Date: April 26, 2018

Customer: Northwestern University

Subject: Compliance with Section 508 Accessibility Standards, 36 CFR Part 1194 (“508 Standards”)

Product: SAS® Software Products operating in the Version 9.4 environment

Contact: accessibility@sas.com

The information in this document is provided by SAS Institute Inc. (“SAS”).

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

Documentation is available in at least one of these formats: hardcopy, PDF, or HTML. If SAS does not already provide documentation in an accessible format, SAS will do so upon request.

(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.

The standard documentation that SAS makes available as described in the response to (a) above with respect to most of these products includes a description of the accessibility and compatibility features of the products. In cases where the documentation for any of these products does not include a description of the accessibility and compatibility features of the applicable product, upon request of a customer of such product, SAS will make available to the customer a description of the accessibility and compatibility features of the product in an accessible format.

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

SAS currently provides multi-modal technical support through unlimited telephone support, access to support resources on our World Wide Web site at www.sas.com/ts, and e-mail, fax, and mail support. In addition, specific support staff members use assistive technologies, including the JAWS screen reader, to duplicate the customer experience and aide in troubleshooting accessibility anomalies reported.