

Project Report – Customer Feedback Form

1. Project Overview

This project is a Customer Feedback Web Application created using HTML5, CSS3, Bootstrap 5, jQuery, and Local Storage.

The application allows users to provide feedback by:

- Giving a star rating (1–5).
- Entering textual comments.
- Storing the feedback locally using localStorage for persistence.
- Displaying a list of previously submitted feedback below the form.

It is styled with Bootstrap and custom CSS to ensure a professional and responsive design.

2. Objectives

- To design a user-friendly feedback form for customers.
- To provide a star-based rating system for intuitive user input.
- To implement form validation ensuring that both rating and comments are entered.
- To store feedback data locally using localStorage.
- To display past feedback history dynamically without server dependency.

3. Expected Outcomes

- A functional feedback form with star rating and comments section.
- Feedback stored and retrieved using localStorage.
- Display of previous submissions for easy tracking.
- Responsive UI that works well on desktops, tablets, and mobiles.
- Real-time interactivity using jQuery for rating stars and form submission.

4. Design Sections

- a) Layout & Styling
 1. Background: light grey (#f4f6f9).
 2. Feedback form styled with rounded corners, shadows, and padding.
 3. Font Awesome stars for rating icons.
- b) Rating Section

4. Interactive star-based rating system.
 5. Stars change color (#f39c12) when hovered/selected.
 6. Selected rating stored in a hidden input field.
- c) Feedback Text
7. Text area for comments (mandatory).
 8. Placeholder guiding users to write feedback.
- d) Form Validation
9. Ensures rating and comments are both filled.
 10. Displays error messages (alert-danger) for missing inputs.
- e) Data Storage
11. Feedback stored in browser localStorage in JSON format.
 12. Allows persistence across page reloads.
- f) Feedback History
13. Displays previous feedback below the form.
 14. Shows both rating (in stars) and comment.
 15. Updates dynamically after each submission.

5. Code Snippets (Optional)

Example: Star Rating Interaction (jQuery)

```
$("#ratingStars i").on("click", function() {  
  let val = $(this).data("value");  
  $("#rating").val(val);  
  $("#ratingStars i").each(function(index) {  
    $(this).toggleClass("selected", index < val);  
  });  
});
```

Example: Saving Feedback to Local Storage

```
let feedbackData = JSON.parse(localStorage.getItem("feedback")) || [];  
feedbackData.push({ rating, comments });  
localStorage.setItem("feedback", JSON.stringify(feedbackData));
```

6. Screenshots of the Webpages

Customer Feedback

Rate Our Service:

★★★★★

Your Comments

Write your feedback here...

✓ Thank you for your feedback!

Submit Feedback

Previous Feedback

Rating: 4	★	Comment: good
Rating: 5	★	Comment: nice

- Feedback form with star rating.
- Form validation error message.
- Submitted feedback confirmation.
- Feedback history list.

7. Group Member Details

Name	Roll Number	Role in Project
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Vikhaas C K	2461036	HTML Structure & Content & CSS/Bootstrap Styling
Prajan	2461023	JavaScript Interactivity & Documentation & Report