

Information for Testers

Pre-Launch Review: Web User Feedback(M1)

<p>Developers: Please fill in the following so that testers understand what the intended behaviour for this feature should be.</p> <p>Testers: Feel free to leave comments on the document with any questions!</p>	
Target user	Learners, Contributors
Brief description of feature	Creates a global feedback entrypoint available on all learners and user-facing pages. Users will be able to submit both platform-level and lesson-specific feedback from any page. The system will allow for optional screenshots and capture light session logs. All feedback will be stored in one place and can be reviewed easily through an admin interface. The existing creator feedback tab and the feedback-updates page will also be redesigned to work with the new system.
URL for testers to start from (if applicable)¹	
Link to GitHub issue on ProdOps tracker	https://github.com/oppia/product-operations-team/issues/58
Link to PRD	☰ Oppia PRD: Web User Feedback
Link to TDD	☰ GSoC'26 Proposal -- Web user feedback (Nitish Kumar)
Link to mocks	☰ Mocks for Web user feedback
Links to relevant PRs (e.g. with screencast videos)	
Link to backup-server metrics dashboard (if this is an external-user-facing feature) – ProdOps to provide	
Other useful links	<ul style="list-style-type: none"> CUJs spreadsheet: 📄 CUJs for Web User Feedback

¹ This should start with a '/', e.g. '/learn/math'.

List of CUJs to test

Developers: Please list the CUJs that this feature covers. This includes journeys that entail the feature flag, as well as journeys which we should verify that the new feature doesn't affect adversely. Testers will use this table as the basis for their testing.











- For external Web users, use only Columns A and B of rows in [\[WIP\] Critical User Journeys for Web \(External Users\) -- v3](#) . If your feature changes CUJs, there should already be "feature-flag" rows in the CUJ sheet.
- For internal Web users, use [Critical User Journeys for Web \(Internal Users\) -- v3](#) . If your feature changes CUJs, there should already be "feature-flag" rows in the CUJ sheet.
- For Android users, use [Oppia Android Critical User Journeys v2 \(CUJs\)](#) and specify the updated CUJs in the section below.
- For developer-facing projects, use the Developer CUJs at [Web Dev Workflow: Quarterly Plans](#) or [Android Dev Workflow: Quarterly Plans](#) , and specify the updated CUJs in the section below.

Milestone-1 CUJs:

Note: Any CUJ that includes My Suggestion tab, should be ignored for this Milestone. I have added a list of those journeys for each CUJ to avoid any confusion.

Before testing make sure that **Feature flag: web_feedback_modal_enabled** is enabled on the server.

CUJ	Status	Goal
LO.15	Feature flag: web_feedback_modal_enabled IN DEV	Submit anonymous feedback or report a lesson issue. CUJs to avoid checking: 1. Not Part of this Project: a. Critical User Journeys for Web (External ... 2. Will be implemented in next milestone a. N/A
LO.16	Feature flag: web_feedback_modal_enabled IN DEV	Report a broken layout or static page bug as a guest user. CUJs to avoid checking: 1. Not Part of this Project: a. Critical User Journeys for Web (External ... 2. Will be implemented in next milestone: a. N/A
LI.7	Feature flag:	Submit open-ended feedback on a lesson and track creator

	<p>web_feedback_modal_enabled</p> <p>IN DEV</p>	<p>responses on my dashboard.</p> <p>CUJs to avoid checking:</p> <ol style="list-style-type: none">1. Not Part of this Project:<ol style="list-style-type: none">a.  Critical User Journeys for Web (External ...2. Will be implemented in next milestone:<ol style="list-style-type: none">a.  Critical User Journeys for Web (External ...b.  Critical User Journeys for Web (External ...c.  Critical User Journeys for Web (External ...d.  Critical User Journeys for Web (External ...e.  Critical User Journeys for Web (External ...f.  Critical User Journeys for Web (External ...g.  Critical User Journeys for Web (External ...h.  Critical User Journeys for Web (External ...i.  Critical User Journeys for Web (External ...
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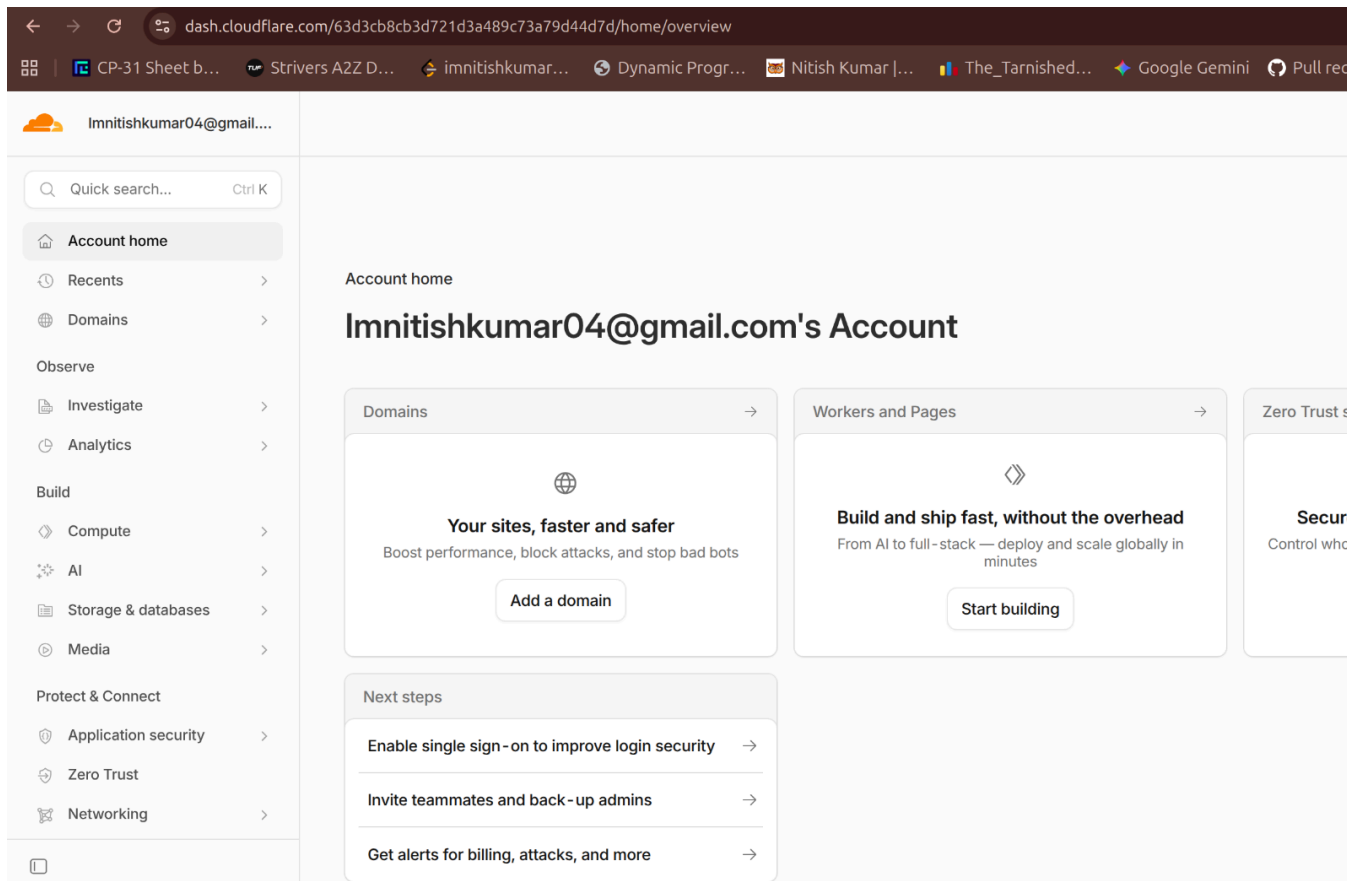
Instructions for Server Admins

Information for Server Admins

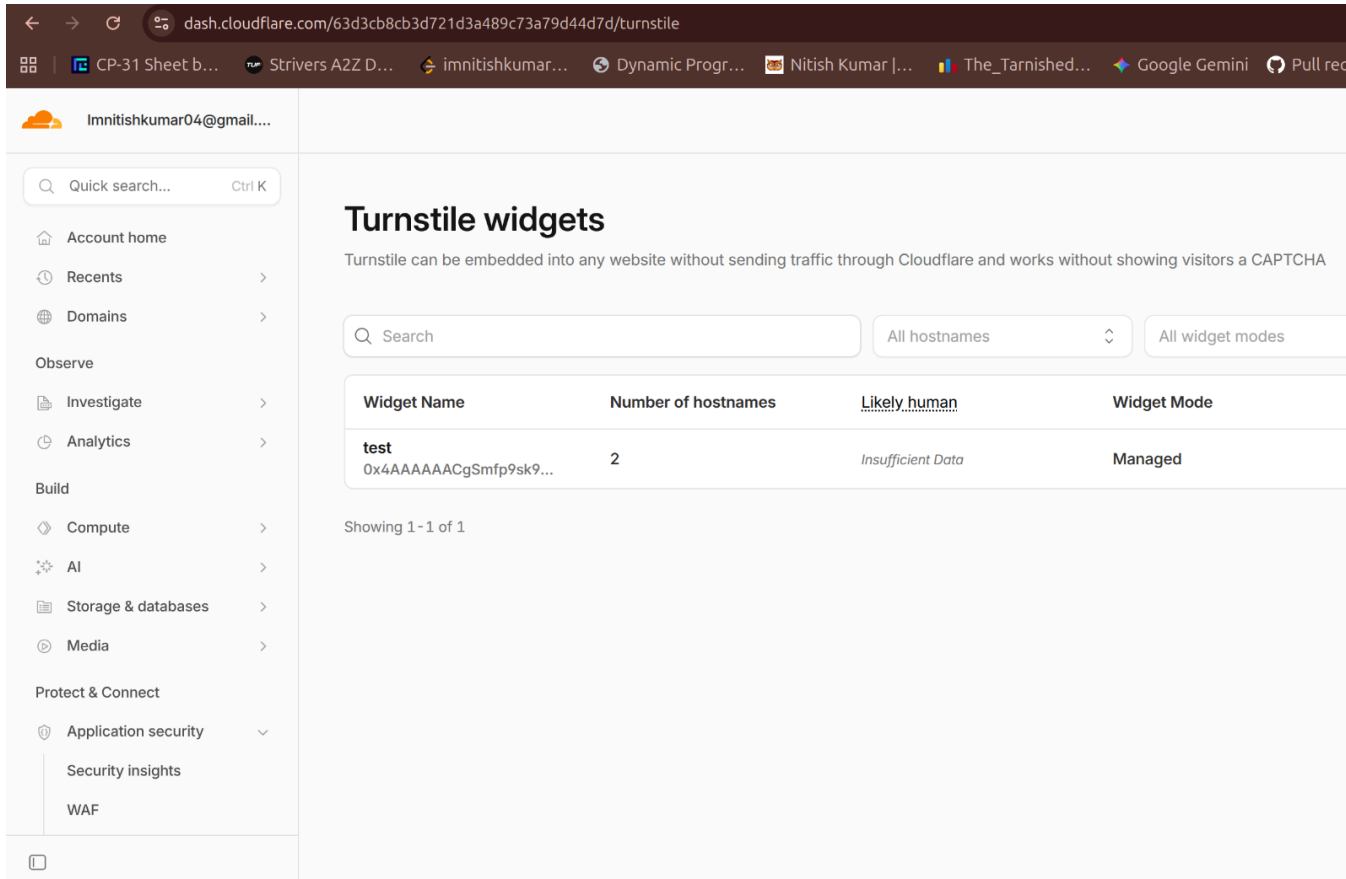
Steps to set up server data

Instructions for creating a Turnstile Widget:

1. Log in to the Cloudflare dashboard. (<https://dash.cloudflare.com/login>)
2. Click on the Quick search button on top-left of the dashboard,



3. Type turnstile over there and the following page will open.



4. Click on **Add widget** button.
5. Give the widget a descriptive name (for example, **Oppia Backup Feedback**).
6. Add the backup server domain to the allowed hostnames list(respectively for other servers).
7. Use the Managed widget mode.
8. Click Create button.
9. After this we will land on a page showing the site and secret Key.
10. Add the Cloudflare Turnstile site key and secret key to the backup,Test and prod server's secret configuration. The secret names are CLOUDFLARE_TURNSTILE_SITE_KEY and CLOUDFLARE_TURNSTILE_SECRET_KEY

Initial Dry-Run

Thanks for helping do a dry-run for this feature!

Please conduct a thorough review of the product from an end-user perspective (if this is an external feature), or your team's perspective (if this is an internal feature). Helpful resources:

- [How to Conduct an Oppia Product Review](#)
- See [this Drive folder](#) for previous product reviews

If any serious issues are found during testing, please ask the developer to fix them before continuing with the feature launch process. Also, if any CUJs aren't clear, please leave comments on the CUJ doc/sheet (or fill in the table at the bottom of this document), so that the developer can fix them.

Finally, if this is an external-user-facing feature, verify that the metrics from the PRD are being collected correctly on the ProdOps backup-server dashboard (linked in the "Information for Testers" sheet).

The process should only proceed to further QA testing when:

- All issues found are fully addressed.
- All CUJ comments are fully addressed (both in the CUJ doc, and also in the table at the bottom of this document tab).
- (If the feature is for external users) Metrics collection is working correctly.

Initial Product Review

Testing Progress	<input type="radio"/> Not Started ▾
Reviewer (ProdOps)	
Date conducted	
Testing method	(Choose one) <ul style="list-style-type: none">• Watched a video• Watched a live demo by the feature author• Tested the feature on my local machine• Tested the feature on the backup server• Tested the feature on the test server• Tested the feature on a production server• Other (please specify)
Tested on	(Select all that apply) <ul style="list-style-type: none">• Desktop• Mobile

Product Issues

No.	Brief description of issue and expected behaviour	Link to full issue on GitHub (including screenshots)	Add Only
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	<i>This is just a summary; please provide full info in the GitHub issue.</i>		<i>review this column should provide explicit info in the issue</i>
1.			No
2.			No
3.			No
4.			No
5.			No
6.			No
7.			No
8.			No
...			No

CUJ Fixes

Use this table for any parts of the CUJs that are unclear. (You can also leave comments directly in the CUJ sheet/document.)

No.	Which CUJ description is problematic?	Description of issue	Add <i>Only should provide column do so explicit the i</i>
1.			No
2.			No
3.			No
4.			No

5.			No
6.			No
7.			No
8.			No
...			No

Metrics Issues

Make a copy of columns 1, 2 and 5 of the “Automatically-collected metrics” table in the PRD. Verify that each metric shows up on the dashboard and is being calculated properly (you can perform actions on the backup server and ensure that those get reflected in the metrics).

Outcome	Metric (numeric)	What to report (for the metric)	Is
			U
			U
			U
			U
			U

QA testing

QA team: Please see the sub-tabs in the left sidebar. Claim one of them by adding your name, then follow the instructions in the corresponding sub-tab.

Thanks!

 [NAME 1]

Hi QA team member,

Thanks for helping test this feature before it goes live!

Please claim a sub-tab in the left sidebar of this document, and change “[NAME #]” to your name.

Then, in that sub-tab, conduct a thorough evaluation of the product from a user perspective, based on the “Information for Testers” tab on the left (see “Which CUJs should be Tested?”). See

☐ [How to Conduct an Oppia Product Review](#) for more information. Test all the CUJs carefully and confirm that there are no bugs.

You can delete this yellow box after reading it. If you have any questions, feel free to contact qa-leads@oppia.org for guidance. Thanks!

Feature Testing Review

Testing Progress	<input type="radio"/> Not Started - <i>When you change this, please also update the corresponding emoji in the sidebar (click the three-dot menu, then select “Choose emoji”) to one of: “white circle”, “prohibited”, “yellow circle”, “red circle”, “green circle”. Thanks!</i>
Reviewer (QA)	
Date conducted	
Testing method	(Choose one) <ul style="list-style-type: none">• Watched a video• Watched a live demo by the feature author• Tested the feature on my local machine• Tested the feature on the backup server• Tested the feature on the test server• Tested the feature on a production server• Other (please specify)
Tested on	(Select all that apply) <ul style="list-style-type: none">• Desktop• Mobile

Product Issues

To populate the “Goal”, refer to “Information for Testers” > “List of CUJs to test”.

Test each of the goals mentioned there thoroughly. Create as many subsections in the table below as needed (there should be one subsection per goal).

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Goal:

1.				No ▾
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3.				No ▾
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Goal:

1.				No ▾
2.				No ▾
3.				No ▾
4.				No ▾
...				No ▾

Goal:

1.				No ▾
2.				No ▾
3.				No ▾
4.				No ▾
....				No ▾

 [NAME 2]

Hi QA team member,

Thanks for helping test this feature before it goes live!

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Feature Testing Review

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Goal:

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Goal:

1.				No ▾
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3.				No ▾
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...				No ▾

Goal:

1.				No ▾
2.				No ▾
3.				No ▾
4.				No ▾
....				No ▾

 [NAME 3]

Hi QA team member,

Thanks for helping test this feature before it goes live!

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Goal:

1.				No ▾
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Goal:

1.				No ▾
2.				No ▾
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4.				No ▾
...				No ▾

Goal:

1.				No ▾
2.				No ▾
3.				No ▾
4.				No ▾
....				No ▾

 [NAME 4]

Hi QA team member,

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Goal:

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Goal:

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Goal:

1.				No ▾
2.				No ▾
3.				No ▾
4.				No ▾
....				No ▾

 [NAME 5]

Hi QA team member,

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Goal:

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Goal:

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