

SHANA MAKOS
Curriculum Vitae

smakos2@illinois.edu | LinkedIn.com/in/shanamakos

EDUCATION

- Ph.D. **University of Illinois Urbana-Champaign, Department of Communication**
Dissertation Advisor: Dr. Charee M. Thompson
Committee Members: Dr. Will Barley, Dr. Cabral Bigman, Dr. Michelé Koven
Research Interest: Interpersonal and Health Communication
Degree pursuit in progress
- M.A. **Colorado State University, Department of Communication Studies**
Thesis: *“Friends Don’t Let Friends Fat Talk”: Memorable messages and the impact of narrative sharing and dissonance-based intervention on sorority affiliated peer health educators*
Thesis Advisor: Dr. Elizabeth A. Williams
Committee Members: Dr. John P. Crowley and Dr. Marilee Long
Major Area: Organizational Communication
May 2015
- B.A. **Chapman University, Department of Communication Studies**
Advisor: Dr. Jennifer Waldeck
Major Area: Communication Studies | Minor Area: Public Relations
May 2010

RESEARCH INTERESTS

Interpersonal Communication, Health Communication, Community, Sport, Stigma, Identity, Inclusion and Exclusion, Qualitative Methods

ACADEMIC AWARDS AND HONORS

Honors

Health Communication Division Top Paper Recipient. Thompson, C. M., Babu, S., & **Makos, S.** “It Does Make You Feel Like You’re Crazy:” Women’s Experiences of Health-related Communicative Disenfranchisement. National Communication Association. 2022.

Sports Communication Top Student Paper Recipient. What CrossFit Athletes Consider When Choosing to Reveal or Conceal Their Invisible Health Conditions. International Communication Association. 2021.

Identified on the List of Teachers Ranked as Excellent by their Students. University of Illinois at Urbana-Champaign. Fall 2019, Spring 2020, Fall 2020, Spring 2021, Fall 2021, Spring 2022.

Top Graduate Paper Award Recipient. “Friends Don’t Let Friends Fat Talk”: The Body Project as a Workshop to Increase Articulateness and Decrease Female Oppression. Rocky Mountain Communication Association. 2015.

Gordon F. Hostetler Memorial Scholarship Recipient. Department of Communication Studies, Colorado State University. Awarded to the top graduate student in communication studies. 2014.

Grant and Fellowship Funding

Ruth Anne Clark Student Scholar Award. A competitively selected award intended to assist UIUC's most promising students pursuing research. Awarded as a \$3,000 grant. 2022.

Marion Morse Wood Fellowship Recipient. The \$12,000 fellowship supports two graduate students whose research focuses on interpersonal communication. Awarded by the Graduate College, University of Illinois at Urbana-Champaign. Awarded for the 2022 – 2023 academic year.

Expressive writing to cope with relational transgressions in dating relationships: A test of the dual-process model. Communication Studies Seed Grant, Colorado State University. \$4,113.84. Co-Principle Investigator with John P. Crowley, Joe Whitt and Kirsten Graham. 2014.

SCHOLARSHIP

Peer-Reviewed Publications

Thompson, C. M., Babu, S., & **Makos, S.** (2023). A grounded theory of credibility work and illness: The case of women on trial in health care. *Communication Research*. In press.

Voorhees, H. L., **Makos, S.**, Babu, S., Taniguchi-Dorios, E., & Thompson, C. M. (2023). Everyday support provision to individuals with chronic illness: A needs assessment. *Personal Relationships*. <http://doi.org/10.1111/per.12491>

Guntzviller, L. M., Pulido, M., Kelpinski, L. F.*, **Makos, S***, Rollins, D.*, Zenzola, N.*, & Babu, S. (2023). An extension of advice response theory over time. *Human Communication Research*. <https://doi.org/10.1093/hcr/hqad017> *Authors listed in alphabetical order.

Thompson, C. M., Duerringer, C., Romo, L. K., & **Makos, S.** (2023). Personal responsibility, personal shame: A discourse tracing of individualism about health and finances. *Rhetoric of Health & Medicine*, 6(1), 64-94. <https://doi.org/10.5744/rhm.2023.6004>

Thompson, C. M., Babu, S., & **Makos, S.** (2022). Women's experiences of health-related communicative disenfranchisement. *Health Communication*. <https://doi.org/10.1080/10410236.2022.2137772>

Caban, S., **Makos, S.**, & Thompson, C. M. (2022). The role of interpersonal communication in mental health literacy interventions for young people: A theoretical review. *Health Communication*. <https://doi.org/10.1080/10410236.2022.2121473>

Crowley, J.P., Denes, A., Ponivas, A., **Makos, S.**, & Whitt, J. (2021). Forgiveness through writing: Exploring the associations between narrative completeness, emotional expression, and physiology on forgiveness. *Narrative Inquiry*. <https://doi.org/10.1075/ni.20017.cro>

Crowley, J. P., Denes, A., **Makos, S.**, & Whitt, J. (2019). The longitudinal effects of expressive writing on victims of relational transgressions. *Health Communication*, 34(6), 618-630. <https://doi.org/10.1080/10410236.2018.1431017>

Crowley, J. P., Denes, A., **Makos, S.**, & Whitt, J. (2018). Threats to courtship and the physiological response: Testosterone mediates the relationship between relational uncertainty and disclosure for dating partner recipients of relational transgressions. *Adaptive Human Behavior and Physiology*, 4(3), 264-282. <https://doi.org/10.1007/s40750-018-0092-5>

Denes, A., Crowley, J. P., **Makos, S.**, Whitt, J., & Graham, K. (2018). Navigating difficult times with pillow talk: Post sex communication as a strategy for mitigating uncertainty during relational transgression. *Communication Reports*, 31(2), 65-77. <https://doi.org/10.1080/08934215.2017.1386792>

Peer-Reviewed Publications: In Progress

Thompson, C. M., Voorhees, H. L., Taniguchi-Dorios, E., **Makos, S.**, Pool, K., & Babu, S. (2023). Development and assessment of an emotional support provision training for social network members in the context of chronic illness. Submitted to *Journal of Applied Communication Research*.

Romo, L. K., **Makos, S.**, Hooper, M., Taussig, M., & Wright, M. (2023). An examination of visually impaired individuals' uncertainty management. Revise and resubmit to *Health Communication*.

Makos, S., & Thompson, C. M. (2022). Core and Catalyst Criteria Motivating CrossFit Athletes to Reveal or Conceal their Invisible Health Conditions. Revise and resubmit to *Health Communication*.

Competitive Conference Participation

Thompson, C. M., Babu, S., Gerlikovski, E., McGuire, M., **Makos, S.**, Ranallo, A., & Robieson, I. (2023, November). Living with long COVID: A longitudinal interview study of individuals' communicative resilience over the "long haul." Paper accepted for presentation at the National Communication Association annual conference in Washington, D.C.

Romo, L., **Makos, S.**, Hooper, M., Taussig, M., & Wright, M. (2023, November). Finding their freedom: An examination of visually impaired individuals' uncertainty management. Paper accepted for presentation at the National Communication Association annual conference in Washington, D.C.

Thompson, C. M., Voorhees, H. L., Taniguchi-Dorios, E., **Makos, S.**, Pool, K., & Babu, S. (2023, April). Findings of emotional support intervention for non-primary support providers in the context of chronic illness. Paper presented at the DC Health Communication Conference in Fairfax, VA.

Thompson, C. M., **Makos, S.**, & Babu, S. (2022, November). "It Does Make You Feel Like You're Crazy": Women's Experiences of Health-Related Communicative Disenfranchisement. Paper presented at the National Communication Association annual conference in New Orleans, LA.

Thompson, C. M., **Makos, S.**, & Babu, S. (2022, April). Conceptualizing moral boundary work: Women's communicative labor to be seen as credible witnesses to their health. Paper presented at the biannual Kentucky Conference on Health Communication, Lexington, KY.

Voorhees, H. L., **Makos, S.**, Babu, S., Taniguchi-Dorios, E., & Thompson, C. M. (2022, April). Everyday Support Provision to Individuals with Chronic Illness: A Needs Assessment. Paper presented at the biannual Kentucky Conference on Health Communication, Lexington, KY.

- Guntzviller, L. M., Pulido, M., *Babu, S., *Kelpinski, L., ***Makos, S.**, *Rollins, D., & *Zenzola, N. (2021, November). A Longitudinal Extension of Advice Response Theory. Paper presented at the National Communication Association annual conference in Seattle, WA. **Authors contributed equally and are listed in alphabetical order*
- Makos, S.** (2021, November). Applying Queer Theory and Transgender Theory to Strengthen Critical Interpersonal and Family Communication. Paper presented at the research in progress roundtable at the National Communication Association annual conference in Seattle, WA.
- Thompson, C. M., Duerringer, C., Romo, L. K., & **Makos, S.** (2021, November). Personal Responsibility, Personal Shame: A Discourse Tracing of Individualism about Health and Finances. Paper presented at the National Communication Association annual conference in Seattle, WA.
- Makos, S.** (2021, May). What CrossFit Athletes Consider When Choosing to Reveal or Conceal their Invisible Health Conditions. Paper presented virtually at the International Communication Association annual conference.
- Caban, S., **Makos, S.**, & Thompson, C. M. (2021, May). Conceptualizing Interpersonal Communication in Mental Health Literacy Interventions: A Systematic Review. Paper presented virtually at the International Communication Association annual conference.
- Makos, S.** (2020, November). Negotiating Invisible Illness-Related Identities in the CrossFit Gym. Paper presented virtually during the health communication division research in progress roundtable at the National Communication Association annual conference in Indianapolis, IN.
- Makos, S.** (2020, November). Communicating Invisible Health Conditions in the CrossFit Gym. Research Roundtable. Paper presented virtually during the research in progress roundtable the National Communication Association annual conference in Indianapolis, IN.
- Crowley, J. P., Whitt, J., & **Makos, S.** (2019, November). Heartsick: Associations Between Forgiveness and the Epstein Barr Virus for Recipients of Relational Transgressions. Paper presented at the National Communication Association annual conference in Baltimore, MD.
- Makos, S.**, & Marguglio, D. (2018, December). Say Goodbye to Study Hours: Designing and Implementing a High-Impact Academics Program. Accepted for presentation at the Association for Fraternal Leadership and Values Conference in Indianapolis, IN.
- Marguglio, D., & **Makos, S.** (2018, December). I'm Fine. It's Fine. Everything is Fine: How to Take Your Officer Education Program from Surviving to Thriving. Accepted for presentation at the Association for Fraternal Leadership and Values Conference in Indianapolis, IN.
- Makos, S.**, Marguglio, D. & Bauman, M. (2018, December). "I Volunteer as Tribute!": Designing a Blended Learning Volunteer Training Program. Accepted for presentation at the Association for Fraternal Leadership and Values Conference in Indianapolis, IN.
- Marguglio, D., & **Makos, S.** (2017, December). How to Create Engaging Online Lessons for Collegiate and Volunteer Members. Presented at the Association for Fraternal Leadership and Values Conference in Atlanta, GA.

- Makos, S.**, Keltner, S. & Marguglio, D. (2017, December). Developing, Piloting, Assessing and Implementing a Hybrid New Member Education Program. Presented at the Association for Fraternal Leadership and Values Conference in Atlanta, GA.
- Crowley, J. P., Denes, A., Ponivas, A., **Makos, S.**, & Whitt, J. (2017, November). *Forgiveness through writing: Exploring the effects of narrative completeness, emotional expression, and physiology on forgiveness*. Paper presented at the National Communication Association annual conference in Dallas, TX.
- Makos, S.**, & Morlan, L. (2016, December). Discussing the Elephant in the Room: LGBTQ Membership in Sororities. Presented at the Association for Fraternal Leadership and Values Conference in Boston, MA.
- Crowley, J. P., Denes, A., **Makos, S.**, & Whitt, J. (2016, November). *Threats to courtship and the physiological response: Testing longitudinal associations between testosterone and relational uncertainty for dating partner recipients of relational transgressions*. Paper presented at the National Communication Association annual conference in Philadelphia, PA.
- Crowley, J. P., Denes, A., **Makos, S.**, & Whitt, J. (2016, June). *Expressive writing to cope with relational transgressions: Tests of a dual-process model of expressive writing and its effects on forgiveness communication and testosterone*. Paper presented at the International Communication Association annual conference in Fukuoka, Japan.
- Denes, A., Crowley, J. P., **Makos, S.**, Whitt, J., & Graham, K. (2015, November). *Navigating relational turbulence with pillow talk: Post sex communication as a strategy for mitigating uncertainty following relational transgressions*. Paper presented at the National Communication Association annual convention in Las Vegas, NV.
- Williams, E. A., & **Makos, S.** (2014, November). After action reviews: Learning from the past in a high reliability organization. Presented at the National Communication Association Conference in Chicago, IL.

RESEARCH TRAINING

- Member.* Qualitative Research Initiative. Center for Social and Behavioral Science, University of Illinois at Urbana-Champaign. January 2021 – present.
- Research Assistant.* Support for Dr. Charee Thompson at the University of Illinois at Urbana-Champaign. May 2021 – present.
- Scheduled and conducted interviews with participants for two separate studies including:
1. Interviewing women who have experienced dismissal related to their health issues.
 2. Interviewing people with long-haul COVID symptoms addressing how they manage uncertainty related to their illness. Interviews are longitudinal, taking place at one, three, and six-month intervals.
- Transcribed audio recordings, managed participant data.
3. Developing an online-based intervention directed toward support providers about how to provide effective support to their loved ones experiencing chronic illness.
- Member.* R.A.P.P.O.R.T. Lab. Department of Communication, University of Illinois at Urbana-Champaign. August 2020 – present.

Attend monthly meetings to learn about patient-provider communication through theory-driven and evidence-based research and training.

Research Assistant. Support for Dr. Lisa Guntzviller, University of Illinois at Urbana-Champaign. May 2020 – August 2020.

Led the undergraduate research team and provided guidance on coding procedures and practice.

Participant. Qualitative Data Analysis Workshop. Sponsored by the Center for Social and Behavioral Science, University of Illinois at Urbana-Champaign. March 2021.

Discuss how researchers across disciplines use qualitative data to answer their research questions. Outlined strategies used to analyze qualitative data.

Participant. Crafting Qualitative Evidence for Impact: Insider Methods for Qualitative Data Analysis, Claim-Making, and Presentation. Training facilitated by Dr. Sarah J. Tracy. Sponsored by the Center for Social and Behavioral Science, University of Illinois at Urbana-Champaign. October 2020.

Workshop topics included: Qualitative data analysis basics, coding methods in qualitative research, heuristics for claim-making and theory building, presenting qualitative evidence.

TEACHING EXPERIENCE

Graduate Teaching Assistant

CMN 368: Sexual Communication

University of Illinois at Urbana-Champaign, Department of Communication

Spring 2022: 4 sections (hybrid)

Fall 2021: 4 sections

Faculty Member: Dr. Mary Ramey

Taught four recitation sections, assisted in grading written assignments, and held regular office hours.

Graduate Teaching Assistant

CMN 230: Interpersonal Communication

University of Illinois at Urbana-Champaign, Department of Communication

Spring 2021: 4 sections (online)

Fall 2020: 4 sections (online)

Spring 2020: 4 sections

Faculty Member: Dr. Lisa Guntzviller

Taught four recitation sections, assisted in grading written assignments, and held regular office hours.

Instructor

CMN 101: Public Speaking

University of Illinois at Urbana-Champaign, Department of Communication

Acted as the instructor of record for course sections of 24 students each, developed class curriculum, graded all oral and written assignments, and held regular office hours.

Fall 2019: 2 sections

Graduate Teaching Assistant

SPCM 130: Relational and Organizational Communication

Colorado State University, Department of Communication Studies

Spring 2015: 2 sections

Faculty Member: Dr. John P. Crowley

Taught two recitation sections, assisted in grading written assignments, and held regular office hours.

Graduate Teaching Assistant

SPCM 479: Communication Studies Capstone

Colorado State University, Department of Communication Studies

Fall 2014: 1 section

Spring 2015: 1 section

Faculty Member: Dr. Karyl Sabbath

Assisted in grading written assignments, facilitating lectures, and held regular office hours.

Instructor

SPCM 200: Public Speaking

Colorado State University, Department of Communication Studies

Acted as the instructor of record for course sections of twenty-four students each, developed program quizzes, graded all oral and written assignments, and held regular office hours.

Fall 2014: 1 section

Spring 2014: 2 sections

Fall 2013: 1 section

MENTORING EXPERIENCE

Undergraduate Research Mentor. Mentoring through Research and Practice Program at the University of Illinois at Urbana-Champaign. August 2020 – December 2020.

Mentored one undergraduate student on a research project. Guided undergraduates in their own projects for presentation at the Undergraduate Research Symposium.

Research Assistant. Support for Dr. Lisa Guntzviller at the University of Illinois at Urbana-Champaign. May 2020 – August 2020.

Trained a team of undergraduate and graduate students on coding for a project about advice giving and receiving.

PROFESSIONAL PRESENTATIONS

Makos, S. (2021, April). Keynote Speaker Address for Senior Celebration. Presented virtually for Gamma Phi Beta Sorority.

Jordan, C. & **Makos, S.** (2019, July). Identity and Inclusion 101: What does it all mean? Presented for Delta Tau Delta Fraternity at Kettering University in Flint, MI.

Makos, S. (2019, July). Leadership Self-Care. Presented at Gamma Phi Beta Regional Leadership Experience in Norman, OK.

Makos, S. (2019, July). Building Your Personal Brand. Presented at Gamma Phi Beta Regional Leadership Experience in Norman, OK.

Makos, S. (2019, February). Shine Theory and Second-Generation Gender Bias. Presented at Gamma Phi Beta Regional Leadership Conference, Regions 7 and 8, Newport Beach, CA.

Jordan, C. & **Makos, S.** (2018, October). Identity and Inclusion 101: What does it all mean? Presented at Kettering University in Flint, MI.

Makos, S. (2018, September). How to Start a Gay/Straight Alliance Club. Presented at the Safe Schools Summit for One Colorado in Denver, CO.

Jordan, C. & **Makos, S.** (2018, August). Utilizing Assessment to Create Meaningful Chapter Programming. Presented at Delta Tau Delta Fraternity National Convention in St. Louis, MO.

Jordan, C. & **Makos, S.** (2018, August). Identity and Inclusion 101: What does it all mean? Presented at Delta Tau Delta Fraternity National Convention in St. Louis, MO.

Makos, S. (2017, September). How to Start a Gay/Straight Alliance Club. Presented at the Safe Schools Summit for One Colorado in Denver, CO.

Makos, S. & Carriere, S. (2017, June). The Changing Face of Gamma Phi Beta Membership. Presented at the REAL Leadership Institute for Gamma Phi Beta Sorority in Tucson, AZ.

Makos, S. (2016, September). How to Start a Gay/Straight Alliance Club. Presented at the Safe Schools Summit for One Colorado in Denver, CO.

Makos, S. & Barton, S. (2015, July). Building Your Leadership Path. Presented at the REAL Leadership Experience for Gamma Phi Beta Sorority in Dallas, TX.

Makos, S. & Barton, S. (2015, July). Building Your Personal Brand. Presented at the REAL Leadership Experience for Gamma Phi Beta Sorority in Dallas, TX.

Makos, S. & Barton, S. (2014, June). Modeling the Strong Girl Life. Presented at Gamma Phi Beta Convention in Seattle, WA.

PROFESSIONAL EXPERIENCE

Diabetes Implementation Research Intern. Abt Associates. June 2023 – present.

Conduct literature reviews, synthesize findings, update the theory of change for a government client implementing interventions centered around type 2 diabetes

Thought Leadership Intern. Blue Beyond Consulting. June 2022 – November 2023.

Use research-based practices and evidence to partner in group writing to produce a book addressing business as a force for good.

Public Speaking Coach. University of Illinois Engineers SPEAK Program. December 2019.

Group coached 15+ electrical engineering undergraduate students on improving public speaking skills so they can better prepare to present their senior projects.

Education Manager. Gamma Phi Beta International Sorority. Sept. 2015 – August 2019.

Created the strategy, program content, and implementation plan for 60+ hybrid learning programs for use by 30,000+ collegiate and alumnae members.

Sorority Programming Intern. Gamma Phi Beta International Sorority. May – August 2014, June – Sept. 2015.

Designed curriculum for three in-person conferences on topics such as leadership development, time management, and courageous conversations.

Fraternal Values Society Coordinator. Association of Fraternal Leadership & Values. June 2014 – July 2015.

Developed and facilitated educational curriculum in goal setting, hazing prevention, and program management

Study Coordinator. Colorado State University. March 2014 – May 2015.

Coordinated interview times and recruited participants as a graduate student researcher with Dr. John Crowley.

Program Coordinator. University of California, Berkeley – Haas School of Business. February 2012-July 2013.

Organized specialized industry training (consulting, finance, entrepreneurship) for more than 800 MBA students.

Technical Recruiter and Recruiter Mentor. Aerotek Staffing Agency. July 2011 – February 2012.

Evaluated candidates' strengths compared to clients' requirements through face-to-face and phone interviews.

Collegiate Leadership Consultant. Gamma Phi Beta International Sorority. July 2010 – May 2011.

Traveled to 20 university campuses in 15 states to facilitate educational programming and recruit members.

PROFESSIONAL DEVELOPMENT

The eLearning Guild's Articulate User Conference. The eLearning Guild. Las Vegas, NV. October 2018.

Dev Learn 2018 Conference and Expo. The eLearning Guild. Las Vegas, NV. October 2018.

Presenting Data and Information. One-day course taught by Edward Tufte. Denver, CO. July 2018.

Fraternity and Sorority Round Table. Association of Fraternity & Sorority Advisors. Atlanta, GA. November 2017.

Prove-It. One-day course taught by Erin Fischer and Dan Wrona, RISE Partnerships. Carmel, IN. September 2017.

Program Design School. Two-day course taught by Erin Fischer, the Leadership and Training Studio. Carmel, IN. September 2017.

Fraternity and Sorority Round Table. Association of Fraternity & Sorority Advisors. Boston, MA. November 2017.

Fraternity and Sorority Round Table. Association of Fraternity & Sorority Advisors. Fort Worth, TX. November 2015.

SERVICE

Secretary. Forging Youth Resilience (FYR), Mindset Reps Chapter. Forging Youth Resilience (FYR) is a 501(c)(3) nonprofit organization that empowers young people to build physical and mental strength for life by providing access to a network of community-based fitness programs and mentorship. January 2022 – present.

Committee Member, Student Representative. Department Head Evaluation Committee. Department of Communication. University of Illinois at Urbana-Champaign. Spring 2022.

Board Member. Athletic Board for the University of Illinois at Urbana-Champaign. Service for the academic year of 2021-22.

Paper Reviewer. International Communication Association. 2021.

Guide and Facilitator. The Clara Project, a three-month training on board-level service sponsored by Gamma Phi Beta International Sorority. 2021.

Board Member. GLSEN (Gay, Lesbian & Straight Education Network). 2019.

Safe Schools and Gay/Straight Alliance Program Volunteer. One Colorado, the state of Colorado's leading LGBTQ advocacy organization. 2015 – 2019.

Facilitator. Delta Tau Delta Fraternity. 2016 – 2019.

Facilitator. Sigma Kappa Sorority. 2016 – 2019.

Sorority Director – Chapter Life. Gamma Phi Beta International Sorority. May 2013 – September 2015.

Presentation Team Member. Gamma Phi Beta International Sorority. July 2012 – July 2014.

Regional Coordinator – Advisors. Gamma Phi Beta International Sorority. July 2011 – May 2013.

AFFILIATIONS

Association of Fraternity/Sorority Advisors (AFA)
Gamma Phi Beta International Sorority
National Communication Association (NCA)
The eLearning Guild

CERTIFICATIONS

Graduate Student Mentoring Certificate. For the development of intentional mentoring practices in a research context. University of Illinois at Urbana-Champaign. August 2021.

Articulate Storyline Software Certification. Advanced training for eLearning module creation. September 2016.

Yoga Alliance 200 Hour Teaching Certificate. Vinyasa yoga instructor. May 2016.