Front-End UI/UX Mini Project

CUSTOMER FEEDBACK FORM

Submitted By:

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Course: L&T FrontEnd UI/UX

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Abstract:

This project presents a responsive Customer Feedback Form designed to collect user opinions effectively. The form integrates a star rating system to quantify customer satisfaction and a text area for detailed feedback. It incorporates validation and submission functionality to ensure accurate data collection. Developed using HTML, CSS, Bootstrap, JavaScript, and jQuery, the form adapts seamlessly across devices, ensuring a smooth user experience. The clean design,

interactive rating system, and responsive layout make it an efficient tool for capturing and analyzing customer feedback in real time.

Objectives:

- To design a clean and user-friendly customer feedback form.
- To implement a star rating system for measuring customer satisfaction.
- To provide a text area for users to enter detailed feedback.
- To ensure form validation before submission for reliable data collection.
- To build a responsive layout using Bootstrap for compatibility across devices.
- To enhance user experience through interactive design and simplicity.

Scope of the Project:

- Focuses only on the front-end development of the feedback form.
- Covers UI design and client-side validation without backend/database integration.
- Designed to function seamlessly on desktop, tablet, and mobile devices.
- Uses HTML, CSS, Bootstrap, JavaScript, and jQuery as core technologies.
- Provides a reusable template that can be integrated into any website or web application.
- Limited to collecting and displaying feedback; storage and analytics are outside the current scope.

Tools & Technologies Used

Tool/Technology	Purpose
HTML5	Provides the structure and content of the form
CSS3	Styles the layout, fonts, and background for a clean UI
VS Code	Code editor used for development
Google Chrome	Used for testing and debugging
Bootstrap 5	Ensures responsive design across desktop, tablet, and mobile devices.
JavaScript	Adds functionality such as validation and dynamic interactions
jQuery	Simplifies DOM manipulation for star rating

	and form handling
Font Awesome	Provides star icons for the rating system

HTML Structure Overview:

- The form is built using semantic HTML5 tags such as form>,<label>,<input>, and <textarea>.
- A hidden input field is used to store the selected star rating.
- The star rating system is created with `<i>` elements from Font Awesome for clickable icons.
- The form includes a textarea for detailed comments and a submit button for user interaction.
- The layout is wrapped inside a Bootstrap container for responsive alignment.
- Validation messages are implemented using Bootstrap's `invalid-feedback` class.

CSS Styling Strategy

- A background image is applied to the `body` with `background-size: cover` and `background-attachment: fixed` for a full-screen effect.
- The feedback form is styled inside a card-like container with a white, semi-transparent background (`rgba`) for readability.
- Box shadows and rounded corners (`border-radius`) are used to enhance the form's visual appeal.
- The star icons are styled with a default gray color and a gold highlight (`color: #f1c40f`) when selected.
- Responsive design is achieved using Bootstrap's grid system and utility classes.
- Padding, spacing, and font sizes are adjusted for readability across devices.

Key Features:

Feature	Description
Star Rating System	Allows users to rate the service/product from 1 to 5 stars using clickable icons.
Text Feedback Area	Provides a textarea for users to share detailed comments and suggestions.
Form Validation	Ensures that both rating and feedback fields are completed before submission.

Responsive Design	Built with Bootstrap, ensuring compatibility across desktops, tablets, and mobiles.
Interactive UI	Uses jQuery for dynamic star selection and real-time feedback.
Background Image	Enhances the user experience with a clean, modern look.
Confirmation Alert	Displays a thank-you message with user's rating and comments upon successful submission.
Feature	Description
Star Rating System	Allows users to rate the service/product from 1 to 5 stars using clickable icons.
Text Feedback Area	Provides a textarea for users to share detailed comments and suggestions.

Challenges Faced & Solutions:

Challenge	Solution
Implementing a star rating system that allows users to select 1–5 stars	Used Font Awesome stars with `data-index` and jQuery click event to mark selected stars and store the value in a hidden input field
Making the form readable over a background image	Applied `rgba` background to the form container for slight transparency and added padding and box-shadow for clarity
Allowing dynamic star selection	Added jQuery logic to add/remove the `checked` class based on user selection
Resetting the form after submission	Used JavaScript to reset the form fields, remove `checked` classes from stars, and reset the hidden rating value

Outcome:

Customers can easily provide ratings using a star-based system.
Users can submit detailed feedback through a comment section.
The form is visually appealing with a background image and transparent card layout.
Dynamic star rating provides interactive visual feedback.
Form validation ensures ratings and comments are not left empty.
The form is responsive and works well on desktops, tablets, and mobile devices.
After submission, the form resets automatically for reuse.
The design allows easy integration with a backend to store and analyze feedback.

Future Enhancements:

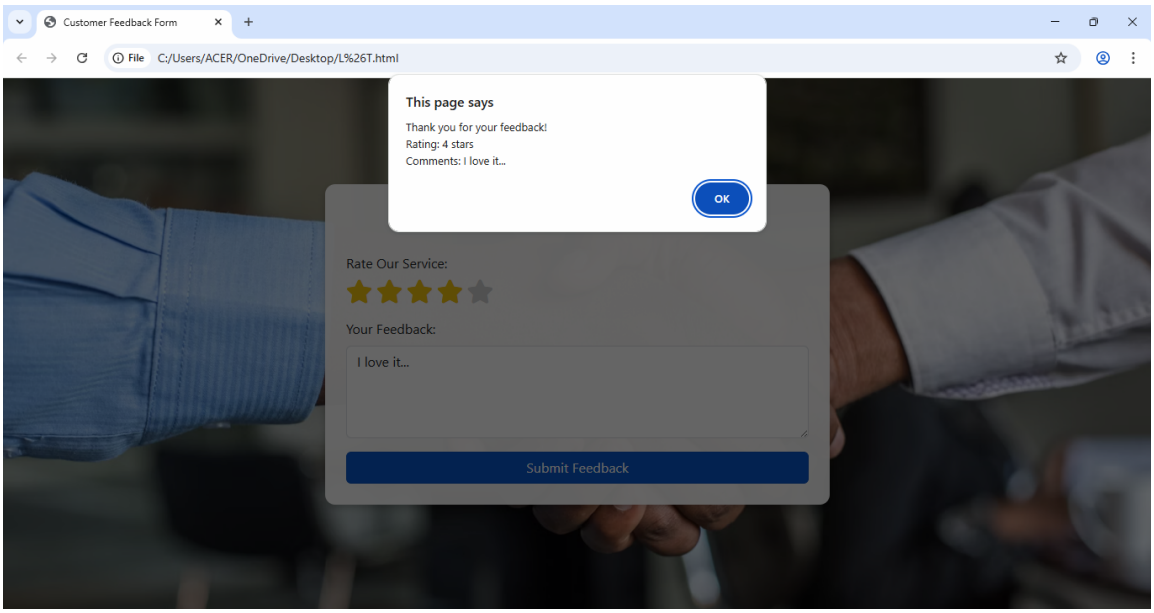
Backend integration to store feedback in a database for analysis and reporting.
Email notifications to users after submission.
Analytics dashboard to visualize ratings and comments with charts.
Multi-language support for feedback submission.
Improved accessibility with ARIA labels, keyboard navigation, and screen reader support.
Star hover animation for better user experience.
File upload option to allow users to attach screenshots or images with feedback.
Sentiment analysis to automatically analyze comments for positive or negative feedback.
Mobile app integration to sync feedback across web and mobile platforms.
Customizable themes to allow changing form colors or background images dynamically.

Sample Code:

```
<!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>
  <l                                    delivr.net/npm/bootstrap@5.3.0/dist/css/bootstrap.min.css" rel="stylesheet">
  <l                                    f="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/6.4.0/css/all.min.css">
  <s
    body {
      background: url("https://images.unsplash.com/photo-1521791136064-7986c2920216?auto=format&fit=crop&w=
      background-size: cover;
      min-height: 100vh;
      margin: 0;
      display: flex;
      align-items: center;
      justify-content: center;
    }
    .feedback-form {
      max-width: 600px;
      margin: 50px auto;
      background: rgba(255, 255, 255, 0.95);
      padding: 25px;
      border-radius: 12px;
      box-shadow: 0px 4px 8px rgba(0,0,0,0.2);
    }
    .star-rating .fa-star {
      font-size: 28px;
      cursor: pointer;
      color: #ccc;
    }
    .star-rating .fa-star.checked {
      color: #f1c40f;
    }
  </style>
</head>
<body>
  <div class="container">
    <div class="feedback-form">
      <h3 class="text-center mb-4">Customer Feedback</h3>
      <form id="feedbackForm">
        <div class="mb-3">
          <label class="form-label">Rate Our Service:</label>
          <div class="star-rating">
            <i class="fa fa-star" data-index="1"></i>
            <i class="fa fa-star" data-index="2"></i>
            <i class="fa fa-star" data-index="3"></i>
            <i class="fa fa-star" data-index="4"></i>
            <i class="fa fa-star" data-index="5"></i>
          </div>
          <input type="hidden" name="rating" id="rating" required>
          <div class="invalid-feedback">Please select a rating.</div>
        </div>
        <div class="mb-3">
          <label for="comments" class="form-label">Your Feedback:</label>
          <textarea class="form-control" id="comments" name="comments" rows="4" placeholder="Write your fee
          <div class="invalid-feedback">Please enter your feedback.</div>
        </div>
        <button type="submit" class="btn btn-primary w-100">Submit Feedback</button>
      </form>
```

```
  <script src="https://code.jquery.com/jquery-3.7.0.min.js"></script>
  <script src="https://cdn.jsdelivr.net/npm/bootstrap@5.3.0/dist/js/bootstrap.bundle.min.js"></script>
  <script>
    $(document).ready(function() {
      let selectedRating = 0;
      $(".star-rating .fa-star").on("click", function() {
        selectedRating = $(this).data("index");
        $("#rating").val(selectedRating);
        $(".star-rating .fa-star").removeClass("checked");
        for (let i = 1; i <= selectedRating; i++) {
          $(".star-rating .fa-star[data-index='" + i + "']").addClass("checked");
        }
      });
      $("#feedbackForm").on("submit", function(event) {
        event.preventDefault();
        if ($("#rating").val() === "" || $("#comments").val().trim() === "") {
          this.classList.add("was-validated");
          return;
        }
        alert("Thank you for your feedback!\nRating: " + selectedRating + " stars\nComments: " + $("#commer
        this.reset();
        $(".star-rating .fa-star").removeClass("checked");
        selectedRating = 0;
        $("#rating").val("");
        this.classList.remove("was-validated");
      });
    });
  </script>
</body>
</html>
```

Screenshots of Final Output:



Conclusion:

The Customer Feedback Form project successfully provides an interactive and user-friendly platform for collecting customer opinions. It integrates a star-based rating system and a comment section, ensuring meaningful feedback while maintaining data integrity through validation. The responsive design and visual layout enhance usability across devices. This project lays a strong foundation for future enhancements, including backend integration, analytics, and improved accessibility, making it a valuable tool for understanding and improving customer satisfaction.

References:

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