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Frequently, Web sites are designed without considering the needs of the users. As a result, the Web site often fails to fulfill its intended purpose. User-Centered Web Development guides readers through the process of designing Web-based resources based on the needs of the user. This text will take the reader from the initial idea of developing a Web site, through determining the mission of the Web site, collecting the requirements, designing the pages, performing usability testing, and implementing and managing a Web site. Further, large case studies will assist readers in comprehending how these user-centered design concepts can be applied to real-world settings. The author has shown how to implement his design concepts in three case studies spread throughout the book, a non-profit, an educational Web site and Eastman Kodak.