.css"

    rel="stylesheet"

  />

  <style>

    body {

      height: 100vh;

      margin: 0;

      background: linear-gradient(

        rgba(0, 0, 0, 0.5),

        rgba(0, 0, 0, 0.7)

      ),

      url('https://images.unsplash.com/photo-1506748686214-e9df14d4d9d0?auto=format&fit=crop&w=1350&q=80') /* new background image */

      center/cover no-repeat;

      display: flex;
```

```
align-items: center;

justify-content: center;

color: white;

font-family: 'Segoe UI', Tahoma, Geneva, Verdana, sans-serif;
}

.welcome-box {

background: rgba(255, 255, 255, 0.12);

padding: 50px 40px;

border-radius: 20px;

text-align: center;

backdrop-filter: blur(10px);

box-shadow: 0 6px 24px rgba(0, 0, 0, 0.5);

max-width: 400px;

}

.welcome-box h1 {

font-weight: 900;

margin-bottom: 24px;

font-size: 2.8rem;

letter-spacing: 3px;

text-shadow: 0 2px 8px #000;

}

.btn-welcome {

background-color: #ffcc00;

border-radius: 30px;
```

```
padding: 12px 36px;

font-weight: 700;

color: #333;

text-transform: uppercase;

box-shadow: 0 2px 12px rgba(255, 204, 0, 0.6);

transition: background-color 0.3s ease;

border: none;

}

.btn-welcome:hover {

background-color: #e6b800;

color: white;

text-decoration: none;

transform: scale(1.1);

}

</style>

</head>

<body>

<div class="welcome-box">

<h1>Welcome to Our Site</h1>

<p>We value your feedback. Please help us serve you better.</p>

<a href="main.html" class="btn btn-welcome mt-4 d-inline-block"

>Give Feedback</a

>

</div>
```

```
</body>
```

```
</html>
```

## **main.html**

```
<!DOCTYPE html>
```

```
<html lang="en">
```

```
<head>
```

```
<meta charset="UTF-8" />
```

```
<meta name="viewport" content="width=device-width, initial-scale=1" />
```

```
<title>Customer Feedback</title>
```

```
<link
```

```
  rel="stylesheet"
```

```
  href="https://maxcdn.bootstrapcdn.com/bootstrap/4.5.2/css/bootstrap.min.css"
```

```
/>
```

```
<style>
```

```
  body {
```

```
    background: linear-gradient(
```

```
      to right,
```

```
      #6a11cb,
```

```
      #2575fc
```

```
    ),
```

```
    url('https://images.unsplash.com/photo-1506744038136-46273834b3fb?auto=format&fit=crop&w=1350&q=80')
```

```
    center/cover no-repeat;
```

```
    min-height: 100vh;
```

```
    color: #333;
```

```
font-family: 'Segoe UI', Tahoma, Geneva, Verdana, sans-serif;  
}
```

```
.feedback-container {  
  
  background: rgba(255, 255, 255, 0.9);  
  
  border-radius: 12px;  
  
  box-shadow: 0 8px 24px rgba(0, 0, 0, 0.15);  
  
  padding: 30px;  
  
  max-width: 600px;  
  
  margin: 50px auto;  
}
```

```
.star-rating {  
  
  direction: rtl;  
  
  display: flex;  
  
  font-size: 2rem;  
  
  justify-content: flex-start;  
}
```

```
.star-rating input {  
  
  display: none;  
}
```

```
.star-rating label {
```

```
color: #ccc;

cursor: pointer;

padding: 0 6px;

transition: color 0.2s ease-in-out;
}
```

```
.star-rating input:checked ~ label,
.star-rating label:hover,
.star-rating label:hover ~ label {

color: #ffc107;

}
```

```
.form-group label {

font-weight: 600;

}
```

```
.btn-submit {

background-color: #2575fc;

color: #fff;

font-weight: 600;

border-radius: 6px;

padding: 10px 20px;

border: none;

transition: background-color 0.3s ease;
```

```
}
```

```
.btn-submit:hover {  
  background-color: #154ecb;  
  color: #fff;  
}
```

```
.error-message {  
  color: #dc3545;  
  font-size: 0.9rem;  
}
```

```
.back-btn {  
  display: block;  
  max-width: 100px;  
  margin: 0 0 20px 0;  
  text-decoration: none;  
  color: #2575fc;  
  font-weight: 600;  
}
```

```
.back-btn:hover {  
  color: #154ecb;  
  text-decoration: underline;  
}
```

```
@media (max-width: 575.98px) {

  .feedback-container {

    margin: 20px 15px;

    padding: 20px;

  }

}

.star-rating {

  font-size: 1.7rem;

}

}

</style>

</head>

<body>

  <div class="container">

    <a href="welcome.html" class="back-btn">&larr; Back to Welcome</a>

    <div class="feedback-container">

      <h2 class="text-center mb-4">Customer Feedback Form</h2>

      <form id="feedbackForm" novalidate>

        <div class="form-group">

          <label for="name">Name (optional)</label>

          <input

            type="text"

            class="form-control"


```



```
    id="name"

    name="name"

    placeholder="Enter your name"

  />

</div>
```

```
<div class="form-group">

  <label for="email">Email (optional)</label>

  <input

    type="email"

    class="form-control"

    id="email"

    name="email"

    placeholder="Enter your email"

  />

</div>
```

```
<div class="form-group">

  <label>Rate our service/product</label>

  <div class="star-rating" id="ratingStars">

    <input type="radio" id="star5" name="rating" value="5" />

    <label for="star5" title="5 stars">★</label>

    <input type="radio" id="star4" name="rating" value="4" />
```

<label for="star4" title="4 stars">★</label>

<input type="radio" id="star3" name="rating" value="3" />

<label for="star3" title="3 stars">★</label>

<input type="radio" id="star2" name="rating" value="2" />

<label for="star2" title="2 stars">★</label>

<input type="radio" id="star1" name="rating" value="1" />

<label for="star1" title="1 star">★</label>

</div>

<div id="ratingError" class="error-message d-none">

Please select a rating

</div>

</div>

<div class="form-group">

<label for="comments">Your Comments</label>

<textarea

class="form-control"

id="comments"

name="comments"

rows="4"

placeholder="Write your feedback here..."

required

></textarea>

<div class="invalid-feedback">Please enter your comments</div>

</div>

<button type="submit" class="btn btn-submit btn-block">

Submit Feedback

</button>

</form>

</div>

</div>

<!-- Scripts -->

<script src="https://code.jquery.com/jquery-3.6.0.min.js"></script>

<script src="https://maxcdn.bootstrapcdn.com/bootstrap/4.5.2/js/bootstrap.min.js"></script>

<script>

\$(document).ready(function () {

\$('#feedbackForm').on('submit', function (e) {

e.preventDefault();

// Reset error messages

\$('#ratingError').addClass('d-none');

\$('#comments').removeClass('is-invalid');

```
let isValid = true;

// Validate rating

if (!$('input[name="rating"]:checked').val()) {

    $('#ratingError').removeClass('d-none');

    isValid = false;

}

// Validate comments

if ($('#comments').val().trim() === "") {

    $('#comments').addClass('is-invalid');

    isValid = false;

}

if (isValid) {

    // Redirect to exit page on successful submit

    window.location.href = 'exit.html';

}

});

});

</script>

</body>

</html>
```

## exit.html

```
<!DOCTYPE html>

<html lang="en">

<head>

  <meta charset="UTF-8" />

  <meta name="viewport" content="width=device-width, initial-scale=1" />

  <title>Thank You</title>

  <link

    href="https://maxcdn.bootstrapcdn.com/bootstrap/4.5.2/css/bootstrap.min.css"

    rel="stylesheet"

  />

  <style>

    body {

      height: 100vh;

      margin: 0;

      background: linear-gradient(

        rgba(34, 193, 195, 0.8),

        rgba(253, 187, 45, 0.8)

      ),

      url('https://images.unsplash.com/photo-1506744038136-46273834b3fb?auto=format&fit=crop&w=1350&q=80')

      center/cover no-repeat;

      display: flex;

      align-items: center;

      justify-content: center;
```

```
color: white;

font-family: 'Segoe UI', Tahoma, Geneva, Verdana, sans-serif;

text-align: center;

padding: 30px;

}
```

```
.exit-box {

background: rgba(0, 0, 0, 0.45);

padding: 40px 30px;

border-radius: 20px;

box-shadow: 0 8px 40px rgba(0, 0, 0, 0.7);

max-width: 450px;

}
```

```
.exit-box h1 {

font-weight: 900;

margin-bottom: 20px;

font-size: 3rem;

letter-spacing: 3px;

text-shadow: 0 3px 14px rgba(0, 0, 0, 0.6);

}
```

```
.btn-home {

margin-top: 25px;
```

```
background: #ffd700;

border-radius: 30px;

color: #222;

font-weight: 700;

padding: 12px 36px;

border: none;

text-transform: uppercase;

box-shadow: 0 4px 18px rgba(255, 204, 0, 0.7);

transition: background-color 0.3s ease;

text-decoration: none;

display: inline-block;

}
```

```
.btn-home:hover {

background-color: #e6b800;

color: white;

text-decoration: none;

transform: scale(1.05);

}
```

```
</style>
```

```
</head>
```

```
<body>
```

```
<div class="exit-box">
```

```
<h1>Thank You!</h1>
```

<p>Your feedback is very important to us.</p>

<p>We appreciate you taking the time to help us improve.</p>

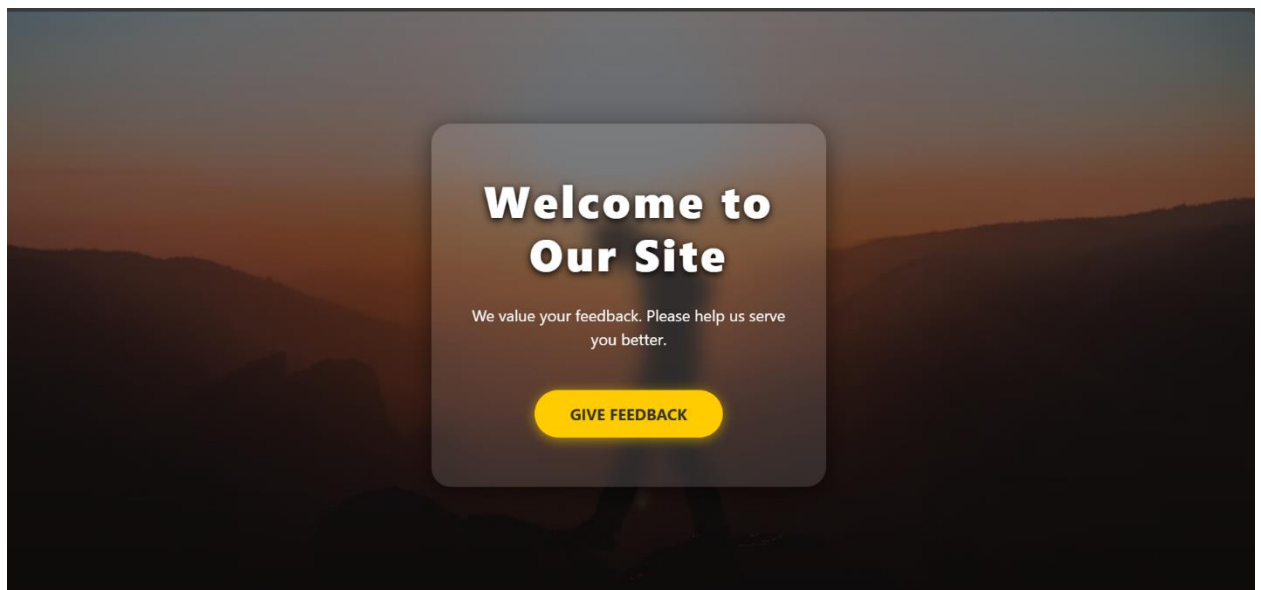
<a href="welcome.html" class="btn btn-home">Back to Home</a>

</div>

</body>

</html>

## 12. Final Output





## Customer Feedback Form

Name (optional)

Email (optional)

Rate our service/product

★

★

★

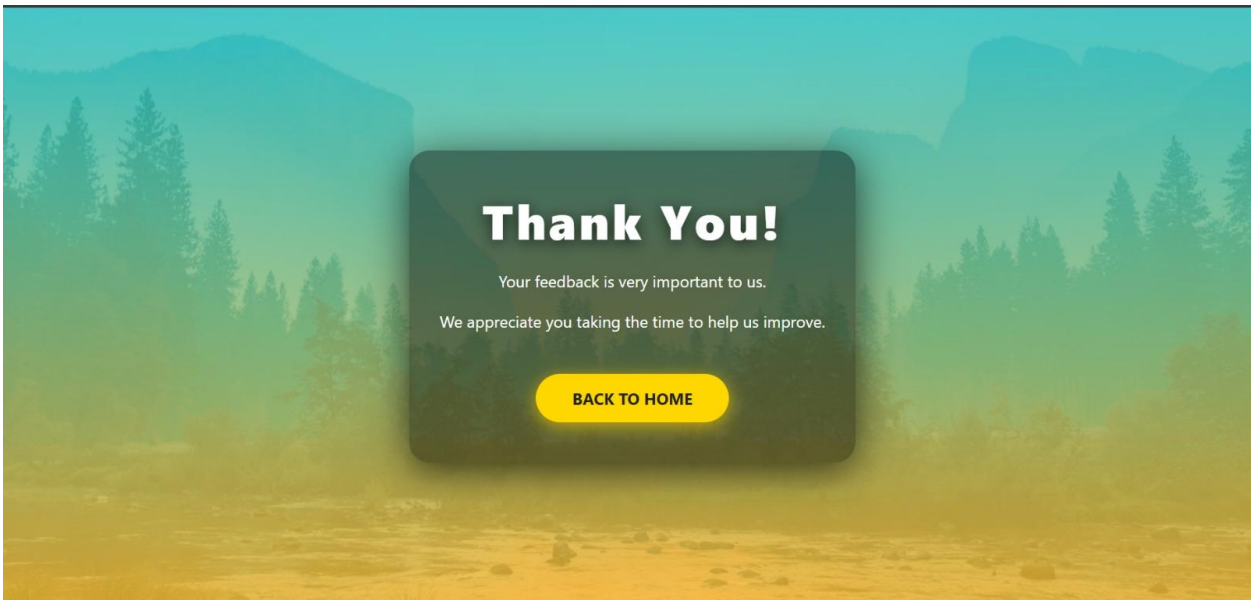
★

★

Your Comments

good

Submit Feedback



## 13. Conclusion

The **Customer Feedback Form Website** successfully implements a complete feedback collection system using front-end technologies. It demonstrates the use of **HTML, CSS, Bootstrap, JavaScript, and jQuery** to create a modern, responsive, and interactive web application.

This project can be further enhanced with **backend integration, analytics, and advanced feedback features**, making it a valuable tool for businesses and service providers to improve customer satisfaction.

## 14. References

- Bootstrap 4 Documentation
- jQuery Documentation
- MDN Web Docs
- W3Schools
- [Unsplash](#) – Stock images for backgrounds
- Font Awesome – Optional icons for ratings