

### Appendix E – Questionnaire - flexibility

Questions	Strongly disagree (1)	(2)	(3)	Neither agree nor disagree(4)	(5)	(6)	Strongly agree (5)
Can the interface elements be displayed according to the user's needs?							
Are users allowed to customize windows and commands (shortcut keys, customization)?							
Does the website provide data selection to be displayed by the user? [Lin et al 1997]							
Does it provide zooming for display expansion? [Lin et al 1997]							
Does the website provide function keys for track frequent inputs? [Lin et al 1997]							
Does the website provide global search and replaceability? [Lin et al 1997]							
Is it possible to easily redo an action previously performed?							
Does the design adapt to changes in screen resolution? [Granollers 2018]							

### Appendix F – Questionnaire - environment flexibility

Questions	Strongly disagree (1)	(2)	(3)	Neither agree nor disagree(4)	(5)	(6)	Strongly agree (7)
The website is flexible to be used in different browsers?							
The website is flexible to be used in different devices (smartphones, tablets)?							