

(ANC)

The popular social media platform Snapchat rolled out a new update recently, and since then, it's been met with widespread criticism. N-C-C News' James Hilepo spoke to some long-time Snapchat users to get their thoughts on the redesign.

RUNS: 0:10

(TRACK 1)

Snapchat users are not happy, and they are making their feelings clear. The new update, released two weeks ago, splits some of its features in half, and combines others. Jared Picon, a Snapchat user for over three years, explains his confusion.

[TAKE SOT

NAME:Picon ACT

DURATION:0'12"]

<" It's very sophisticated, and I think it's too early for the update. It's hard to see what stories were posted recently, and it's hard to keep up with all of your streaks. Most of my friends already switched it back. ">

(Track 2)

Snap Inc., the parent company of Snapchat, has stood by the update, and has ignored public calls to reverse the app back to its former layout. Daily Snapchatter Natalie Rudakevych says the refusal to give users what they want is frustrating.

[TAKE SOT

NAME:Rudakevych ACT

DURATION:0'11"]

<" If you're a company that, like, serves people, you should listen to their feedback and if you're just going to kind of write it off like that, that's kind of a red flag that maybe they're not a very nice company.">

(Track 3)

Users hope that, in time, they will get used to the new Snapchat update, but for now, it's nothing but frustration. I'm James Hilepo, reporting for N-C-C News.