Front-End UI/UX Mini Project

1. **Title**

   - **Project Title**: _Customer Feedback Form_

   - **Submitted By**:
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   - **Course**: _UI/UX Design Fundamentals_
   - **Instructor Name**: _Nagaveena._
   - **Institution**: _Christ University_
   - **Date of Submission**: _26/09/2025_

Customer Feedback Form

2. Project Overview

The Customer Feedback Form is a web-based application that enables businesses to collect structured feedback from customers. It provides an interactive interface for users to rate services/products, write detailed comments, and submit the form for review. This system ensures customer voices are captured efficiently and helps businesses improve their offerings based on real insights.

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3. Objectives

- To design a simple yet effective feedback collection mechanism.

- To provide customers with an easy-to-use form for expressing satisfaction levels and comments.

- To validate and ensure data accuracy before submission.

- To make the form accessible across devices with responsive design.

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4. Scope of the Project

- Frontend implementation only.

- Includes a star rating system for services/products.

- Provides text areas for additional comments and feedback.

- Includes form validation for better data quality.

- Fully responsive on desktops, tablets, and mobiles.

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5. Features (Detailed)

5.1 Rating System

- Interactive star rating system (1–5 stars).

- Customers can visually select the level of satisfaction.

- Real-time highlighting of selected rating.

5.2 Text Areas

- Large input areas for customer comments.

- Allows both short and detailed responses.

- Placeholder text to guide customer input.

5.3 Submit Functionality

- Validation ensures name, email, and feedback fields are correctly filled.

- Displays a success/failure notification on submission.

- Placeholder for future backend integration (e.g., database storage, email notification).

5.4 Responsive Design

- Uses Bootstrap Grid System for adaptive layouts.

- Mobile-friendly form elements.

- Optimized for desktop, tablet, and mobile.

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6. System Design

6.1 Architecture

- Client-side only application.

- HTML for structure, CSS for design, JavaScript/jQuery for validation and interactivity, Bootstrap for responsiveness.

6.2 Layout Structure

1. Header: Title "Customer Feedback Form".

2. Form Body:

   - Name field.

   - Email field.

   - Star rating widget.

   - Comment text area.

   - Submit button.

3. Footer: A thank-you note or company details.

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7. Implementation Plan

Phase 1: Requirement Analysis

- Identify fields needed for capturing customer feedback.

Phase 2: Design & Wireframing

- Create form layout in wireframes.

- Decide on rating system design (stars).

Phase 3: Development

- Build HTML structure.

- Add CSS and Bootstrap for styling.

- Implement star rating system using jQuery.

- Add validation using JavaScript.

Phase 4: Testing

- Test form responsiveness across devices.

- Validate input fields and rating selection.

Phase 5: Deployment

- Host form on web server (GitHub Pages, Netlify, etc.).

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8. Technologies Used

- Frontend: HTML5, CSS3, Bootstrap, JavaScript, jQuery.

- Design Tools: Figma/Canva for mockups.

- Deployment (Future): GitHub Pages or Netlify.

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9. Testing Plan

- Validation Testing: Ensure required fields are filled before submission.

- Usability Testing: Check ease of use and clarity of instructions.

- Compatibility Testing: Verify across browsers (Chrome, Firefox, Edge, Safari).

- Responsiveness Testing: Check adaptability on desktop, tablet, and mobile.

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10. Expected Outcomes

- A working, professional Customer Feedback Form.

- Easy-to-use star rating system.

- Responsive design adaptable to all devices.

- Improved customer engagement and feedback collection.

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11. Challenges & Solutions

- Challenge: Designing an intuitive star rating system.

    - Solution: Use jQuery hover/click effects to highlight stars dynamically.

- Challenge: Maintaining responsiveness.

    - Solution: Use Bootstrap grid and media queries.

- Challenge: Handling form submissions without a backend.

    - Solution: Placeholder for backend integration.

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12. Future Enhancements

- Store feedback in a database for analytics.

- Send email notifications to admin upon new feedback.

- Add emoji-based rating system as an alternative.

- Implement admin dashboard to view and analyze responses.

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13. Conclusion

The Customer Feedback Form is a practical, user-friendly tool that helps businesses collect and analyze customer opinions. With an intuitive star rating system, responsive design, and validated inputs, this project provides an excellent foundation for customer engagement and continuous improvement.
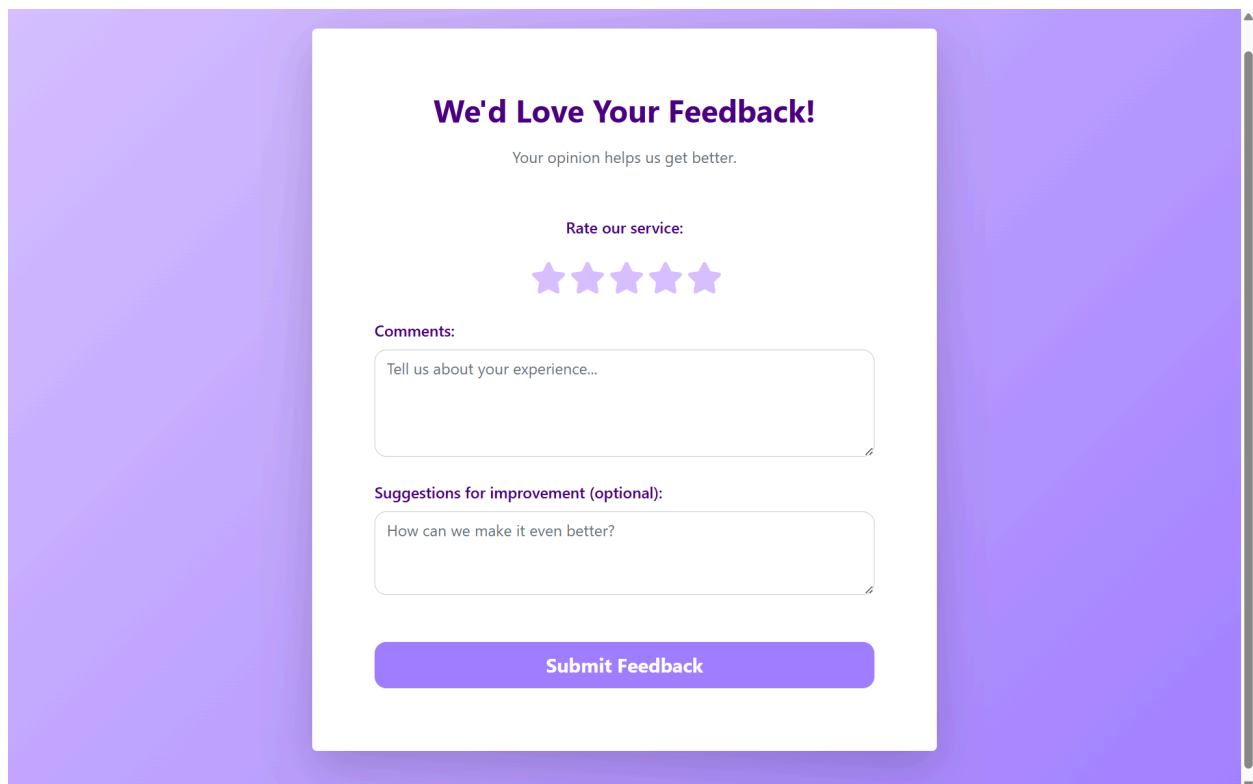
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14. Sample Folder Structure

This project's structure includes index.html, optional about.html, portfolio.html, contact.html, and folders for css (style.css), js (script.js), img (project images, profile picture), vendor (bootstrap), and README.md.

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15. Output Screenshots

We'd Love Your Feedback!

Your opinion helps us get better.

Rate our service:

⭐ ⭐ ⭐ ⭐ ⭐

Comments:

The form layout is simple and easy to navigate, which encourages customers to provide feedback without hesitation.

Suggestions for improvement (optional):

Currently, feedback is not stored or processed. Integration with a backend system (e.g., database, email API) would make the form more useful.

Submit Feedback

We'd Love Your Feedback!

Your opinion helps us get better.

Thank you for your feedback!

16. Sample Code Skeleton

index.html

```html
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <title>Customer Feedback Form</title>
  <link href="css/style.css" rel="stylesheet">
  <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
</head>
<body>
  <div class="container mt-5">
    <h2 class="text-center">Customer Feedback Form</h2>
    <form id="feedbackForm">
      <div class="form-group">
        <label>Name</label>
        <input type="text" class="form-control" placeholder="Enter your name" required>
      </div>
      <div class="form-group">
        <label>Email</label>
        <input type="email" class="form-control" placeholder="Enter your email" required>
      </div>
      <div class="form-group">
        <label>Rate our service:</label>
        <div class="rating">
          ★ ★ ★ ★ ★
        </div>
      </div>
```

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

        <label>Comments</label>

        <textarea class="form-control" rows="4" placeholder="Write your feedback..."
required></textarea>

      </div>

      <button type="submit" class="btn btn-primary">Submit</button>

    </form>

  </div>


  <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>

  <script src="js/script.js"></script>

</body>

</html>
```